



Australian Government

**Department of Employment and
Workplace Relations**



JobAccess

AN AUSTRALIAN GOVERNMENT INITIATIVE

Workplace Modifications Scheme Guidelines

1 July 2007

For enquiries please contact:

JobAccess on free call 1800 464 800 or visit www.jobaccess.gov.au

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1. Aim

The Department of Employment and Workplace Relations (DEWR) aims to maximise the ability of all Australians of working age to find work, particularly those that face the most severe barriers to work, and support strong employment growth and the improved productive performance of enterprises in Australia.

The Workplace Modifications Scheme (WMS) encourages and supports the employment of eligible people with disability by providing financial assistance (Assistance) for the cost of modifications and adjustments that may be needed to a workplace (Modifications). Assistance is subject to meeting eligibility and application requirements and funds being available

2. Objective

To improve access to and the tenure, conditions of employment, productivity, capacity and work opportunities of people with disability.

3. Guidelines

The aim of the WMS Guidelines is to explain the requirements and processes for Assistance under WMS.

The Guidelines form part of:

- (a) the terms and conditions of the Funding Deed; and
- (b) the conditions of Assistance under WMS.

4. Worker Eligibility

The conditions of eligibility are set out in section 5 of the Guidelines.

For the purposes of Assistance, the following definitions apply:

- **'Worker' means a person who:**

- (a) at the time of applying for assistance meets Section 5.1 and 5.2 of the Guidelines.

5. Conditions of Eligibility

Subject to section 6 of the Guidelines, in order to be eligible for Assistance, a Worker must meet all criteria in **Part A**, and one criterion in **Part B**.

5.1 Part A:

To be eligible for Assistance, a Worker must meet all the following criteria:

- (a) have an ongoing disability that:
 - (i) has lasted, or is likely to last, for at least two years;
 - (ii) results in a limitation, restriction or impairment affecting the Worker's everyday activities; and
 - (iii) requires a work- related adjustment; **and**
- (b) be an Australian citizen or permanent resident; **and**

- (c) have an offer of employment for a minimum of 8 hours per week or be employed for a minimum of 8 hours per week, where that employment is reasonably expected to continue for a period in excess of 13 weeks. Periods of employment for less than 13 weeks, or employment where work may not be continuous (e.g. positions in seasonal industries) may be considered at the discretion of JobAccess on a case-by-case basis. In such cases a clear statement of the employment relationship will be required from the employer to enable JobAccess to consider the application.

5.2 Part B:

To be eligible for Assistance, a Worker must meet any of the following criteria:

- (a) have an offer of employment or be employed under a legal industrial arrangement that complies with the minimum standards established by Commonwealth, State or Territory law. This includes any of the following employment arrangements under:
 - (i) an award (Where no award exists, the employer is responsible for contacting DEWR or equivalent State authority who will nominate the most appropriate award); or
 - (ii) an enterprise agreement; or
 - (iii) workplace agreement as defined under the *Workplace Relations Act 1996*, including an Australian workplace agreement, an employee collective agreement, a union collective agreement, a union greenfields agreement, and employer greenfields agreement and a multiple-business agreement; or
 - (iv) an individual employment contract, **OR**
- (b) be a self-employed Worker who is working a minimum of 20 hours per week, and provides evidence of ABN to JobAccess; **OR**
- (c) be receiving assistance from a Provider of Australian Government Employment Services (PAGES) or be supported by a Department of Family and Community Services and Indigenous Affairs (FaCSIA) funded Business Services.

6. Ineligible Workers

Workers **NOT** eligible for Assistance are those:

- (a) who have received a workers compensation payment against the current employer that covers the modifications, adjustment or item being sought under the WMS; **OR**
- (b) undertaking a current work experience placement, unpaid work, or Work for the Dole programme.

7. Types of Assistance

Workplace modifications are directed toward improving the tenure, conditions of employment, capacity and opportunities of people with disability for work. Assistance must be clearly directed to the specific needs of the worker with disability.

JobAccess can help workers with disability by contributing to the cost of lease, hire, purchase, manufacture, establishment and initial training with the special or adaptive Equipment that enables a worker to perform at his/her full potential and/or maximise his/her income, which would not normally be provided by the employer.

Assistance is approved at the discretion of JobAccess and where funds are available.

Some examples include the following:

- **Vehicular modification may be considered** if a Worker is employed under a legal industrial agreement where that employment is primarily associated with the use of transport (eg. a delivery driver);
- **Training** in instances where a worker with disability requires technical support or training for disability specific modifications or Equipment normally not provided by an employer. The cost of such training should be included in the total cost of the package. Training travel costs may be considered on a case by case basis by JobAccess for those workers who have to travel interstate or distances over 300kms return to attend training for disability specific modifications or Equipment.
- **Medical aids** (are all purpose aids required due to a person's disability, regardless of whether or not they are working) in instances where it may be necessary to have a different model of the aid specifically for the work environment (eg. a waterproof hearing aid) may be approved at the discretion of JobAccess where more appropriate sources of funding are not available. In most instances funding for medical aids will **not** be available;
- **Software upgrades may be considered** on a case by case basis by JobAccess for those Workers who require the new software enhancements due to their disability;
- **Communication technology or alert systems** normally not provided by an employer;
- **Specific items of Equipment or modifications to existing items of Equipment** that will be used by the Worker with disability in a particular job;
- **Physical or environmental workplace adjustments** that promote access to premises or enable a Worker to carry out their duties at a particular workstation or location, for example alternative lighting, ramps, noise management, workstation height adjustments, etc. can be considered. The priority for modifications to buildings will be assigned to those that can be relocatable. The total cost of any building modifications cannot exceed \$25,000 (GST exclusive). Building modifications can only be considered where the building owner or landlord has agreed that the building

modifications can be implemented and relocated should the worker with disability leave employment. All applications that include building modifications will be referred for a Workplace Assessment.

Note: Applications for workplace modifications may be considered on a case by case basis where a number of workers would be assisted with all modifications. In such cases a majority of workers benefited would need to meet all conditions of eligibility under Part 5 of the Guidelines.

8. Circumstances where Assistance is NOT available

Funding under the WMS is not available where:

- JobAccess is not satisfied that the requested modification, Equipment or assistance is directed at the specific needs of the Worker with disability i.e. that the item is not built and designed for use by people with disability;
- Assistance it is more appropriately provided by another Commonwealth, State, non-government or voluntary source;
- Assistance is sought for domestic modifications, unless JobAccess is satisfied that the request for modifications or Equipment to be based at the Worker's home are directly related to the Worker's duties and the Worker is unable to attend the usual place of work due to their disability. The employer would be expected to provide Equipment that is normally available in the workplace unless it can be shown that this would cause hardship. The Worker must be employed in a job that meets all the other requirements for eligibility under the WMS.

9. Reasonable Adjustment and employer contribution

Assistance is available subject to the following conditions being met:

- The employer has no statutory liability to provide the Equipment (eg. for occupational health and safety requirements or under the Reasonable Adjustments).
- Reasonable Adjustment for the purposes of the requirements of the *Disability Discrimination Act 1992* (Cth) is recognised as having being met by the employer.

This often takes the form of in-kind assistance provided by the employer in enabling the adjustments to be implemented and other efforts that may be required from time to time in employing a job seeker with a disability.

Reasonable Adjustment may also be achieved through working with DEWR funded services in developing alternative work arrangements, work methods, Equipment or the work environment to reduce or eliminate the effects of disability. It is not a requirement of these Guidelines for reasonable Adjustment to take the form of a cash contribution.

10. Links with the Worker's Employment Assistance Plan (EAP)

WMS aims to improve access to and the tenure, conditions of employment, productivity, capacity and work opportunities of people with disability.

In furthering the aims of the WMS, applicants must describe how the requested Assistance will:

- reduce an existing barrier to employment;
- addresses an individual Worker's identified need with employment;
- enhances employment conditions;
- complement employment and training strategies that have been considered or may be implemented;
- improve the Worker's productivity in the proposed position.

10.1 Applications involving PAGES and FaCSIA funded Business Services

Applications involving PAGES and FaCSIA funded Business Services should base the request for Assistance on the job seeker's agreed Employment Assistance Plan (EAP) and explain how the range of Assistance being requested will support the EAP.

10.2 Applications not involving PAGES

Where applications do not involve PAGES or FaCSIA funded Business Services, they may refer to their own agency's staff development activities in support of their application for Assistance.

11. Ownership of Modification

At the time of seeking approval, the identity of the party who will own the Modification must be agreed between all parties and entered in the Claim Description table (part 5) of the Application Form.

Responsibility for ongoing maintenance, repair, replacement and liability as a result of injury will rest with the owner of the Modification. The Commonwealth does not accept any responsibility for maintenance, repair, replacement or liability.

There may be situations where one party (eg. a Worker) is not in a position to make the purchase and another party (eg. the Service Provider or employer) agrees to purchase the items on their behalf. Where this is the case, the purchasing party must do all things necessary to vest ownership of Modification in the party on behalf of whom the purchase was made.

Where the owner of the Modification is not the Worker, and the Worker subsequently leaves the job, subject to the nature of the Modification, the Modification must continue to be used as intended under WMS to encourage and support the employment of people with disability. This includes, as appropriate:

- moving the Modification with the Worker to a new job;
- transferring the Assistance to a service provider for use by another Worker; or
- retaining the Modification to engage another Worker with similar needs.

Following a Worker leaving a job, wherever possible the Modification should move with the Worker in respect of whom the Modification was provided.

12. Documentary Evidence

12.1 Applications made by PAGES

12.1.1 Documentary Evidence Guide

The party to the application that is requesting reimbursement will ensure that an individual Job Seeker Workplace Modifications Scheme Application file will be established for each application (the File). The File must be used to record all documents relating to the Assistance.

The file should contain as a minimum, copies of:

- (a) the relevant sections of the job seeker's agreed EAP;
- (b) the completed Application form;
- (c) quotations obtained and any technical/descriptive information on items requested;
- (d) evidence of expenditure, supplier receipts and invoices for each item of assistance requested;
- (e) a declaration from the parties to the application that the Assistance has been implemented;
- (f) the 13 week post implementation Workplace Modifications Scheme Outcomes Survey; and
- (g) any other documents required under the Service Provider's agreement with DEWR.

Service Providers must keep financial accounts and Records relating to the reimbursement of WMS so as to enable all receipts and payments related to the claim for reimbursement to be identified and reported in accordance with the Guidelines

12.1.2 DEWR Contract Management Framework

In performing services in connection with the WMS, Service Providers must otherwise comply with all their other obligations under the relevant agreement with DEWR.

12.2 Job Seeker Account vs. WMS - Job Network Member (JNM) only

At no time can a JNM use both the WMS and the Job Seeker Account (JSKA) simultaneously to purchase the same item.

In approving a claim under the WMS, the JobAccess Adviser needs to be satisfied that the requested Modification is directed at the specific needs of the Worker i.e. it is an item built, designed or implemented for use by a particular Worker and is identified by assessing the Worker in a particular job in a particular workplace. The Assistance requested would not normally be provided by the employer as may be the case with other employees. See Section 7 of these Guidelines [Types of Assistance] where examples are provided.

12.3 Applications made by all other parties

Applicants that are not PAGES may be required to submit documents that satisfy Section 12.1.1 (a) - (f) as part of the application and reimbursement process.

13. Assessment of Applications and Workplace Assessments

13.1 Employers and Self-Employed Workers

All applications for Assistance from employers and self-employed Workers will be subject to:

- (a) the outcome of a Workplace Assessment (required);
- (b) funds availability; and
- (c) Section 14 of these Guidelines.

In the event that an application for Assistance is incomplete or ambiguous, Job Access will contact the applicant by telephone within 4 business hours** of the Application Date. The applicant may elect to 'close the application as not proceeding' or re-submit a new application. The application must be fully completed and finalised before a WMS Assessor is appointed by JobAccess to undertake a Workplace Assessment.

Provided that an application is complete and no ambiguities exist, JobAccess will advise the applicant of funds availability and authority to proceed within 2 Business days of the Application Date.

13.2 PAGES

13.2.1 Applications for Assistance of less than \$10,000

Applications from PAGES for Assistance of **less than \$10,000 in total** will:

- (a) not automatically require a Workplace Assessment; and
- (b) be subject to further consideration in the case of incompleteness or ambiguity. If ambiguity is apparent a Workplace Assessment will be arranged; and
- (c) be subject to Section 14 of these Guidelines.

JobAccess will advise the applicant of funds availability and authority to proceed within 4 hours** of the Application Date.

In the event that an application for Assistance is incomplete or ambiguous, Job Access will contact the applicant by telephone within 4 hours** of the Application Date. The applicant may elect to 'close the application as not proceeding' or re-submit a new application. The application must be fully completed and finalised before a WMS Assessor is appointed by JobAccess to undertake a Workplace Assessment.

** **Note:** 'hours' refers to the standard hours of operation.

13.2.2 Applications for Assistance of \$10,000 or greater

Applications from PAGES for Assistance of **\$10,000 or greater in total** will:

- (a) require a Workplace Assessment;
- (b) be subject to further consideration in the case of incompleteness or ambiguity; and
- (c) be subject to Section 14 of these Guidelines.

JobAccess will advise the applicant of funds availability and authority to proceed within 2 business days of the Application Date.

In the event that an application for Assistance is incomplete or ambiguous, Job Access will contact the applicant by telephone within 4 business hours of the Application Date to resolve the matter. The applicant may elect to 'close the application as not proceeding' or re-submit a new application. The application must be fully completed and finalised before a WMS Assessor is appointed by JobAccess to undertake a Workplace Assessment.

13.3 Workplace Assessment

A Workplace Assessment involves an evaluation of a specific job in a specific workplace and determines recommendations for the most appropriate workplace modification, adjustment or adaptive Equipment to allow the worker to participate in employment.

The application must be fully completed and finalised before an Assessor is appointed by JobAccess to undertake a Workplace Assessment.

JobAccess will arrange for the Workplace Assessment to commence within 5 business days of receiving the application for Assistance.

A Panel of WMS Assessors will operate on a national basis and WMS Assessors will be available to conduct assessments at a time negotiated with the employer, JobAccess and the Worker for whom Assistance is sought.

JobAccess will select the most suitable WMS Assessor from the Panel of Assessors and requests that the WMS Assessor conduct a Workplace Assessment. This will be undertaken taking into account the regional location, industry experience and any disability speciality that may be nominated. This

may include directing the WMS Assessor to provide the following which will assist in the validation of eligibility requirements on behalf of JobAccess:

- (a) expert advice or other information in regard to potential options to determine workplace adjustment options and modifications with regard to disability employment with applicants who may not be aware of possible alternatives;
- (b) confirming that a Worker's disability is a barrier to employment; and/or
- (c) confirming the relevance of a request for a particular item(s) in an application for Assistance to confirm that the particular item or package of items will remove a barrier to employment with particular regard to the individual worker's disability, job and workplace.

The WMS Assessor must conduct each Workplace Assessment at the time negotiated with the JobAccess provider, the employer or worker with disability requesting the assistance through JobAccess. The WMS Assessor conducting each Workplace Assessment must ensure that they seek agreement of the parties to the Workplace Assessment in regard to Workplace Assessment outcomes and other provisions contained in the Guidelines.

JobAccess must ensure that the Assessor submits a Workplace Assessment report within 7 business days of the application date (as advised by JobAccess).

Within 1 business day of receiving the Workplace Assessment Report, JobAccess will review the Workplace Assessment report and:

- (a) approve the Workplace Assessment report; or
- (b) if the scope of the Workplace Assessment report is not of sufficient standard, return the Workplace Assessment report to the WMS Assessor for further assessment, If the original Workplace Assessment Report is returned to the WMS Assessor for further assessment, the WMS Assessor must, at its own cost, ensure that, within 2 business days:
 - (i) conduct a further Workplace Assessment (if required);
 - (ii) amend the Workplace Assessment Report; and
 - (iii) re-submit the revised Workplace Assessment report to JobAccess in a standard acceptable to JobAccess: and
- (c) advise the applicant of either the approval or rejection of their application
 - (i) by telephone – within 1 business day of receiving the final Workplace Assessment report; or
 - (ii) by either email, facsimile or letter – within 9 business days of the Application Date.

The cost of the Workplace Assessment is not included in the total cost of the application for Assistance by the applicant.

It is expected that the majority of both Workplace Assessments and Workplace Assessment Reports will be completed within 5 hours (in total). Where it is evident that a particular Workplace Assessment is of a more complex nature, an additional time of up to 4 hours may be made available with prior approval of JobAccess.

The assessment hourly rate of \$120 per hour (GST Inclusive) will be offered for WMS assessment services. A maximum of 9 hours will be paid for Workplace Assessments and Workplace Assessment Reports.

The WMS Assessor may claim reimbursement for travel time for all Workplace Assessments. The maximum amount that JobAccess will reimburse the WMS Assessor for travel time is \$50 per hour (GST inclusive).

JobAccess will reimburse the WMS Assessor for other travel costs and associated expenses where travel in excess of 200km for a return trip is required for the WMS Assessor to provide the WMS assessment services.

Reimbursement will be at the Australian Public Service non-Senior Executive Service rates. These rates are to be sourced from the Australian Tax Office and are equal to the "Reasonable daily travel allowance amounts" published in each year's relevant tax ruling [1].

Travel expenditure reimbursement is to be claimed as part of the fees for assessment services at the time the assessment report is lodged with JobAccess.

Payment for WMS assessment services to WMS Assessors will only be made by JobAccess on receipt of:

- (a) the final WMS assessment report completed to the requirements of these Guidelines; and
- (b) a suitably completed Tax Invoice detailing hours of services, and travel costs (if applicable), rendered.

[1] Amounts to be sourced from **Table 1: Employee's annual salary - \$81,400 or below** found at <http://law.ato.gov.au/atolaw/view.htm?docid=TXD/TD200532/NAT/ATO/00001>

14. Job Access's right to decline an application for Assistance and applicant's right to request a review

JobAccess reserves the right to decline Assistance. This may be due to, but is not limited to any of the following situations:

- (a) funds availability;
- (b) the Worker has not met the eligibility criteria in Section 5 of the Guidelines;
- (c) the Worker is ineligible under section 6 of the Guidelines;

- (d) the application is incomplete and no new application is submitted;
- (e) any of the parties to the application refuse DEWR's requirements in regard to maintaining appropriate records and random confirmation of expenditure and implementation of Assistance;
- (f) the application for Assistance fails to adequately explain how the Assistance will complement and support the agreed job seeker assistance plan, and no clarification is submitted;
- (g) the Modification cannot be acquired within a maximum of 30 days unless prior notification has been provided;
- (h) ownership cannot be agreed as required at Section 11 of these Guidelines;
- (i) circumstances where Assistance is not available under section 8 of these Guidelines; and
- (j) reimbursement of items that have been purchased without prior approval will not be reimbursed unless previously approved by JobAccess.

Where an application for Assistance is declined for reasons other than (b), (c) or (i) as listed in this section, the applicant may review, amend and re-submit an application for Assistance under WMS.

15. 13 week post implementation Workplace Modifications Scheme Outcomes Survey

All applicants for Assistance will be required to complete and submit a 13 week post implementation Workplace Modifications Scheme Outcomes Survey.

Should an Applicant subsequently fail to complete and submit the 13 week post implementation Workplace Modifications Scheme Outcomes Survey, the Department, may, at its discretion recover the amount of assistance from the Applicant.

The survey will explore the outcomes of the Assistance provided under WMS. The survey will canvass applicant responses to Sections 1 and 10 of these Guidelines.

Survey responses will be used to gather feedback on the performance of WMS and de-identified information may be used for the purposes of policy development and promotion.

See Section 22 of these Guidelines for sample employee, employer and service provider surveys.

16. The role of a PAGES

PAGES may be a recipient of reimbursed funds under WMS. PAGES are not acting as an agent of DEWR or JobAccess and must not make commitments to employers and/or workers on approval of funding.

PAGES may assist employers and workers identify the need for Modifications and the type of Modification or assistance that may be appropriate.

PAGES may advise an employer or Worker of the provisions of WMS, and at the request of prospective applicants, assist an applicant to prepare or submit a WMS application to JobAccess. In these instances the Service Provider should make the applicant aware of the information required as set out in these Guidelines.

DEWR or JobAccess is not liable for any misinformation given to employers or workers by Service Providers in relation to the provision of WMS assistance.

17. Subsequent applications for funding under WMS

There are no restrictions to the number of times a Worker can apply for Assistance. However, subsequent Assistance would be subject to the availability of funds and is at the discretion of JobAccess. Subsequent applications should be discussed with the JobAccess Adviser when first considering the Modifications

18. Reimbursements

Assistance is available on a reimbursement basis only. Evidence of expenditure must be submitted to JobAccess within 21 days from the date of approval of the application for WMS. JobAccess may **not reimburse claims over 30 days from the date of approval of the application for WMS.**

Where a piece of Equipment, item or modification has been hired or leased, and a decision is subsequently taken to purchase that Equipment, item or workplace modification, a new application and JobAccess consideration will be required.

18.1 Reimbursement of amounts from applications made by employers or Other Workers

Applications will be subject to JobAccess's consideration of the application against Section 13 of these Guidelines, the outcomes of the Workplace Assessment and funds availability. Reimbursement is not guaranteed where written approval (in any form) from JobAccess has not been provided.

All other claimants (employers or self-employed Workers) who do not have access to that system for the purposes of WMS will be paid by direct credit once a Tax Invoice and supplier receipts of expenditure have been submitted to JobAccess.

18.2 Reimbursement of amounts from applications made by PAGES

Reimbursement payments to PAGES will be provided through the DEWR EA3000 system (Smart Client) special payments draw down facility.

18.2.1 Reimbursements for Assistance of less than \$10,000

Applications will be provided Approval in Principle on consideration of the application against Section 13 of these Guidelines and confirmation that funds are available.

18.2.2 Reimbursements for Assistance of \$10,000 or greater

Approval for applications for Assistance of \$10,000 or greater in total will be subject to JobAccess's consideration of the application against Section 13, outcomes of the Workplace Assessment and funds availability.

19. GST Provisions and Quotation Requirements

19.1 GST Provisions

Under the Goods and Services Tax (GST) Ruling number 2000/11, the process of grants reimbursement from DEWR for Modifications are not a taxable supply.

Parties are strongly encouraged to obtain independent professional advice in relation to their liabilities for GST.

19.2 Quotation requirements

Quotations are not required for Modifications under \$2,500.

One quotation only is required for individual items greater than \$2,500 and up to \$5,000.

Modification items in excess of \$5,000 will require 3 quotations. Please note this applies to the cost of individual items, not the total cost of the items in a WMS Application.

20. Access, Fraud and Recovery

20.1 Access

It is a condition of Assistance that the Applicant:

- (a) keep all records in connection with Assistance for a minimum of 2 years, including Documentary Evidence referred to in section 12 of the Guidelines; and
- (b) provide these records, as soon as practicable to JobAccess or any person authorised in writing by DEWR.

20.2 Fraud

Under the Criminal Code Act 1995 (Cth), offences involving fraudulent conduct against the Commonwealth are punishable by imprisonment.

Where any party, including a party to the application, suspects potential fraud in connection with applying for, or receiving Assistance, that party must refer the matter immediately to JobAccess for investigation and action as appropriate.

20.3 Recovery

Recovery may be made for number of reasons including for non-compliance with these Guidelines, and fraud.

Recovery of Assistance for any reason will be determined on a case by case basis, and in accordance with any arrangement already in place with JobAccess.

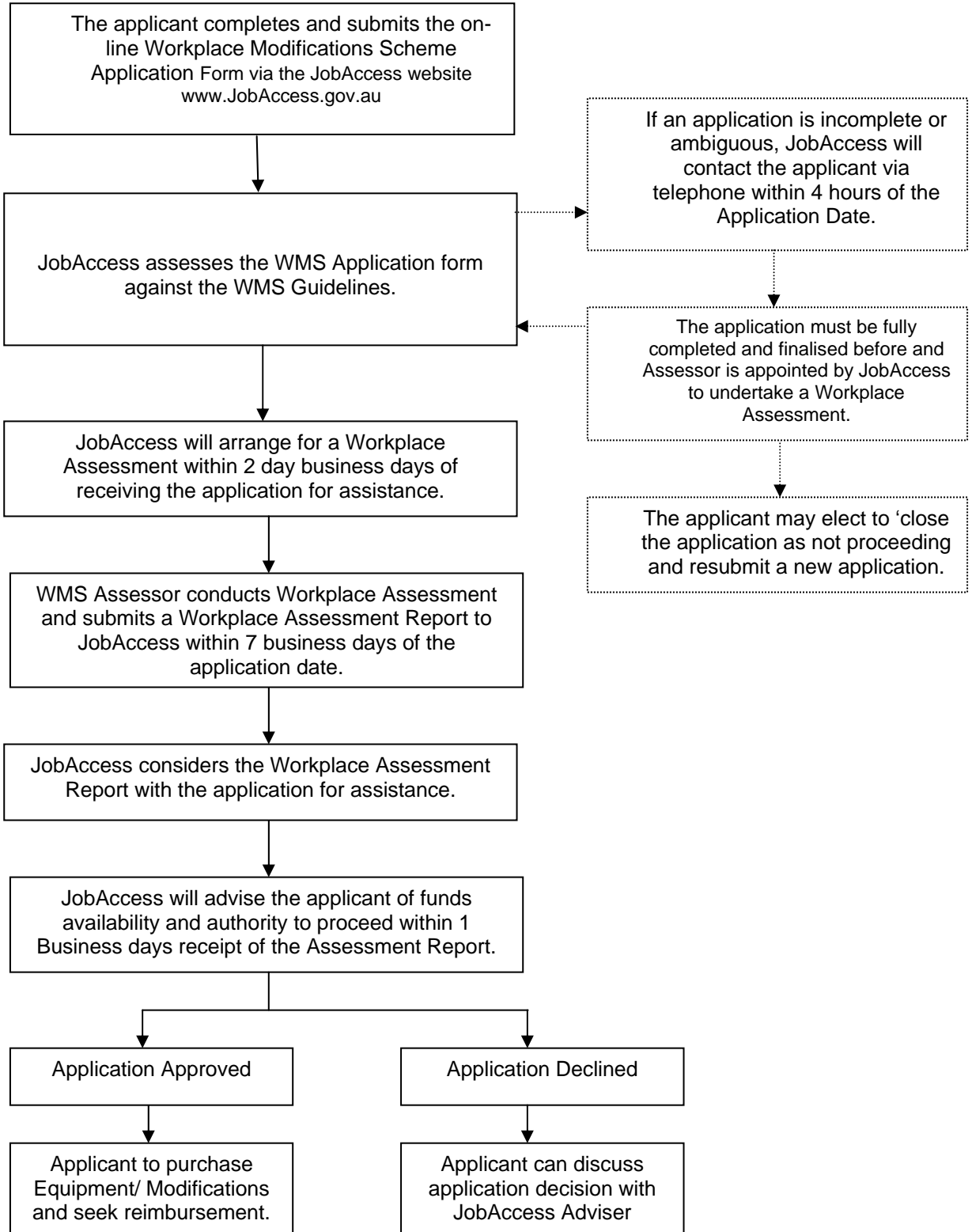
20.4 Process of Recovery

Any recovery action for any reason will be dealt with in accordance with any relevant DEWR guidelines and other arrangements in place. Where a decision to recover is made, the relevant parties will be advised in writing.

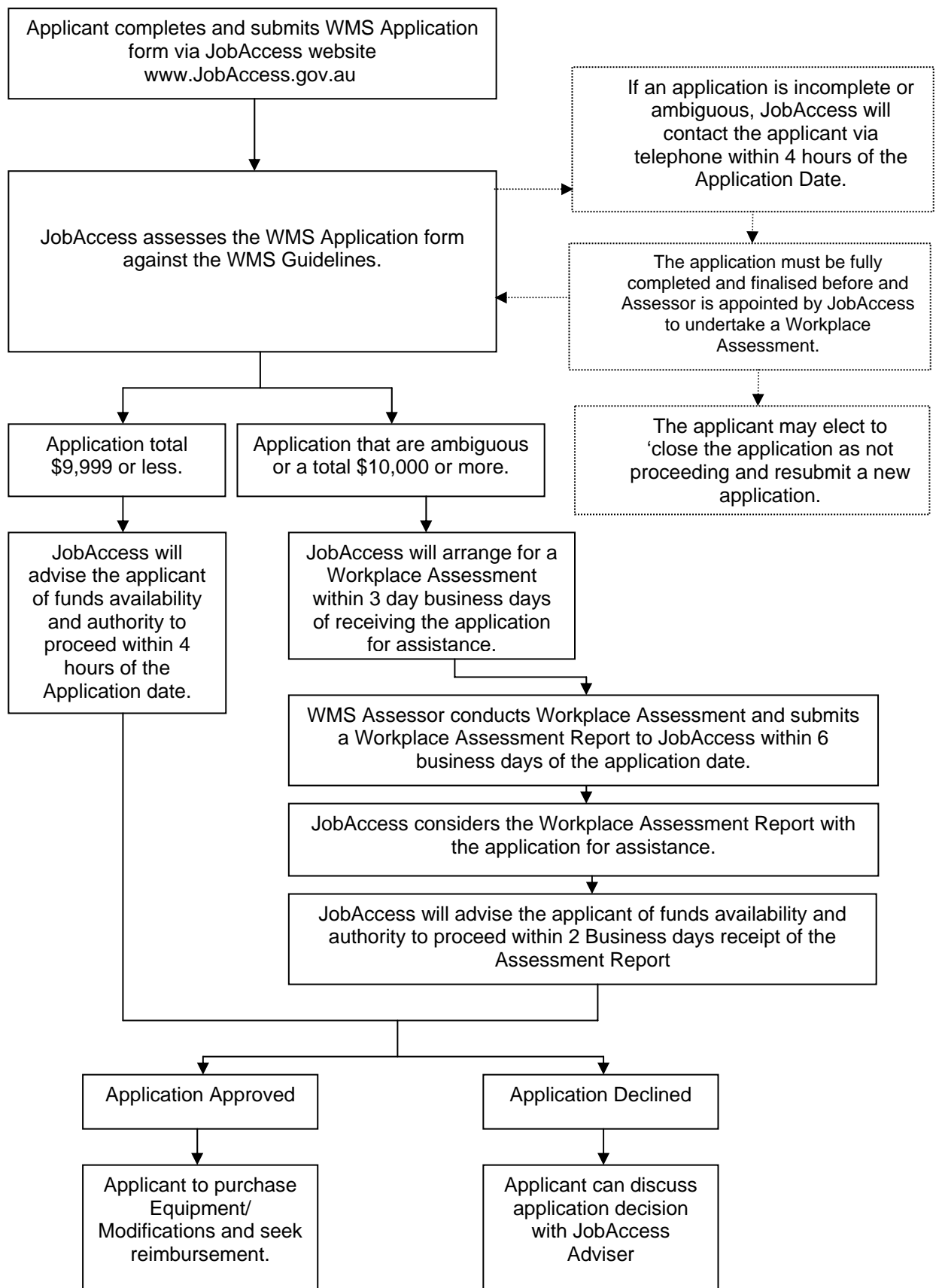
21 Process for submitting an Application, a Workplace Assessment and Reimbursement

21.1 Approval of applications

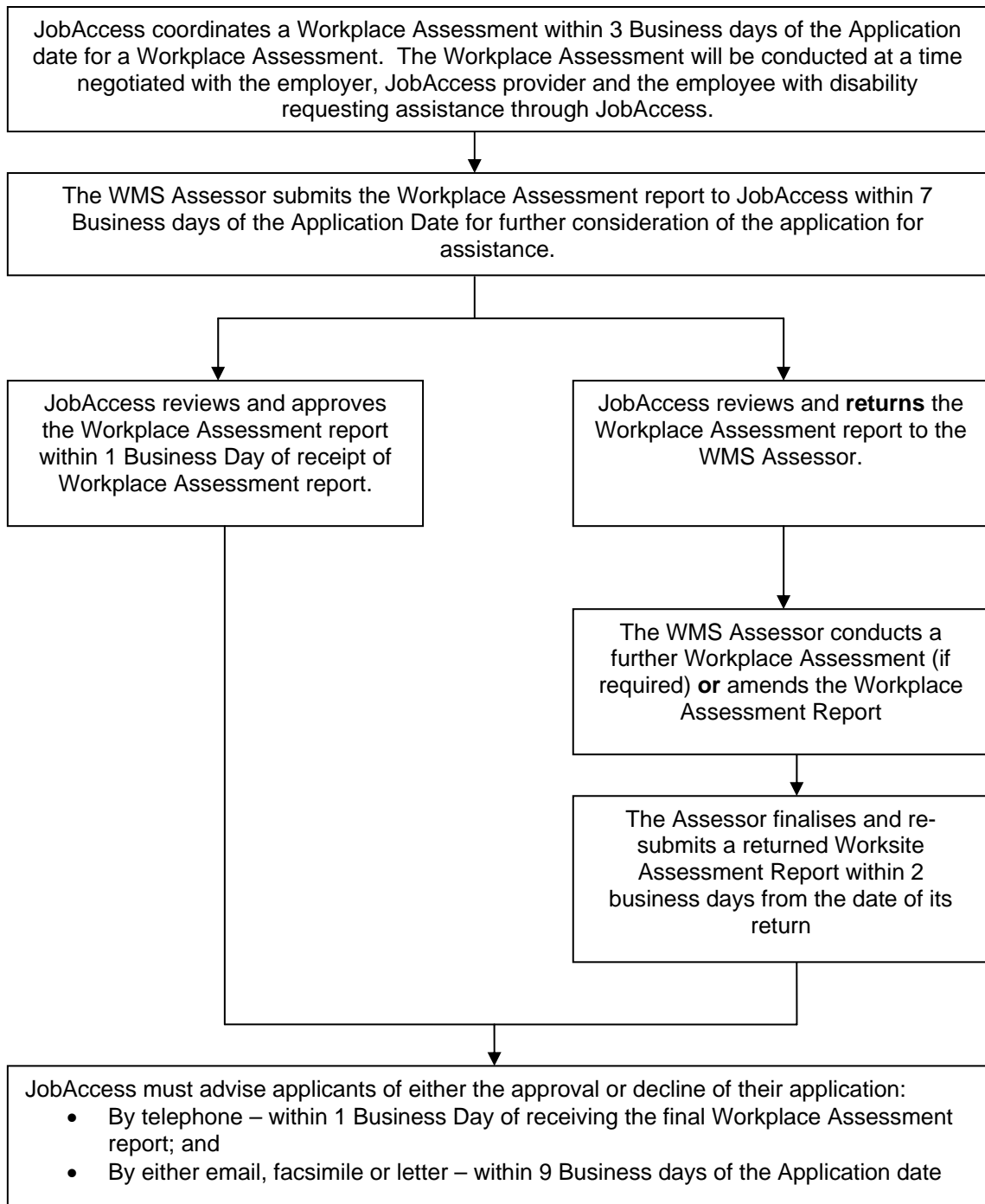
21.1.1 Employers and Self-Employed Workers



21.1.2 PAGES

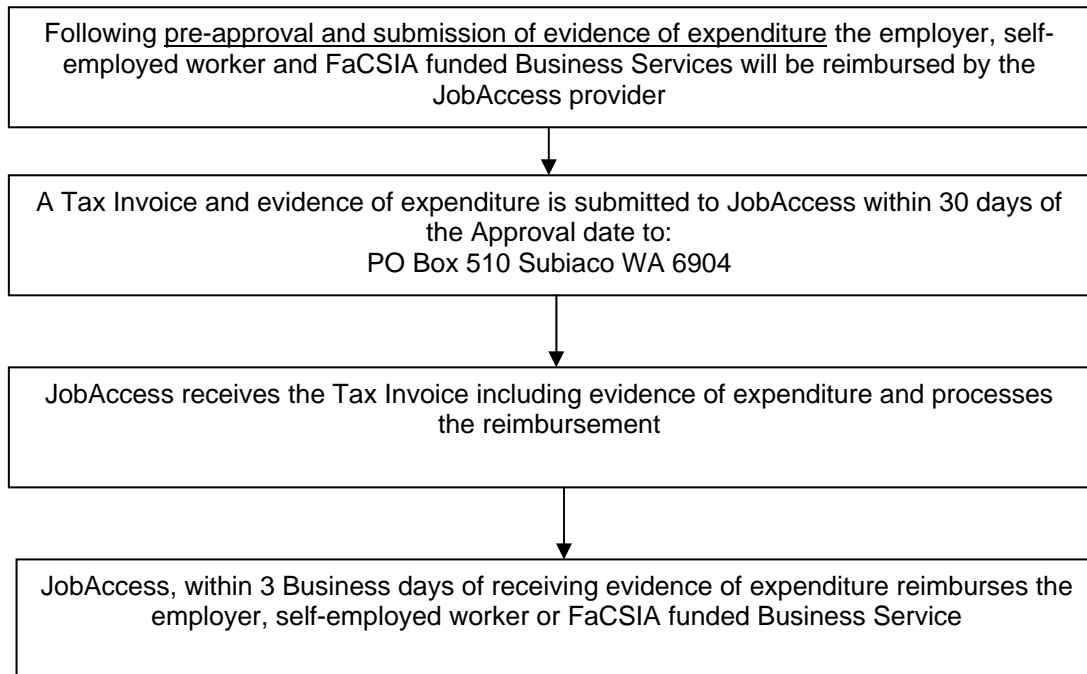


21.2 Arranging a Workplace Assessment

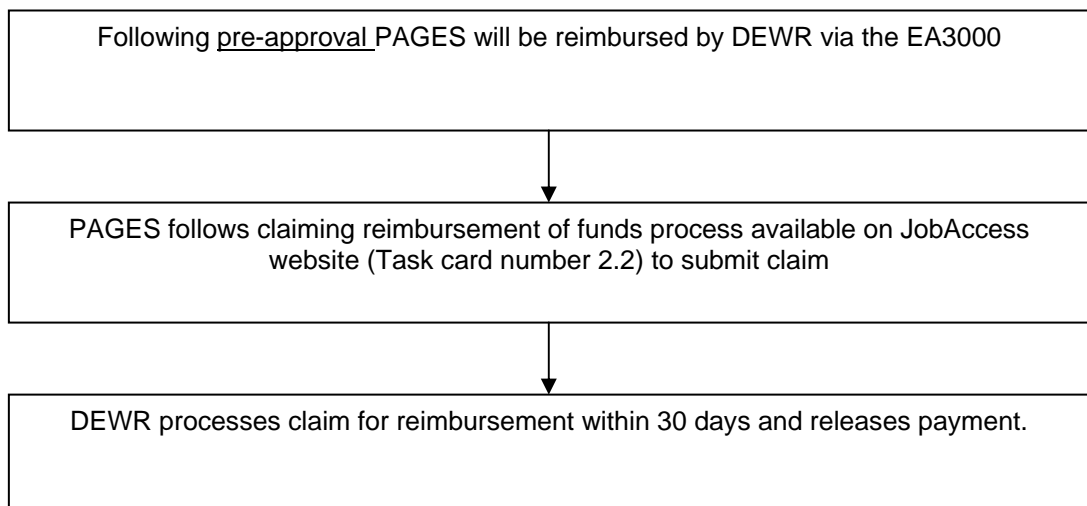


21.3 Reimbursements of claims

21.3.1 Employers, Self-employed Workers and FaCSIA funded Business Services



21.3.2 PAGES



22. SAMPLE EMPLOYEE, EMPLOYER AND SERVICE PROVIDER OUTCOME SURVEYS

22.1 Sample Employee Outcome Survey

**Workplace Modifications Scheme
Employee Outcomes Survey**

Your name:

Date:

1. Are you still employed by the same company? Yes No
2. Have your hours changed? Yes No
If Yes, by how many hours? _____ *Increased* *Decreased*
3. Is it likely that your employment will continue? Yes No
4. Has the assistance provided the help that it was intended to? Yes No
5. Has the equipment/modification helped you to do more tasks at work? Yes No
6. Has the equipment/modification helped you to develop new skills? Yes No
7. Do you have more confidence at work? Yes No
8. Are you doing the same type of work as other workers? Yes No
9. Are you happy with the assistance provided by the WMS? Yes No
10. How did you find out about the Workplace Modifications Scheme?

Comments:

11. Was there anything in the process that you think could be improved? Yes No

Comments:

12. Any further comments?

Thank you for completing the survey.

Please fax the completed survey to (02) 6204 2031 or

**Post to: Workplace Modifications Scheme
Location 12M11
GPO Box 9879
Canberra ACT 2601**

22.2 Sample Employer Outcomes Survey

Workplace Modifications Scheme Employer Outcomes Survey

Business name:

Date:

1. Is «WorkersFullName» still employed by your business? Yes No
2. Have the worker's hours changed? Yes No
If Yes, by how many hours? _____ *Increased* *Decreased*
3. Is it likely that the worker's employment will continue? Yes No
4. Has the assistance provided the help that it was intended to? Yes No
5. Has the assistance helped the worker do more tasks in their job? Yes No
6. Has the assistance helped the worker to develop new skills? Yes No
7. Have any co-workers asked for the same equipment? Yes No
8. Have the individual's employment goals been changed or added to? Yes No
9. Has any on-the-job training been changed as a result of the modification(s)? Yes No
10. Is the worker working alongside other workers? Yes No
11. Is the worker doing the same type of work as other workers? Yes No
12. Are you happy with the assistance provided by the WMS? Yes No
13. Has the worker attended any training that would not be possible without the WMS assistance? Yes No
14. Has the worker's productivity improved? Yes No
15. How did you find out about the Workplace Modifications Scheme?

Comments:

16. If a worksite assessment was required was the assessment provided at the agreed time? Yes No
17. Was there a delay in the application process? Yes No
If Yes, what caused it?

Comments:

18. Were you reimbursed on time? Yes No

19. Was there anything in the process that you think could be improved? Yes No

Comments:

20. Any further comments?

Thank you for completing the survey.

Please fax the completed survey to (02) 6204 2031 or

Post to: Workplace Modifications Scheme
Location 12M11
GPO Box 9879
Canberra ACT 2601

22.3 Sample Providers of Australian Government Employment Services Outcomes Survey

Workplace Modifications Scheme Providers of Australian Government Employment Services Outcomes Survey

Service provider's name:

Date:

1. Is the worker still employed by the same company? Yes No
2. Have the worker's hours changed? Yes No
If Yes, by how many hours? _____ *Increased* *Decreased*
3. Is it likely that the worker's employment will continue? Yes No
4. Has the assistance worked? Yes No
5. Have the individual's employment goals been changed or added to? Yes No
6. Has any on-the-job training been changed as a result of the modification(s)? Yes No
7. Does the worker have more confidence? Yes No
8. Is the worker working alongside other workers? Yes No
9. Has the worker attended any training that would not be possible without the WMS assistance? Yes No
10. How did you find out about the Workplace Modifications Scheme?

Comments:

11. If a worksite assessment was required was the assessment provided at the agreed time? Yes No
12. Was there a delay in the application process? Yes No
If Yes, what caused it?

Comments:

13. Were you reimbursed on time? Yes No
14. Was there anything in the process that you think could be improved? Yes No

Comments:

15. Any further comments?

Thank you for completing the survey.

Please fax the completed survey to (02) 6204 2031 or

Post to:

**Workplace Modifications Scheme
Location 12M11
GPO Box 9879
Canberra ACT 2601**

SAMPLE ONLY

23 GLOSSARY

ABN

Australian Business Number.

Adjustments

Physical or environmental workplace adjustments that promote access to premises or enable a worker with disability to carry out their duties at a particular workstation or location, for example alternative lighting, ramps, noise management, workstation height adjustments, jigs.

Advice Service

The telephone and e-mail information and advice service and website materials provided as part of JobAccess.

Applicant

A person with disability who wishes to participate in WMS but has not yet had their application approved.

Application Date

Application date means the date and time upon which an application for Assistance is received by the JobAccess.

Assessor

Assessor means an individual qualified workplace assessor on the Panel of Assessors administered by DEWR.

Centrelink

An Australian Government Agency responsible for the payment of income support including the Disability Support Pension.

Certified Agreement

A certified agreement is a written collective employment agreement that sets out the wages and working conditions for a particular group of employees. That group of employees may be the whole of a workforce or a specific group that is somehow separate and distinct. Certified agreements can cover a single workplace or be made to cover a group of associated employers.

DEWR

The Australian Government Department of Employment and Workplace Relations.

Disability Employment Network (DEN)

A Commonwealth Programme to provide employment assistance and employment placement support to assist participants to either gain employment in the open employment market or to become self employed.

Disability Support Pension

A Commonwealth payment for people over 16 years of age and under pension age whose physical, intellectual or psychiatric impairment prevents them from working, or for people who are permanently blind.

EA3000 Smartclient

The DEWR's secure Internet based IT system used by PAGES to receive referrals, manage caseloads, and claim payments.

Employment Assistance Plan (EAP)

A document outlining the planned employment goals for the Job Seeker and the strategies required to achieve those goals agreed by the Job Seeker and the DEWR or FaCSIA provider. An EAP may be known as an Activity Agreement, Training Plan or other document containing similar information.

Equipment

Those items that enable a worker to carry out a purpose or activity in employment.

FaCSIA

The Australian Government Department of Families, Community Services and Indigenous Affairs.

FaCSIA funded Business Services

A service that provides employment assistance to people with disability that work in a business that is in an employment setting that is administered by the FaCSIA funded organisation. Disability Business Services are funded by the Department of Families, Community Services and Indigenous Affairs.

Funding Deed

The Agreement between DEWR and a funding recipient for the provision of activities in relation to JobAccess.

GST

Goods and Services Tax. It has the meaning given in section 195-1 of the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

JobAccess

A national disability employment information and advice service by that name which is part of DEWR's Employer Demand and Workplace Flexibility Strategy and consists of the Advice Service and administration of the Workplace Modifications Scheme.

Job in Jeopardy (JIJ)

Where the continued employment or job placement if an employee is at risk.

Job Network (JN)

A national network of private, community and government organisations funded by DEWR that helps job seekers into sustainable employment, particularly those who are long-term unemployed.

Job Network Member (JNM)

An organisation contracted by DEWR to provide Job Network Program.

Job Seeker

A person registered with Centrelink as 'looking for work'.

Job Seeker Workplace Modifications Scheme Application file

The document described in Section 12 of the Guidelines.

Nominee

1. A person nominated by the worker to assist in the employment process and to ensure the best possible outcomes are achieved for the worker; or
2. For the purposes of signing the forms, someone whom the worker nominates in accordance with relevant State/Territory laws to sign documents on their behalf.

Panel of Assessors

The panel of Assessors appointed and managed by DEWR to conduct Workplace modifications Scheme workplace assessments.

Providers of Australian Government Employment Services (PAGES)

Providers of Australian Government Employment Services (PAGES) are a national network of community and private organisations dedicated to placing people with disability into employment. They include Job Network members, Disability Employment Network and Vocational Rehabilitation Services (VRS).

Reasonable Adjustment

Changes made to the workplace that lessens the impact of disability. In relation to the *Disability Discrimination Act 1992*, 'reasonable' means adjustments that are effective and do not impose unjustifiable hardship on the employer.

Self-employment or self-employed

A person who works with the primary aim of deriving a regular legal income from work, other than under a contract of employment.

Employer Demand and Workplace Flexibility Strategy

The Commonwealth strategy which aims to increase the employment of people with disabilities by increasing employer awareness of the benefits of hiring job seekers with disabilities.

Tax Invoice

A written record of goods or services provided and the amount charged for them, including taxable amount, sent to a customer as a request for payment.

Volunteer

Participants receiving non-activity tested payment and 15-20 year olds not receiving income support who volunteers to participate in employment and related services.

Voluntary Work

The participation of income support recipients in suitable Volunteer activities within approved not-for-profit organisations. Participants may or may not be undertaking Voluntary Work to meet their participation requirements.

Worker

A person who at the time of applying for assistance

- **'Worker'** means a person who at the time of applying for assistance:
 - (a) meets Section 5.1 and 5.2 of the WMS Guidelines.

Work for the Dole (WFD)

Work for the Dole provides work experience placements for job seekers in approved activities which provide facilities and services to local communities.

Workplace Adjustments

A change in a workplace environment that promotes access to premises or enables a worker with disability to carry out their duties at a particular workstation or location, for example, a change to lighting, noise management, ramps, or the way a task is undertaken.

Workplace Assessment

An evaluation of a specific job in a particular workplace in order to make recommendations for the most appropriate Workplace Modification, Workplace Adjustment or special or adaptive Equipment to allow the particular worker with disability to participate in employment, perform duties at their full potential and/or maximise their income and tenure of employment.

Workplace Modifications

The implementing of a piece of Equipment or technology, or modification to an existing piece of Equipment or technology that enables a worker with disability to carry out a particular job.

Workplace Modifications Scheme (WMS)

A Commonwealth Programme which aims to remove barriers for employing people with disability by providing financial assistance for the cost of Workplace Assessments and adjustments.