



**Australian Government**

**Department of Social Services**

# **Employment Assistance Fund Guidelines**

**Version 4.7 FINAL**

**June 2026**

## Summary of changes

| Date           | Pages affected                            | Change  |
|----------------|---|---|
| October 2017   | 7, 8, 18                                  | Updated reference to NAATI accreditation to NAATI certification in accordance with NAATI accreditation requirements   |
| May 2021       | 4, 14, 18, 19, 20                         | Amendments to Australian residency and allowable exceptions to meet EAF eligibility requirements, and Australian resident and related definitions.  |
| September 2021 | 5, 15, 19, 20, 21                         | Amendments to the eligibility requirement for the working hours of self-employed workers. National Minimum Wage defined in Glossary. Self Employed Workers further defined in Glossary. Layout modified to clarify eligibility. Minor typographical issue corrected.  |
| June 2022      | 7, 9, 12, 18, 20                          | Update references from jobactive to Workforce Australia, and Department of Employment to Department of Employment and Workplace Relations. Minor typographical issues corrected.  |
| July 2022      | 7, 8, 19                                  | Amendments to Auslan Level 1 items to include and define note taking  |
| November 2022  | 22  | Addition to Claiming form Auslan Level 1 - <b>Interpreter's departure and arrival address</b>   |
| April 2023     | 6, 7, 8, 9, 10, 11, 12, 13                | Updates to: <ul style="list-style-type: none"> <li>• Auslan 1 cap amount;</li> <li>• Auslan 2 allowing applications to be lodged up to five business days post interview;</li> <li>• Auslan 3 clarification of cap;</li> <li>• Building modifications cap amount;</li> <li>• Introduce indexation of caps.</li> </ul>         |
| February 2024  | 6, 7, 8, 9, 13                            | Updates to: <ul style="list-style-type: none"> <li>• Auslan 1 cap amount;</li> <li>• Auslan 3 cap amount;</li> <li>• Building modifications cap amount;</li> <li>• Disability Awareness Training amount</li> <li>• Specialist Mental Health Support amount</li> <li>• Specialist Learning Disorders Support amount</li> </ul> |
| June 2024      | 6, 7, 8, 9, 13                            | Updates to: <ul style="list-style-type: none"> <li>• Auslan 1 cap amount;</li> <li>• Auslan 3 cap amount;</li> <li>• Building modifications cap amount;</li> <li>• Disability Awareness Training amount</li> <li>• Specialist Mental Health Support amount</li> <li>• Specialist Learning Disorders Support amount</li> </ul> |
| September 2024 | 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 17 | Amend to the correct paragraph numbering sequence and reinsert detail from previous versions about Workplace Assistance and Support Services.   |

| Date          | Pages affected                                  | Change   |
|---------------|---|--|
| December 2024 | 5, 6, 9, 11, 12, 13, 15, 16, 19, 20, 22, 24, 26 | Updates to: <ul style="list-style-type: none"> <li>• Make wording thought the guidelines clearer</li> <li>• Minor typographical issues corrected</li> <li>• Contact details updated to reflect change in JobAccess provider</li> </ul>   |
| January 2025  | 6, 8, 9, 13                                     | Updated indexation   |
| March 2025    | Whole document                                  | Review of document   |
| November 2025 | 5, 6<br>8,9                                     | Inclusion of EAF eligibility changes under 8 hours<br><br>Formatting of table alignment  |
| November 2025 | 6<br><br>6, 11, 16, 21, 22                      | Replaced 'department' under point h) with 'JobAccess provider'<br><br>Evidence requirements for 0-8 hours capacity have been added<br><br>Updates applied: <ul style="list-style-type: none"> <li>• Minor adjustment to funding caps to be correct figure</li> <li>• removal of DES reference and replaced with Inclusive Employment Australia</li> <li>• fix hyperlink</li> </ul> |
| December 2025 | 22  | Vehicle definition amended   |
| June 2026     | 6, 8, 10, 16                                    | 1 July 2026 indexation updates to the following: <ul style="list-style-type: none"> <li>• Auslan 1 cap amount</li> <li>• Auslan 3 cap amount</li> <li>• Awareness Training amount</li> <li>• Training or Technical Support</li> <li>• Specialist Mental Health Support amount</li> <li>• Workplace modifications and equipment cap amount.</li> </ul>                              |

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## 1. Overview

1.1 The Australian Government's Employment Assistance Fund (EAF) provides reimbursements to an Applicant for workplace modifications, equipment and services necessary for a person with disability to perform their employment duties.

1.2 The EAF Guidelines (Guidelines) outline

- the assistance that is available, and
- provide information for Applicants about the eligibility criteria, the application process and the documentation needed to support an application.

1.3 The EAF is delivered through the JobAccess provider on behalf of the Department of Social Services (the Department). JobAccess is an information and advice service for all disability employment matters.

1.4 Employers have obligations under the *Disability Discrimination Act 1992 (Cth)* to make reasonable adjustments in work arrangements for their employees with disability, to ensure they have equal opportunities in the workplace.

- a) Reasonable adjustments include the provision of equipment or modifications or procedural changes to allow an employee to perform the essential duties of the job role. Adjustments must be thoroughly considered by an employer, if an adjustment cannot be made, the employer must be able to prove that the request would cause unjustifiable hardship. Adaption from: [D.D.A. guide: Earning a living | Australian Human Rights Commission](#)

1.5 It is important that the Applicant and the person with disability (if they are not the Applicant) read this document before submitting the EAF Application. A JobAccess Adviser can be contacted if further information is required. Contact details are available in Section 10 of these Guidelines.

1.6 Capitalised terms in these Guidelines are defined in the Glossary at Section 11.

## 2. Who is eligible for EAF Assistance

2.1 To be eligible for assistance a person with disability must:

- have an ongoing disability that has lasted (or is likely to last) for at least two years and results in limitation, restriction or impairment that substantially affects that person's ability to perform their employment duties; and
- require a modification to their workplace as a result of their disability, and the modification is essential to carrying out their Employment duties; and
- be an Australian Resident (as defined in the Glossary to these Guidelines).
  - An exception to this requirement is where, from 1 June 2021, an Applicant is either a Temporary Protection Visa (TPV) holder or a Safe Haven Enterprise Visa (SHEV) holder.

A person with disability must also meet at least one of the following criteria:

- have an offer of employment; or
- be employed for a minimum of 8 hours per week, for at least 13 weeks; or
- be employed for a minimum of 8 hours per week, where that employment is reasonably expected to continue for at least 13 weeks; or

- g) be a Self-employed Worker who has been working at least 8 hours per week over the last 13 weeks and earning an hourly income that is at least equivalent to the National Minimum Wage; or
- h) are employed for less than 8 hours a week due to their capacity, provided they are building towards at least 8 hours per week employment and have a commitment from their employer to support this. This may be considered by the JobAccess provider on a case-by-case basis.

Where a person is employed less than 8 hours per week, the employer must provide written advice to explain the existing employment arrangement and how the employer will support the employee to increase to at least 8 hours per week. Where appropriate, the JobAccess provider will follow up with the employer to seek an update on progress.

- 2.2 A person with disability who has periods of employment of less than 13 weeks, or who is employed in a position that may not be continuous (e.g. seasonal industries) may be eligible for EAF Assistance if they:
- a. Have periods of employment of less than 13 weeks,
  - b. Are employed in a position that may not be continuous (e.g. seasonal industries).

Applications in these circumstances may be considered by the department on a case-by-case basis.

- 2.3 A person with disability who requires work related assistive technology, special work equipment or Auslan interpreting to look for or prepare for a job may be eligible for EAF and may be exempt from the eligibility requirements set out above in 2.1(b), 2.1(d), (e) and (f).
- 2.4 The Applicant will be required to submit documentary evidence with the EAF Application that confirms eligibility. The types of evidence that can be submitted are detailed in Section 8 of these Guidelines.

### 3. What EAF covers

- 3.1 EAF covers **reasonable** workplace modifications, work equipment, Auslan services and workplace assistance and support services (see Tables 1 to 3).
- 3.2 The following funding caps apply per application:
- A maximum cap of **\$70,847.47** (GST inclusive) for all workplace modifications and equipment. See Table 1 – Workplace modifications and equipment.
  - For Auslan services, maximum funding caps vary. See Table 2 – Auslan Levels.
  - For Workplace assistance and support services, maximum funding caps vary. See Table 3 – Workplace assistance and support services.
- 3.3 The Department, at their absolute discretion, may consider applications above the funding caps. These applications are only considered on a case-by-case basis and must include a Business Case.
- 3.4 Assistance under the EAF must be directed to the specific needs of the person with disability for them to perform their employment duties. Examples of modifications are listed in Tables 1 to 3.
- 3.5 The cost of the modification, equipment or service must take into consideration how it will benefit a person with disability to perform their employment duties while also being reasonable and represent value to money.
- 3.6 It is important to note that EAF Applications will **not** be approved for modifications, equipment and services already purchased or where a commitment has been made to be purchased.

Reimbursement is **only** available after an EAF Application has been approved and the Applicant has received written notice of that approval.

3.7 The Department may consider, on a case-by-case basis:

- applications where multiple employees would benefit as a result of a modification, equipment or service, to the limit of the funding cap of one applicant, or
- an application for partial reimbursement if the modification or equipment is for personal use as well as for employment.

**Table 1 - Workplace modifications and equipment**

| Type   | Examples  | Conditions   |
|--|---|--|
| Computer software and software upgrades                              | <ul style="list-style-type: none"> <li>• Screen reading software</li> <li>• Speech recognition software</li> <li>• Braille recognition software</li> </ul>  | Approved on a case-by-case basis, noting that ongoing updates/upgrades may not be covered under the EAF.   |
| Modifications to work Vehicles                                       | <ul style="list-style-type: none"> <li>• Seat belt extensions</li> <li>• Car seat cushions</li> <li>• Extensions to foot and hand controls</li> <li>• Ramps</li> <li>• Swivel Seats</li> <li>• Wheelchair docking</li> </ul>  | <p>Funding is capped per application, per Employer. A maximum cap of <b>\$70,847.47</b> (GST inclusive) for workplace modifications and equipment.</p> <p>Where the employee uses the work vehicle to perform their employment duties. For example, a courier/delivery driver whose role it is to deliver items.</p> <p>Purchasing of any new vehicles is not funded by EAF.</p>   |
| Communication and assistive technology devices                       | <ul style="list-style-type: none"> <li>• Paging systems</li> <li>• Braille printers</li> <li>• Joysticks, mouse alternatives and touchpads</li> <li>• Assistive listening devices</li> <li>• Voice recorders</li> <li>• Alert systems for telephone, doors and fire alarms</li> <li>• Non-standard Headsets</li> <li>• Non-standard headphones</li> </ul> | <p>Approved on a case-by-case basis.</p> <p>Cochlear implants and hearing aids are <b>not</b> funded by EAF.</p> <p>Items that the employer is obligated to provide an employee are not funded by EAF. Employers have an obligation to provide suitable equipment or make reasonable adjustments for employees. This includes the provision of equipment or modifications or procedural changes to allow an employee to perform the essential duties of the job role.</p>  |
| Items of work equipment, or modifications to existing work equipment | <ul style="list-style-type: none"> <li>• Talking cash registers</li> <li>• Automatic floor cleaning devices</li> <li>• Talking tape measure</li> <li>• Adapted kitchen appliances</li> <li>• Desks or chairs</li> <li>• Work platforms</li> </ul>   | <p>Approved on a case-by-case basis.</p> <p>Funding is capped per application, per Employer. A maximum cap of <b>\$70,847.47</b> (GST inclusive) for workplace modifications and equipment.</p> <p>Items that the employer is obligated to provide an employee are not funded by EAF, e.g. ergonomic equipment. Employers have an obligation to provide reasonable adjustments for employees. Reasonable adjustments include the provision of equipment or modifications or procedural changes to allow an employee to perform the essential duties of the job role.</p> |
| Building modifications   | <ul style="list-style-type: none"> <li>• Alternative lighting</li> <li>• Access ramps</li> <li>• Noise control devices</li> <li>• Automatic doors and alert systems</li> <li>• Workstation height adjustments</li> </ul>  | <p>Funding is capped per application, per Employer. A maximum cap of <b>\$70,847.47</b> (GST inclusive) for workplace modifications and equipment.</p> <p>Major capital works are not funded by the EAF.</p>   |

| Type | Examples  | Conditions   |
|------|---|--|
|      | <ul style="list-style-type: none"> <li data-bbox="435 159 959 226">Adjusting locations of shelves and entry switches</li> </ul> | <p data-bbox="1023 159 1490 331">Building modifications can only be considered where there is written agreement from the building owner or landlord that the building modification can be implemented.</p> <p data-bbox="1023 353 1509 488">All applications that include building modifications require a Workplace Modifications Assessment, which will be arranged by the JobAccess provider.</p> |

**Note:** This list provides examples of modifications, equipment or services that may be considered for approval. It is not meant to be a complete list and there is no guarantee these items will be funded under the EAF. There will be circumstances where the percentage of personal use, versus work use will be considered when determining the amount that will be approved.

## Auslan Interpreting Services

- 3.8 Auslan assistance aims to maximise the ability of employees who are deaf or have a hearing impairment to find work and assist them to achieve workplace independence.
- 3.9 The EAF provides reimbursement for 3 types of Auslan interpreting assistance outlined in the table below.

**Table 2 – Auslan Levels**

| LEVEL          | ITEMS  | CONDITIONS   |
|----------------|--|--|
| Auslan Level 1 | Auslan interpreting for work-related activities, including Remote Interpreting, Captioning (including Real Time Captioning) and note taking. This list is not exhaustive, and items may be considered by the JobAccess provider on a case-by-case basis. | <p>Funding is capped at a maximum of \$14,169.05 (GST inclusive) for a 12-month period, which begins from the date of final approval of the Application.</p> <p>The annual cap of \$14,169.05 and the 12-month period will restart, if an employee who is deaf:</p> <ul style="list-style-type: none"> <li>• is promoted or transferred to a new job but remains with the same employer, or</li> <li>• commences employment with a different employer (a new EAF Application will be required).</li> </ul> <p>Cancellation fees for an interpreting service appointment will not be reimbursed.</p>                                      |
|                | Interpreter travel fees (travel time only) for Auslan Level 1 only   | <p>Only available for approved Auslan Level 1 assistance where the Auslan interpreter is certified with National Accreditation Authority for Translators and Interpreters (NAATI).</p> <p>Reimbursement of \$53 per hour (GST inclusive), if the interpreter has travelled more than 200km return from the business location of the interpreter to the approved assignment address.</p> <p>Reimbursement for travel fees is separate from and in addition to the \$14,169.05 cap. The Claiming Auslan Level 1 Travel Fees form (at Attachment 2) must be completed and submitted to the JobAccess provider to receive reimbursement.</p> |
| Auslan Level 2 | Reimbursement for Auslan interpreting for job interviews and related activities such as site visits, completion of tests and information sessions.   | <p>There is no limit on the number of job interviews for which Auslan Level 2 assistance may be sought.</p> <p>Funding for Auslan Level 2 is separate from, and in addition to, Auslan Level 1 interpreting assistance.</p> <p>Reimbursement for interpreter travel fees is <b>not</b> available for Auslan Level 2.</p> <p>Applications for Auslan 2 can be lodged up to 5 business days post interview.</p>  |
| Auslan Level 3 | Provides financial assistance to employers for Co-workers who use Auslan as their main method of communication with employees who are deaf, to complete the nationally recognised  | <p>Cap on Auslan Level 3 Assistance is \$1,009.48 for each Co-worker attendee.</p> <p>The EAF Application should be submitted and approved prior to enrolment. Reimbursement is made after successful completion of the course.</p>  |

| LEVEL | ITEMS                              | CONDITIONS |
|-------|------------------------------------|------------|
|       | course – Certificate II in Auslan. |            |

***Auslan interpreter requirements***

- 3.10 The EAF provides funding for Auslan interpreters at the professional or para-professional level who have current certification with National Accreditation Authority for Translators and Interpreters (NAATI). While not mandatory, Applicants are also encouraged to engage members of the Australian Sign Language Interpreters Association (ASLIA). The Applicant should ensure arrangements with Interpreters require the Interpreter to provide services in a transparent and impartial manner, be responsive to workplace arrangements and maintain a high level of professionalism.
- 3.11 The JobAccess provider may ask the applicant to provide evidence that Auslan interpreters and course trainers meet qualification and eligibility requirements. If there is insufficient evidence, the JobAccess provider may exclude an EAF Applicant from further consideration of Auslan interpreting funding until sufficient evidence is provided.

**Workplace Assistance and Support Services**

- 3.12 The EAF can be used to purchase work-related assistance and support services as outlined below.
- 3.13 Disability Awareness Training (DAT) is intended to give other staff and employers a better understanding of disability and inclusion at work. It can be delivered to management, immediate colleagues, or the wider organisation. DAT provides a more general overview of the challenges people with disabilities face in the workplace. Typically, it will focus on the diagnosis rather than individual experience of the client to promote awareness in the workplace while respecting the privacy of the individual.

**Table 3 – Workplace assistance and support services**

| <b>Type</b>                               | <b>Items</b>   | <b>Conditions</b>   |
|---|--|---|
| Training or technical support             | Assistance to help a person with disability learn to use specific modifications or equipment   | <p>Training or technical support will not be approved for modifications and equipment that is normally provided by the employer.</p> <p>Requests for training or technical support assistance must be included in the total cost of the items in the EAF Application.</p> <p>The JobAccess provider may consider approving travel costs, on a case-by-case basis, where a person with disability must attend training interstate or travel distances of 300 kilometres or more.</p>                         |
| Specialised support and training packages | For people with mental health conditions or specific learning disorders  | Capped at a maximum of \$1,770.44 (incl. GST) payable per eligible employee in a 12-month period.   |
| Awareness training for the workplace      | <ul style="list-style-type: none"> <li>• Disability awareness training</li> <li>• Deafness awareness training</li> <li>• Mental health awareness training</li> </ul> | <p>All awareness training must be delivered by trainers who have a minimum of a Cert IV in Training and Assessment and have relevant expertise.</p> <p>The training cannot be delivered by the Employer’s own organisation or an Inclusive Employment Australia provider’s own organisation.</p> <p>Capped at a maximum of \$1,770.44 (incl. GST) per training course. Payable per eligible Employer within a 12-month period.</p> <p><b>Travel assistance is not available for Awareness Training.</b></p> |

**Ownership, maintenance and replacement of the equipment**

- 3.14 The Applicant must identify who will own the equipment once the item or items have been approved for purchase. Ownership must be confirmed in writing between the JobAccess Provider and the Applicant prior to approval of the EAF Application.
- 3.15 The owner of the equipment will be responsible for the ongoing maintenance, repair and modification to the equipment and what will happen to the modification or equipment if the person with disability changes jobs.
- 3.16 Responsibility for ongoing maintenance, repair or replacement of the modification or equipment, will rest with the owner of the modification or equipment. The Australian Government and the JobAccess provider are not responsible for the ongoing maintenance, repair, or replacement of the modification or equipment. This includes items such as ongoing software licensing and upgrades.
- 3.17 If an employee with disability changes employment, modifications or equipment that are portable should move with that employee. If the owner is not the employee with disability and the modifications or equipment is portable, the owner should ensure the modification or equipment:
- (a) moves with the person with disability to their new job; or
  - (b) is retained in the workplace to be used by another person with similar needs; or
  - (c) where the employee is a Participant of an Australian Government funded Employment Service, is transferred to their Service Provider.

## **4. Who can apply**

4.1 An EAF Application can be submitted by:

- an Employer of a person with disability;
- an Employee with disability;
- a Self-employed Worker with disability;
- a job seeker who requires Auslan Level 2 assistance or who requires work related assistive technology or special work equipment to look for and prepare for a job-noting that applications for Auslan Level 2 can be lodged up to five business days post interview; or
- Australian Government funded Employment Service Provider on behalf of their Participant or Participant's Employer.

4.2 A person may also apply for EAF Assistance on behalf of someone with disability as their nominee. In this instance the nominee must:

- have written permission from the person with disability to submit the EAF Application;
- inform the person with disability and their Employer about the EAF process, terms and conditions, and keep them updated as to progress of their EAF Application; and
- complete the information on the Nominee tab contained in the online EAF Application.

## **5. Important information**

### **Terms and conditions**

5.1 The online EAF Application contains the Terms and Conditions which the Applicant is required to agree to prior to submitting the EAF Application. Attachment 1 of these Guidelines lists those Terms and Conditions, and it is very important the Applicant reads these before submitting the EAF Application.

5.2 From July 2023, all caps under the EAF will be indexed annually, with these guidelines updated accordingly.

### **Circumstances where EAF assistance will not be approved**

5.3 There are circumstances where EAF Applications will not be approved.

These include where:

- (a) the person with disability has not met the eligibility criteria outlined in these Guidelines
- (b) the EAF Application is incomplete
- (c) the Applicant fails to provide the required documentary evidence to support the EAF Application
- (d) there is insufficient evidence that the modification, equipment or services will address barriers identified and faced by the person with disability to perform their employment duties or improve work productivity
- (e) ownership of the modification or equipment cannot be agreed
- (f) an EAF Application relates to items that have been purchased prior to the EAF Application being made, or a commitment has been made to purchase items without prior written approval from the JobAccess provider – except in the case of Auslan Level 2 assistance (see table at 3.12)
- (g) the cost of the modification does not represent value for money or is unreasonable taking into consideration the extent to which it is expected to be used to complete essential employment duties and whether it is reasonable to make other alternative adjustments
- (h) insufficient funds available through the EAF

- (i) the person with disability is in receipt of or entitled to the same or similar assistance as provided under these Guidelines from a federal, state or local government body. The Applicant may be required to provide evidence to prove that person is not receiving or entitled to receive such assistance
- (j) the person is receiving, or has received a compensation payment through their current employer or another party within the last seven years, which covers the cost of the assistance being sought under the EAF
- (k) the assistance sought is for medical, therapeutic, health related aids, equipment or services, including prescription glasses, cochlear implants and hearing aids
- (l) assistance is sought for modifications, equipment or services used for employment work from home, unless:
  - (i) the JobAccess provider is satisfied that the employee with disability is unable to attend another place of work due to their disability or is a Self-employed Worker who works from home, and
  - (ii) the request for modification or equipment directly relates to a significant part of their employment duties
- (m) the assistance sought is for building repairs, maintenance or major capital works
- (n) the employer has a statutory obligation to provide the modification, equipment or services (e.g. work health and safety regulations and Building Code of Australia requirements), and
- (o) other circumstances notified by the Department to the JobAccess provider.

## **Fraud**

- 5.4 The *Criminal Code Act 1995 (Cth)* provides that offences involving fraudulent conduct against the Australian Government are punishable by penalties including imprisonment.
- 5.5 An Applicant must contact the JobAccess provider immediately if they suspect potential fraud in connection with applying for or receiving EAF assistance. The JobAccess provider will investigate and action as appropriate.

## **Recovery of payments**

- 5.6 Any recovery of payments made incorrectly will be managed by the JobAccess provider or the Department.

## **Post Implementation Outcome Survey**

- 5.7 After receiving EAF assistance, the Department or the JobAccess provider may ask the applicant to complete a post implementation outcomes survey. This will provide you with an opportunity to provide feedback on the EAF assistance you have received. Survey results will be de-identified and used by the Department for policy development and program evaluation.

## **6. How to apply**

- 6.1 All EAF Applications are made online through the Online Services secure site on [JobAccess \(www.jobaccess.gov.au\)](http://www.jobaccess.gov.au). Links to the Online Services are located at the top left of the JobAccess homepage. JobAccess includes instructions on how to complete an EAF Application, which can be found under Available Support>Financial Support>Programs>Employment Assistance Fund (EAF). However, if you need assistance completing the EAF Application, contact a JobAccess Adviser on **1800 464 800**.
- 6.2 Before completing the EAF Application, the Applicant should:
- read and understand the contents of these Guidelines, including the terms and conditions regarding the submission of an EAF Application,
  - ensure the person with disability meets the eligibility requirements for assistance, and
  - have all the necessary documentary evidence to support the EAF Application. This is outlined in Section 8 of these Guidelines.
- 6.3 Before submitting the EAF Application, the Applicant should ensure it is complete and correct to the best of their knowledge.
- 6.4 Documentary evidence that is required to support the EAF Application can be submitted by email to [jobaccess@genu.org.au](mailto:jobaccess@genu.org.au).

## **7. Approval and reimbursement process**

- 7.1 EAF Applications will not be approved for items already purchased or where a commitment has been made to purchase— except in the case of Auslan Level 2 assistance where applications can be lodged up to five business days post interview. Reimbursement is only available after an EAF Application has been approved in writing and proof of purchase has been submitted to the JobAccess provider within given timeframes outlined at 7.9 of these Guidelines.

## **The Workplace Modification Assessment**

- 7.2 An EAF Application is subject to a Workplace Modification Assessment (WMS Assessment) unless this requirement is waived by the JobAccess provider. A WMS Assessment may be waived for items costing up to \$1,000 (GST inclusive) or in some circumstances, and subject to consideration by the JobAccess provider, where the EAF Application has provided clear written justification, as outlined in Section 8 – Documentary Evidence requirements, about the item being requested.

- 7.3 There is no cost to the Applicant for WMS Assessments. They are conducted by professional, qualified WMS Assessors from the National Panel of Assessors (NPA). The WMS Assessment involves an evaluation of a specific job in a specific workplace and makes recommendations for the most cost-effective modifications, equipment or services to enable the person with disability carry out their employment duties or increase work productivity.
- 7.4 If a WMS Assessment is required, the JobAccess provider will contact the Applicant. The JobAccess provider will select a WMS Assessor with relevant disability and industry experience to conduct the WMS Assessment. The WMS Assessor will contact the Employer to arrange a suitable time for the WMS Assessment. During the WMS Assessment the WMS Assessor will consider:
- the worksite tasks of the person with disability;
  - the work environment; and
  - the disability specific barriers preventing the person with disability to complete work tasks.
- 7.5 The WMS Assessor will use their expertise to make independent recommendations for modifications, equipment or services that will enable the person with disability to perform their employment duties.
- 7.6 The WMS Assessor will complete a WMS Assessment Report detailing the outcomes of the assessment and quotations. A copy of the report will be provided to the parties involved so there is an opportunity to discuss and confirm the details contained in the report.
- 7.7 The WMS Assessor will submit the finalised WMS Report to the JobAccess provider. The JobAccess provider will review the report and request any additional information where required.

#### **Notification of the outcome of the EAF Application**

- 7.8 The JobAccess provider will provide the Applicant with written advice of whether the EAF Application has been approved or not approved. This advice will include information about ownership of the item(s).

#### **Reimbursement**

- 7.9 If the EAF Application has been approved the Applicant can then purchase the modification. The Applicant must provide an invoice and proof of payment to the JobAccess provider. The invoice and proof of payment must be sent to the JobAccess provider within 21 days of final approval of the EAF Application. The JobAccess provider may not pay or reimburse claims that are over 30 days of the final approval of the EAF Application. In circumstances where this timeframe may not be met, please contact the JobAccess provider. Some applications in these circumstances may be considered by the JobAccess provider on a case-by-case basis.
- 7.10 After the JobAccess provider has received the invoice and proof of payment, reimbursement will be made by electronic funds transfer to the Applicant.
- 7.11 Alternative arrangements are available for Employees, Self-employed Workers and job seekers who may submit a request to the JobAccess provider to pay the supplier directly. These requests will be considered on a case-by-case basis by the JobAccess provider.

#### **Auslan Level 1**

- 7.12 After an EAF Application for Auslan Level 1 has been approved, it is active for 12 calendar months from approved date. Invoices and proof of payment should be submitted to the JobAccess provider for reimbursement until the 12-month period expires or until the \$14,169.05 cap has been reached, whichever occurs first. Applications that do not meet these circumstances may be considered by the JobAccess provider on a case-by-case basis.

## Auslan Level 2

7.13 Applications for Auslan 2 can be lodged up to five business days post interview.

### 8. Documentary Evidence requirements

8.1 Documentary evidence is required to support the EAF Application and to receive reimbursement for items that have been approved for funding. The table below outlines the acceptable types of documentary evidence. Alternative documentary evidence can be discussed with the JobAccess provider.

#### Evidence to support EAF Application

| Eligibility Criteria  | Documentary evidence required  |
|---|--|
| <p>1. Have an ongoing disability that has lasted, or is likely to last, for at least two years and results in a limitation, restriction or impairment that substantially affects employment and everyday activities</p> | <p>Standard General Practitioner report or medical certificate, or Allied health practitioner report, or Services Australia report (Employment Services Assessment) or medical certificate, or Specialist medical report. The documentary evidence must confirm the person with disability meets this criterion.</p> <p>If you have a permanent disability or an ongoing need for Auslan interpreter services, you will only need to provide this evidence with your first approved EAF Application.</p> <p>If you have difficulty obtaining or are unable to obtain the required documentation, please advise the JobAccess provider.</p> <p><b>Note 1:</b> This evidence about ongoing disability is not required for an Inclusive Employment Australia Participant.</p> <p><b>Note 2:</b> If you require Auslan interpreter services the JobAccess provider can help you determine other suitable documentary evidence.</p> |
| <p>2. Require a modification to their workplace or work equipment, due to their disability, which is essential to carrying out the employment duties.</p>   | <p>Workplace Assessment Report (arranged through the JobAccess provider after the EAF Application has been submitted) or where the JobAccess provider waived the requirement for a WMS Assessment, a written justification from the Applicant that includes:</p> <ul style="list-style-type: none"> <li>• a statement by the employer that outlines why the modification is essential for an employee with disability to complete their employment duties, and</li> <li>• a declaration by a suitably qualified and independent third party deemed appropriate by the JobAccess provider confirming that the person's disability is a barrier to Employment and that the requested modification in the EAF Application is essential for that person to complete their Employment duties.</li> </ul>  |
| <p>3. Be an Australian Resident.</p>  | <p>If you were born outside Australia, you will need to provide documented evidence that you are an Australian Resident. For example, a certified copy of certificate of citizenship or passport or permanent residency visa.</p> <p><b>Note 1:</b> This evidence is not required for a Participant of Inclusive Employment Australia.</p> <p><b>Note 2:</b> This evidence will only be required with first EAF (including Auslan) application.</p> <p>As defined in the Glossary at Section 11.</p>   |
| <p>4. Be a Temporary Protection Visa (TPV) holder or a Safe Haven Enterprise Visa (SHEV) holder.</p>  | <p>If you are living in Australia on a current TPV or SHEV, you will need to provide a certified copy of your valid visa.</p>  |

| Eligibility Criteria  | Documentary evidence required   |
|---|---|
| <b>And meet one of the following:</b>   |   |
| 5. Have an accepted offer of Employment or Employed for a minimum of eight hours per week, for at least 13 weeks  | Evidence that the offer of Employment or Employment is for a minimum of 8 hours per week and is for at least 13 weeks. This may include a copy of signed and dated Contract of Employment, written offer of Employment or other written evidence the JobAccess provider considers suitable.   |
| 6. Be Employed for a minimum of eight hours per week, where that Employment is reasonably expected to continue for a period in excess of 13 weeks                                     | Evidence that the Employment is for a minimum of 8 hours per week and that it is expected to continue for at least 13 weeks. This may include a copy of signed and dated Contract of Employment, written offer of Employment or other written evidence the JobAccess provider considers suitable.   |
| 7. Self-employed Worker that has been working at least 8 hours per week over the last 13 weeks and earning an hourly income that is at least equivalent to the National Minimum Wage. | <ul style="list-style-type: none"> <li>• Provision of an ABN</li> <li>• Evidence of working 8 hours per week over the last 13 weeks – this may include a record of appointments or diary entries</li> <li>• Evidence of income over the last 13 weeks that is at least equivalent to the hourly National Minimum Wage rate for all hours worked (minimum 8 hours per week)</li> </ul> <p>Evidence of income may be in one of the following forms:</p> <ul style="list-style-type: none"> <li>• Sales records, contracts with clients or contracts of Employment</li> <li>• A statement of income from a Certified Practising Accountant or Certified Accountant</li> <li>• Copy of records from the Australian Taxation Office</li> <li>• Any other evidence deemed suitable by the JobAccess provider the Self-employed worker can provide.</li> </ul> <p>A Statutory Declaration is <b>not</b> sufficient evidence to confirm eligibility.</p> <p>To determine whether sufficient income has been earned (net of business expenses but including tax) and that the National Minimum Wage has been achieved, the personal income should be divided by the actual hours worked by the Self-employed worker.</p> |
| <b>Other requirements</b>   |   |
| Ownership   | Statement of ownership signed by parties  |
| If the person with disability is claiming, receiving or received a compensation payment.  | If your compensation claim is pending the JobAccess provider will ask you for more information so they can determine your eligibility for EAF. If your compensation claim has been finalised and closed within the last seven years you will need to provide a copy of payout documentation which confirms the payout did not cover the assistance being sought under the EAF.  |

| Eligibility Criteria | Documentary evidence required   |
|----------------------|---|
| Quotations           | <ul style="list-style-type: none"> <li>• Individual items up to \$5,000 (GST inclusive) in value require <b>one written quotation</b>.</li> <li>• Individual items costing between \$5,000 (GST inclusive) and \$15,000 require <b>two written quotations</b>.</li> <li>• Individual items costing \$15,000 or more require <b>three written quotations</b>.</li> </ul> <p>Written quotations must contain:</p> <ul style="list-style-type: none"> <li>• the supplier's name,</li> <li>• Australian Business Number (ABN),</li> <li>• contact details, and</li> <li>• an accurate description of the item and its cost, separately itemising GST where applicable.</li> </ul> <p>Applicants are strongly encouraged to obtain professional advice in relation to their liability for GST.</p> |
| Nominee              | When a person is applying for EAF assistance on behalf of someone with disability as their nominee, a copy of written permission from the person must be provided as per Section 4.2 of these guidelines.   |

## Evidence for claiming reimbursement

| Item   | Documentary evidence required   |
|--|---|
| Workplace modifications and equipment  | <p>A supplier's tax invoice that includes:</p> <ul style="list-style-type: none"> <li>• the invoice number</li> <li>• the suppliers ABN number</li> <li>• GST (if items are exclusive of GST, please ensure this is clear on the invoice)</li> <li>• description of item</li> <li>• Applicant's name and Application ID number</li> </ul> <p>Proof of payment where the supplier is clearly identified. This could be:</p> <ul style="list-style-type: none"> <li>• a copy of your bank's EFT confirmation of the payment,</li> <li>• a receipt from the supplier or Registered Training Organisation (RTO)</li> <li>• written confirmation of full invoice payment from the supplier or RTO</li> <li>• a credit card receipt, or</li> <li>• a copy of the invoice with your payment allocated and a zero balance.</li> </ul> |
| Auslan Level 1 and Auslan Level 2  | <p>A supplier's tax invoice that includes:</p> <ul style="list-style-type: none"> <li>• the invoice number</li> <li>• the suppliers ABN number</li> <li>• GST (if items are exclusive of GST ensure this is clear on the invoice)</li> <li>• the Applicant's name and Application ID number</li> <li>• the description of the services and the date/time they were provided</li> <li>• the hours and cost of services</li> <li>• the name of the employer</li> <li>• the Auslan Interpreter's name and NAATI registration number</li> </ul>   |
| Auslan Level 3 and Workplace Assistance and Support: tax invoice   | <p>You must submit an invoice from the RTO where the course is being undertaken. The invoice must include:</p> <ul style="list-style-type: none"> <li>• the invoice number</li> <li>• the RTO's ABN number and GST</li> <li>• Application ID number and name of employee with disability</li> <li>• the description of the services and dates they were provided</li> <li>• the name of the Employer/organisation</li> <li>• the name of the co-worker(s) undertaking the course</li> </ul>   |
| Workplace modifications, Auslan Level 1, Auslan Level 2, Auslan Level 3 and Workplace Assistance and Support: Proof of Payment | <p>Proof of payment where the supplier is clearly identified could include:</p> <ul style="list-style-type: none"> <li>• a copy of your bank's EFT confirmation of the payment</li> <li>• a receipt from the supplier or RTO</li> <li>• written confirmation of full invoice payment from the supplier or RTO</li> <li>• a credit card receipt, or</li> <li>• a copy of the invoice with your payment allocated and a zero balance.</li> </ul>  |

## 9. Requesting a review of decision

9.1 Where an EAF Application has not been approved, the Applicant can seek a review of the decision. The Applicant should discuss their EAF Application with the JobAccess provider before submitting a request for review.

9.2 The request for review must include a statement of claims detailing why the EAF Application satisfies the requirements of these Guidelines. Additional relevant information that was not provided with the original application may be submitted. The JobAccess provider will send requests for review to the Department for consideration. The applicant will be notified of the decision, in writing, within 28 calendar days after the JobAccess provider received the request for review. Some applications requesting review of decisions may involve extenuating circumstances that may take longer to review and will be assessed on a case-by-case basis.

The request for review of a decision must be in writing to:

The JobAccess Manager  
Employment Assistance Fund  
PO Box 558  
Belmont Victoria 3216

Requests may also be emailed to [jobaccess@genu.org.au](mailto:jobaccess@genu.org.au)

## 10. Contact details for JobAccess

10.1 JobAccess Advisers are a team of professionals who provide free, confidential and expert advice on all disability employment matters.

10.2 If there are any questions regarding the EAF or an EAF Application, please contact a JobAccess Adviser on:

Free call:           **1800 464 800**  
TTY:                 **1800 464 800**  
Post:                 **PO Box 558, Belmont Victoria 3216**

10.3 The applicant can also submit an online enquiry form via [JobAccess](http://www.jobaccess.gov.au) at [www.jobaccess.gov.au](http://www.jobaccess.gov.au)

10.4 JobAccess Advisers are available across Australia from Monday to Friday, 9 am to 7 pm Australian Eastern Standard time and Eastern Daylight Saving Time, except for Australian national public holidays.

## 11. Glossary

**Applicant** means a jobseeker or Employee with disability, an employer or co-worker of a person with disability, an Inclusive Employment Australia provider, a Workforce Australia Services provider or a Community Development Program provider on behalf of a Participant or their Employee, who wishes to access the EAF but has not yet had their EAF Application approved.

**Application Date** means the date and time upon which an EAF Application is received by the JobAccess provider.

**Auslan** means the sign language used by the Australian deaf community.

**Auslan Interpreter** means Auslan interpreters at the professional or para-professional level who have current certification with National Accredited Authority of Translators and Interpreters.

**Australian Resident** means a person who resides in Australia and is one of the following:

- an Australian citizen; or
- the holder of a permanent resident visa; or
- a Special Category Visa holder (SCV) who is a Protected Special Category Visa holder.

**Business Case** means a statement justifying the exceptional reason(s) for exceeding the funding caps, which should be developed in consultation with the JobAccess provider and Applicant.

**Co-workers** means a fellow worker of the subject of an EAF Application.

**EAF** means the Employment Assistance Fund

**EAF Application** means the Department online EAF Application form available on the JobAccess secure site.

**Employment or Employed or Employee** means the status of a person who is in paid work under a contract of employment or has a written offer of Employment or who is otherwise deemed to be an employee under relevant Australian legislation.

**Employer** means an entity that has the legal capacity to enter into a contract of Employment with an Employee.

**Inclusive Employment Australia** can help you prepare for, find and maintain work and grow your career if you live with disability, injury or health condition.

**Inclusive Employment Australia providers** can continue to provide ongoing support for as long as you need it. They are experts at connecting people with disability to employers.

**JobAccess provider** means the entity contracted by the Department to deliver JobAccess services.

**Modification** means the implementation of a piece of equipment or technology, or modification to an existing piece of equipment or technology or implementation of a service available from the EAF that assists a worker with disability to access or carry out essential employment duties of a particular job.

**National Minimum Wage** means The National Minimum Wage set by the Fair Work Commission. For further information go to [Fair Work Commission website](#).

**Note Taking** is the practice of capturing important pieces of information and providing accurate, legible and well-organised notes that reflect all aspects of content for people with hearing impairment.

**Participant** means a person who is defined to be a Participant under the Inclusive Employment Australia Grant Agreement, the Workforce Australia Services Deed or a person who is defined as an Eligible Jobseeker in the Community Development Program Funding Agreement.

**Protected Special Category Visa** holder means a New Zealand citizen who:

- was in Australia on 26 February 2001 as a SCV holder; or
- was outside Australia on 26 February 2001, but was in Australia as a SCV holder for a total of 12 months in the two years prior to that date, and subsequently returned to Australia; and
- has a certificate issued under the Social Security Act 1991 stating that they were residing in Australia on a particular date (these certificates are no longer issued).

**Real Time Captioning** means the real time display of captions on a display screen created as an event takes place. Captions are created by either a captioner or via speech recognition technology and are used by people with hearing impairment.

**Reasonable** for the purposes of the EAF Guidelines refers to a price or cost that is considered fair, equitable, and not excessively high, considering the goods, services, or benefits received.

**Remote Interpreting** means provision of Auslan interpreting in another location using video conferencing technology to provide two-way communication.

**Safe Haven Enterprise Visa (SHEV)** means a visa for people who arrived in Australia without a visa, and want to seek asylum. It lets you stay in Australia temporarily if you engage Australia's protection obligations and meet all other requirements for the grant of the visa.

**Self-employed or Self-employed Worker** means a person who derives a regular income as the primary or sole operator of their own business rather than through working under a contract of employment and has been working at least 8 hours per week over the last 13 weeks and earning an hourly income that is at least equivalent to the National Minimum Wage.

**Temporary Protection Visa (TPV)** means a visa for people who arrived in Australia without a visa, and want to seek asylum. It lets you stay in Australia temporarily if you engage Australia's protection obligations and meet all other requirements of the grant of the visa.

**The Department** means the Australian Government **Department of Social Services** or such other agency or department as may manage JobAccess and the Employment Assistance Fund on behalf of the Australian Government from time to time and, where the context so admits, includes the Australian Government's relevant officers, delegates, employees and agents.

**TTY** means a special device that lets people who are deaf, hearing impaired, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation to communicate.

**Vehicle** is defined as a machine, usually with wheels and an engine, used for transporting people or goods on land or on roads.

**WMS Assessor** means an approved WMS Assessor who is employed by or sub-contracted to a National Panel of Assessor (NPA) provider under the NPA program as administered by the Department.

**Workforce Australia Services provider** means a national network of private, community and government organisations funded by Department of Employment and Workplace Relations that helps job seekers into sustainable employment, particularly those who are long-term unemployed.

## 12. Attachments

### Attachment 1 - EAF Application Terms and Conditions

#### EAF Terms and Conditions

1. I understand and agree that:

- a) this form is used by Applicants seeking assistance under the Employment Assistance Fund (EAF).
- b) the EAF Application Form must be fully completed, submitted and approved before any assistance under the EAF is provided. The EAF Application Form will not be approved for any workplace modifications, other items or services that have already been purchased, or where a commitment has been made to purchase.
- c) Once an EAF Application is approved, I am responsible for paying for the approved item/s from my own funds, and for seeking reimbursement or partial reimbursement, unless otherwise agreed with the Department.
- d) I am not entitled to seek assistance for the same or similar assistance as provided under the EAF Guidelines from a federal, state or local government body.
- e) I am not entitled to seek assistance if I am receiving or have received a compensation payment through my current employer or another party within the last seven years, which covers the cost of the assistance being sought under the EAF.
- f) I am not entitled to seek assistance for medical, therapeutic, health related aids, equipment or services, including prescription glasses, cochlear implants and hearing aids.
- g) In accordance with the EAF Guidelines, I am submitting this Application as:
  - i. an Employer of a person with disability;
  - ii. an Employee with disability;
  - iii. a Self-employed Worker with disability;
  - iv. a job seeker who requires Auslan Level 2 assistance or who requires work related assistive technology or special work equipment to look for and prepare for a job-noting that applications for Auslan Level 2 can be lodged up to five business days post interview; or
  - v. Australian Government funded Employment Service Provider on behalf of their Participant or Participants Employer; or
  - vi. a nominee of a person with a disability.

2. By submitting this form, I acknowledge that:

- a) all personal information I have provided in this Application Form and for the purposes of processing this application is protected by law,
- b) the Department is collecting the information in relation to this application and will use it to assess funding eligibility for the EAF,
- c) the Department may provide the information in this Application Form and information provided subsequently for the purposes of assessing the application, to approved workplace modifications assessors and the employer of the Applicant, to facilitate a workplace modifications assessment,
- d) the Department may use the information in this Application Form and information provided subsequently for the purposes of assessing the application, for internal purposes relating to the administration of the EAF, including but not limited to research, evaluation and analysis purposes conducted by the Department or other organisations on its behalf.

3. I confirm that the person seeking EAF assistance:

- a) is an Australian resident or is an exception to this requirement as either a Temporary Protection Visa or Safe Haven Enterprise Visa holder.
- b) meets at least one of the criteria in accordance with the EAF Guidelines.
- c) has an ongoing disability that has lasted or is likely to last for at least two years and results in a limitation, restriction or impairment that substantially affects the Applicant's work performance and requires a work modification, the work modification is essential to carrying out their employment.

4. I confirm that I have read and understood and agree to comply with the terms and conditions of the EAF Guidelines.

5. I confirm that I have clearly explained the terms and conditions as outlined in the Guidelines to the Applicant and sought and gained their permission to provide the personal information contained in this Application Form if submitting it on behalf of the Applicant.

6. I declare that the details in this Application Form are, to the best of my knowledge, true and correct.

7. I confirm that I am duly authorised to submit this EAF Application Form, if submitting it on behalf of the Applicant.

#### **EAF Certification**

I certify that:

\* to the best of my knowledge, the details on this form are true and correct.

\* the ownership of any workplace modifications and equipment which is approved as a result of this Application has been agreed in accordance with the EAF Guidelines.

I agree to:

\* comply and be bound by the EAF Guidelines and understand that if I knowingly make false statements, I may be bound for prosecution.

I acknowledge that:

\* providing false or misleading information is a criminal offence under the *Criminal Code Act 1995*.

## Attachment 2 – Form – Claiming Auslan Level 1 Travel Fees

### Employment Assistance Fund Claim for Auslan Level 1 Interpreting Travel Fees

- Applicants can apply for Reimbursement for Auslan interpreter travel fees (travel time only) at the hourly rate of \$53 (GST inclusive), where travel is essential and is in excess of two hundred (200) km for a return trip from the business location of the interpreter to the approved assignment address.
- Travel fees are only available for approved Auslan Level 1 National Accredited Authority of Translators and Interpreters (NAATI) accredited Auslan interpreting.

|   |
|---|
| <b>EAF Application ID:</b>  |
| <b>Name of Employee (who the interpreting was for):</b>   |
| <b>Interpreting is for the following date/s:</b>  |
| <b>Interpreting start time:</b>   |
| <b>Interpreting finish time:</b>  |
| <b>Business location (address):</b>   |
| <b>Interpreter's departure address (i.e., address they departed from)</b>   |
| <b>Interpreter's arrival address (i.e., address interpreter travelled to)</b>   |
| <b>I claim Reimbursement for            km. A total of \$            (including GST) for            hours and minutes of Auslan Level 1 interpreter Travel Time @ \$53.00 per hour.</b> |

### Details of the person or organisation seeking Reimbursement of Auslan Level 1 Travel Time

|                   |
|-------------------|
| <b>Name:</b>      |
| <b>Address:</b>   |
| <b>Telephone:</b> |
| <b>TTY:</b>       |
| <b>Email:</b>     |
| <b>Facsimile:</b> |

**Name:**

**Signature:**

**Date:**

**Return completed form to JobAccess, PO Box 558, Belmont Victoria 3216 or by email to [jobaccess@genu.org.au](mailto:jobaccess@genu.org.au)**