

QUEENSLAND TREASURY

Back to Work SEQ Governance Framework V0.1

July 2017



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Version Control

Version	Description	Responsible officer	Date
0.1	Initial draft version (adapted from Regional Queensland version)	Colin Chua	14/07/2017

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1.0 Purpose

The purpose of this Back to Work SEQ Governance Framework is to document all the key aspects of the Back to Work South East Queensland (SEQ) program describing the 'Why', 'Who' and 'How' of the program.

In particular it focuses on factors relating to decision making and the control environment.

2.0 Background

Goal

The goal of the Back to Work SEQ Employment Package (Back to Work SEQ) is to grow employment in Queensland's South East by:

- providing support to businesses for up to 1,500 job opportunities for SEQ jobseekers;
- assisting jobseekers to access support, training and re-skilling through the Certificate 3 Guarantee Boost (C3G Boost) and connecting them with emerging employment and training opportunities; and
- helping local communities build their capacity to generate innovative solutions to employment challenges in SEQ.

Summary

Back to Work SEQ is a one-year \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed and unemployed youth (15-24 year-olds) jobseekers in South East Queensland. This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Back to Work SEQ Employer Support Payments and Youth Boost Payments are offered in the following local government regions:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.



Back to Work SEQ has three funding components as follows:

BTW element	Description
Employer Support Payments	\$25 million for support payments for employers to take on jobseekers in SEQ, including long-term unemployed jobseekers.
Administration	\$2.5 million for administration.

\$27.5M funding for Back to Work SEQ was allocated in the 2017-18 Queensland State Budget on 13 June 2017. Back to Work Employer Support Payments will begin in late July 2017 through the QGrants grant management system.

3.0 Summary of Back to Work SEQ Program

3.1 Employer Support Payments

Description

The largest component of Back to Work SEQ is the employer focused 'Back to Work - Employer Support Payments' with \$25 million of the \$27.5 million funding allocated.

This component encourages employers to provide up to 1,500 real jobs to eligible jobseekers in South East Queensland. It includes a focus on the long-term unemployed, young people, older Queenslanders, Queenslanders with a disability, people with culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander peoples.

It has been designed to give businesses the confidence to employ long-term unemployed and unemployed youth (15-24 year-olds) jobseekers in SEQ. This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Appendices A and B provides full details of the program and a summary is shown below.

Caps

The number of applications each eligible employer can claim per eligible employee has been set to a maximum of five. This cap applies to Employer Support Payments, Youth Boost Payments and combinations of both payment types. Once a total of five SEQ applications have been approved, no further applications can be accepted.

Payments



- Paid to the employer.
- Youth Boost - hiring a young jobseeker aged between 15 and less than 25 years, between 1 July 2017 and 30 June 2018 (inclusive).
- Part-time - between 20 and 35 hours per week on average (or eight to 35 hours per week on average for a person with a disability with an approved work plan).

How are payments made?



Eligibility

Eligibility criteria apply. Employers will need to ensure that their business, the job being offered and the jobseeker being employed meet the eligibility criteria.

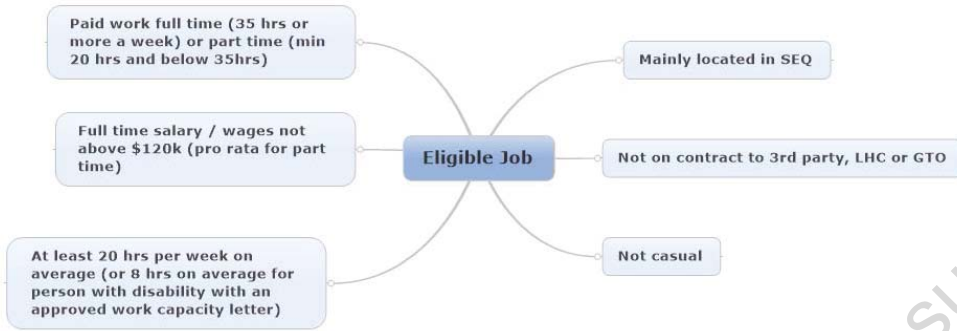
Who is an eligible employer?



Who is an eligible employee?



What is an eligible job?



Key documentation and communication of eligibility for Employer Support Payments

Eligibility criteria are detailed in the following documents:

Guidelines		
SEQ Guidelines for Funding	Version 1.0 dated June 2017	Nexus link Weblink
Fact sheets		
Back to Work SEQ Terms and Conditions	Not dated but effective from 1 July 2017	Nexus link Weblink
Back to Work SEQ Overview Factsheet	Version 1.0 dated 13 June 2017	Nexus link (updated version dated 30 June 2017 to be uploaded) Weblink
Employer Support Payments (long-term unemployed)	Version 1.0 dated July 2017	Nexus link Weblink
Youth Boost Payment	Version 1.0 dated July 2017	Nexus link Weblink
Certificate 3 Guarantee Boost SEQ	Not dated	Nexus link Weblink (not yet uploaded on website)
Back to Work Teams	Not dated	Nexus link Weblink
Making a Back to Work SEQ application	Version 1.0 dated July 2017	Nexus link Weblink
Are you eligible for Back to Work SEQ?	Version 1.0 dated July 2017	Nexus link Weblink
Back to Work SEQ Budget flyer	Not dated	Weblink
Troubleshoot Technical Issues (to be updated with newer PowerPoint version)	Version 1.1 dated 6 July 2017	Link (to be updated with new link in due course) Weblink (this links to regional BTW page with regional branding)
FAQs		
Employer Support Payments (under 'For Employers' section)	Not dated but after 1 July 2017	Weblink
Youth Boost Payments	Not dated but after 1 July 2017	Weblink

Evolution of criteria

The criteria have been developed in a number of steps:

Date	Format	Details
13/6/17	State Budget	Announcement of Back to Work SEQ

3.2 SEQ support

Description

\$2.5 million of the \$27.5 million total funding for Back to Work SEQ is allocated to SEQ support with the following components:

Element	Components
A. Back to Work SEQ Teams	<ul style="list-style-type: none"> DSD Employer Officers DET Jobseeker Officers

A. Back to Work SEQ Teams

The package provides support for two Back to Work SEQ Teams to:

- help build SEQ employment solutions;
- identify and meet local needs; and
- help create the capacity needed to meet emerging needs.

Both teams are allocated to the 12 local government areas contained within the below map:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

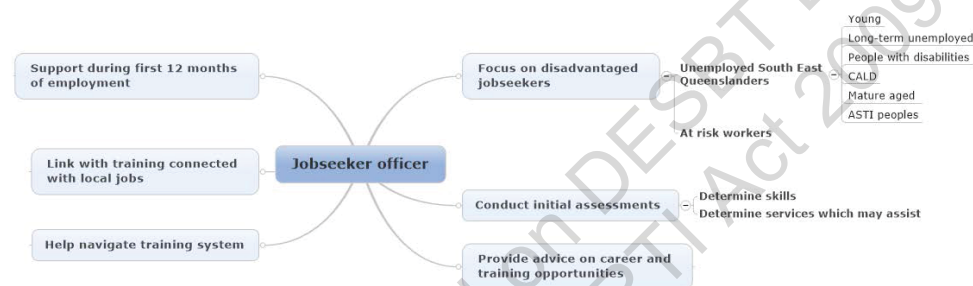


Each Back to Work SEQ Team consists of an Employer Officer and a Job Seeker Officer. Full details are shown in Appendix C and summarises below.

Employer Officers

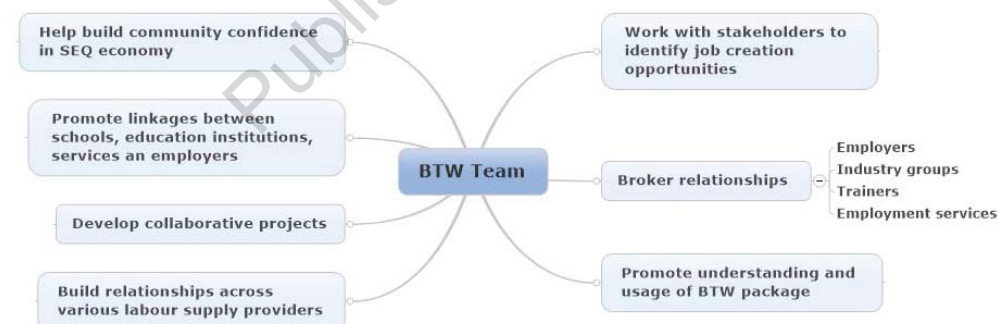


Jobseeker Officers

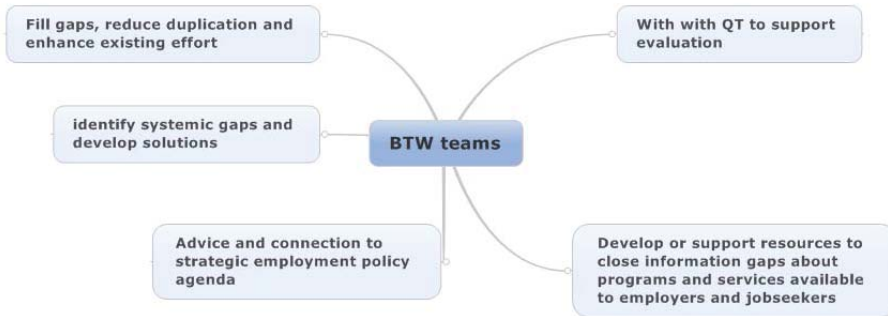


Back to Work SEQ Teams

Teams will work together across the community to:



Teams will work together across the service system to:



BTW Teams documentation and reference material

Back to Work SEQ Team contacts	➤ link
MOU with DSD for Employer officers	➤ Link
MOU with TQ for Jobseeker officers	➤ Link

Commented [CB1]: Links need updating

3.3 Jobseeker Support

Description

The ~~third~~^A component of Back to Work SEQ focuses on supporting jobseekers by providing:

- additional training for eligible jobseekers to gain the skills they need for work through the Back to Work Certificate 3 Guarantee Boost; and
- access to a Back to Work SEQ Jobseeker Officer who will help connect jobseekers with employment and training opportunities.

The Certificate 3 Guarantee Boost provides eligible jobseekers with funding for training to help secure local jobs. Training may include “second chance” training for jobseekers or workers who already have a Certificate 3 (or higher) level qualification, but need new or updated skills to gain, change or retain employment.

Funding

\$2.5 million of the \$27.5 million total funding for Back to Work SEQ is allocated to ~~Jobseeker training administration~~^A. This is funding directly by DET and administered by TAFE under a Memorandum of Understanding dated 7 September 2016.

Commented [CC2]: Is this the case for SEQ?

Eligibility

Eligibility for the Certificate 3 Guarantee Boost is assessed by a Back to Work SEQ Jobseeker Officer located in TAFE QLD offices across SEQ.

Through the Back to Work SEQ Jobseeker Officer, jobseekers or those at risk of losing their jobs will receive support to: navigate the training system; get career advice that helps them to find a job that suits them; and find training linked with real jobs in the region.

Back to Work SEQ Jobseeker Officers will assess an individual's existing qualifications and potential training needs and refer eligible individuals to a subsidised training opportunity, which may include the Certificate 3 Guarantee Boost Program.



'Live in SEQ' includes the following Local Government areas:



Documentation and communication of eligibility

- Website link including FAQ's [link](#)
- Certificate 3 Guarantee Boost fact sheet [link](#)

Commented [CC3]: Link to Nexus document as updated fact sheet not on web yet

4.0 Back to Work SEQ approvals and key decisions

Date	Format	Purpose	Source
13/6/17	State Budget	Announcement of Back to Work SEQ	Treasurer

5.0 Funding

\$27.5 million funding for Back to Work SEQ was allocated in the 2017-18 Queensland State Budget on 13 June 2017.

The elements of the funding are summarised as follows:

Funding	Focus	Category	Inclusion	Description
\$25 million	For employers	Employer support for jobseekers	Employer payments. Program management and administration including QGrants payment system.	\$25 million for support payments for employers to take on up to 1,500 regional jobseekers, including long-term unemployed and those disadvantaged in the labour market.
\$2.5 million	Administration costs			

According to Nathan Topping

- Assumption that Youth Boost Payment funding will be exhausted after approximately three months (between September and November 2017).
- Assumption Back to Work SEQ will create 1,500 job opportunities.

6.0 Roles and responsibilities

Role	Name	Responsibilities	Notes
Minister for Employment and Industrial Relations	The Honourable Grace Grace MP	Strategic Oversight. Implementation Responsibility.	
Treasurer	Mr Curtis Pitt MP	Implementation Responsibility.	
A/ Deputy Under Treasurer, Economics & Fiscal Coordination	Dennis Molloy	Annual declaration to the CFO whether the financial internal controls relating to Back to Work of the agency are operating efficiently, effectively and economically.	
Queensland Treasury, Employment Policy Unit	Wendy Migheli, Director	Implementation, coordination and facilitating reporting to Government on progress, outcomes and evaluation.	
Department of Premier and Cabinet (DPC)	n/a	Work of IDC and Working Groups links in with Working Queensland IDC chaired by DPC, which provides oversight of the government's broader employment agenda.	
Back to Work - Interdepartmental Committee (IDC)	n/a	sch3(2)(1)(a) Cabinet matter - For consideration by Cabinet	
		sch3(2)(1)(a) Cabinet matter - For consideration by Cabinet	
IDC working groups	n/a	Established to support implementation. Membership - Employer Officers and Jobseeker offices from each region. Focus on Back to Work Teams, Communication and coordination,	

Role	Name	Responsibilities	Notes
		Certificate 3 Guarantee Boost Program.	
Seniors Officers Group	QT Chair DET TAFE DSD	Attend all fortnightly meetings. Provide regular updates to IDC.	Terms of reference effective 17.11.16 Link Chaired by Director, Employment Policy and Skilled Business Migration
Regional Employment network			Link to proposal document
Back To Work Teams Working Group	QT Chair		Draft TOR link
Back to Work Teams	N/a	A Team established under MOUs with TQ and DSD. Each team is made up of an Employment Officer (provided by DSD) and a Jobseeker Officer (provided by TQ).	MOU's: DSD TQ
Employment Officer	N/a	An officer of the BTW team who has particular focus on employer needs. Operation of Regional Employment Networks (REN).	
Jobseeker Officer	N/a	An officer of the BTW team who has particular focus on needs of jobseekers and employees	
TAFE Queensland (TQ)	N/a	Provide Jobseeker Officers for the BTW Teams.	MOU signed 7 Sept 2016, 2 year duration from date of signing. Link
Dept of State Development (DSD)	N/A	Delivery of Employment Officer component of BTW package.	MOU signed 12 Sept 2016 Link
OSR – Grants management	QT Chair OSR Trsy Finance	Design, establish and support QGrants application for BTW. Issue resolution.	SLA – draft only
Strategic Communication	Madelyn Gover 303 51928	Provide comms support. Regular meetings.	
Support payments working group	Simon McKee Jesse Leonard	Defunct – during implementation only.	

Role	Name	Responsibilities	Notes
QGrants super-user	Jesse Leonard Nathan Topping	System role - Can change amounts to be paid in QGrants BTW system, Delete, change payment objects, change/create bank details.	Roles documented in application processing document Link And controls matrix
QGrants Approver	Carol Bunt Wendy Migheli	System role - Approve application to generate a payment.	Link
SSQ	Mark Watts	Provide first point of telephone contact for BTW.	Script link

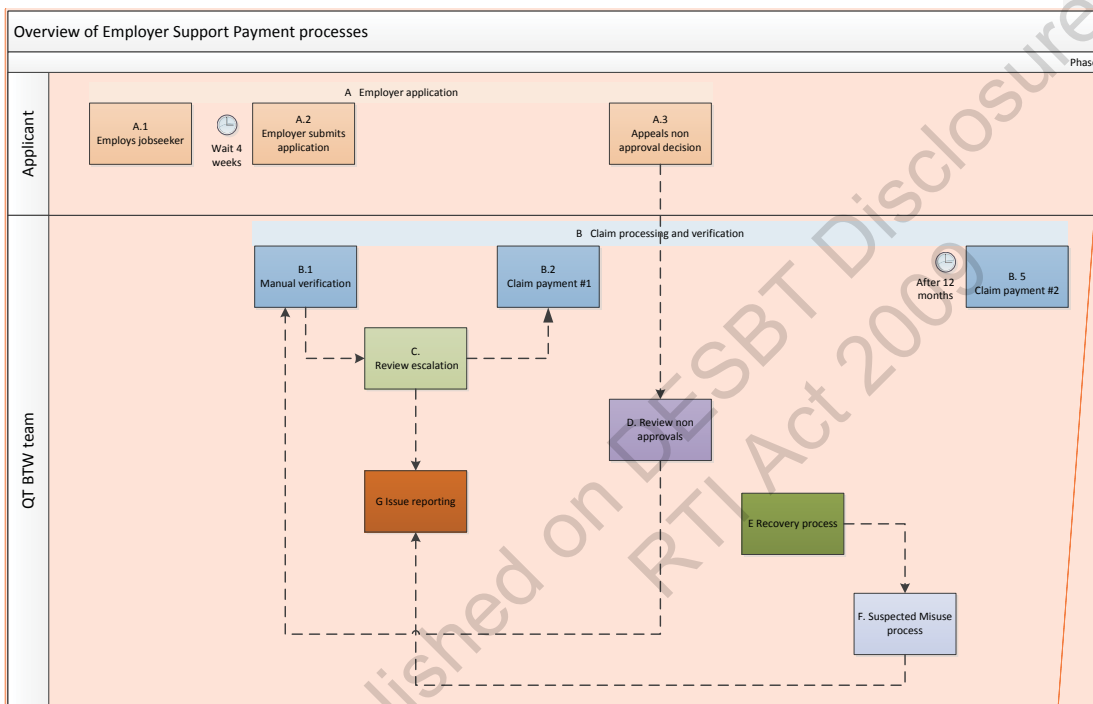
7.0 Processes

7.1 Employer Support Payments

7.1.1 Back to Work SEQ application process

The claim and application process is documented in detail narrative ([link to draft document](#)) and process maps ([link to visio file](#))

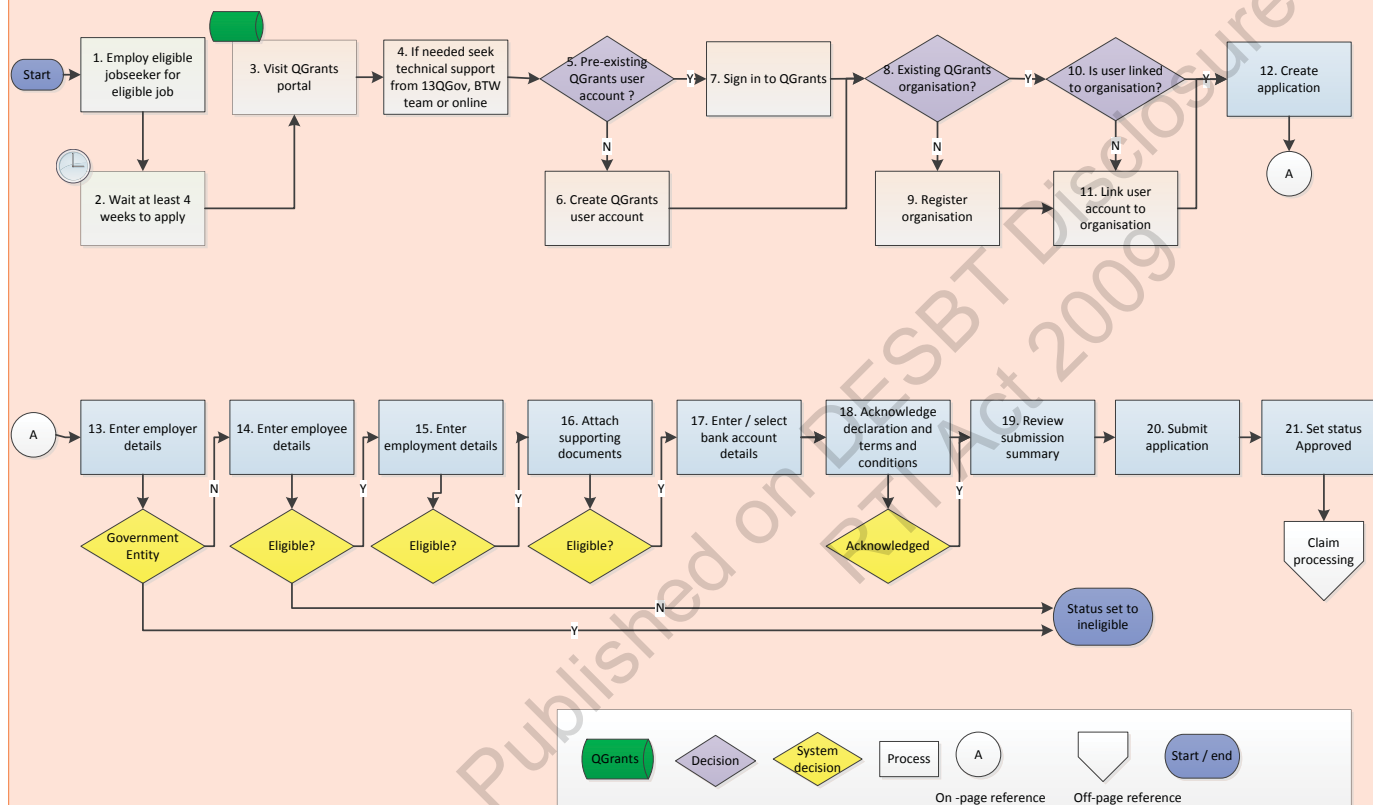
The following is an overview of the steps described in the process document.



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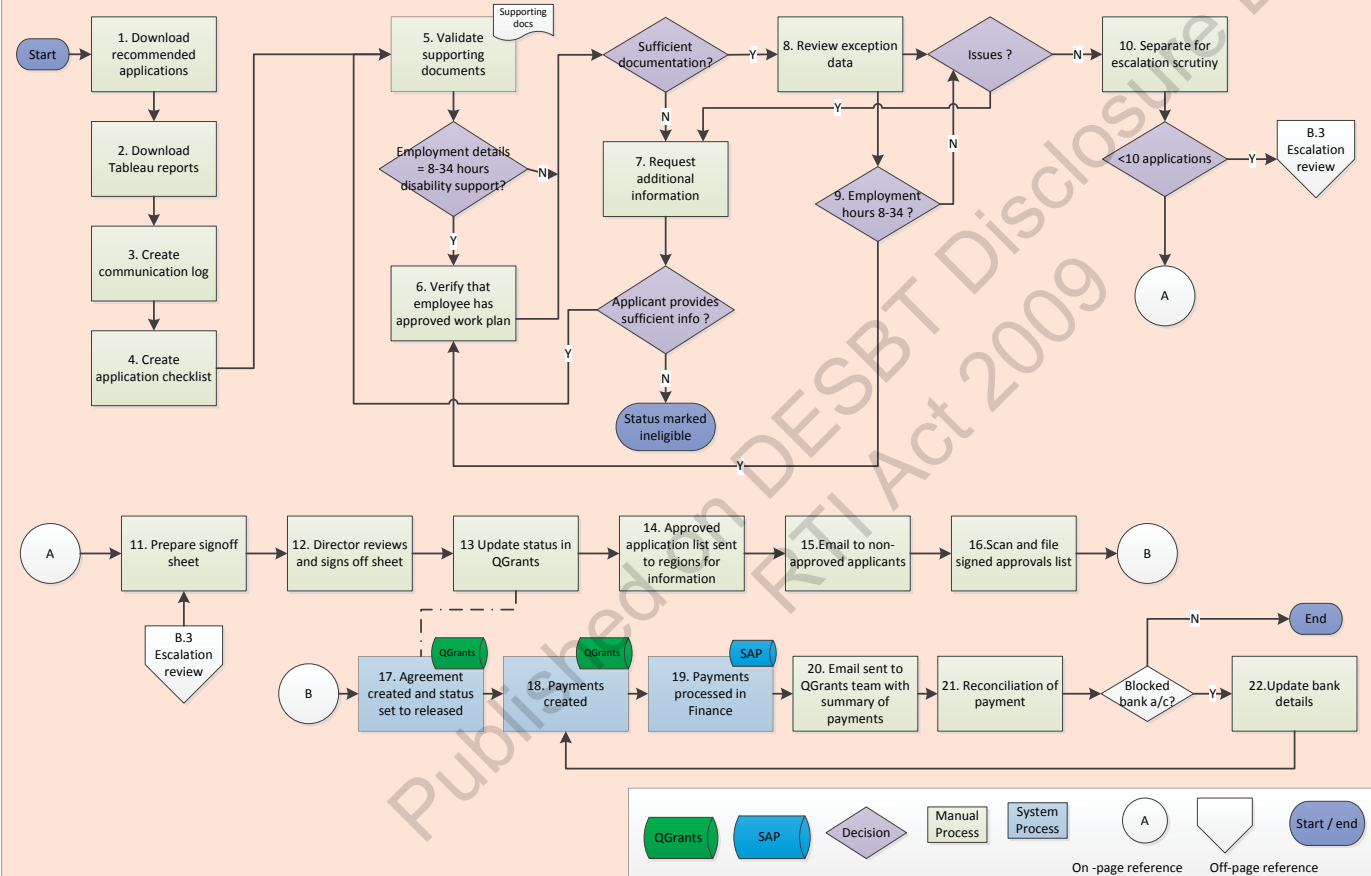
The process maps for these 3 components follow below.
([Link to Visio document here](#))

A. Employer application process



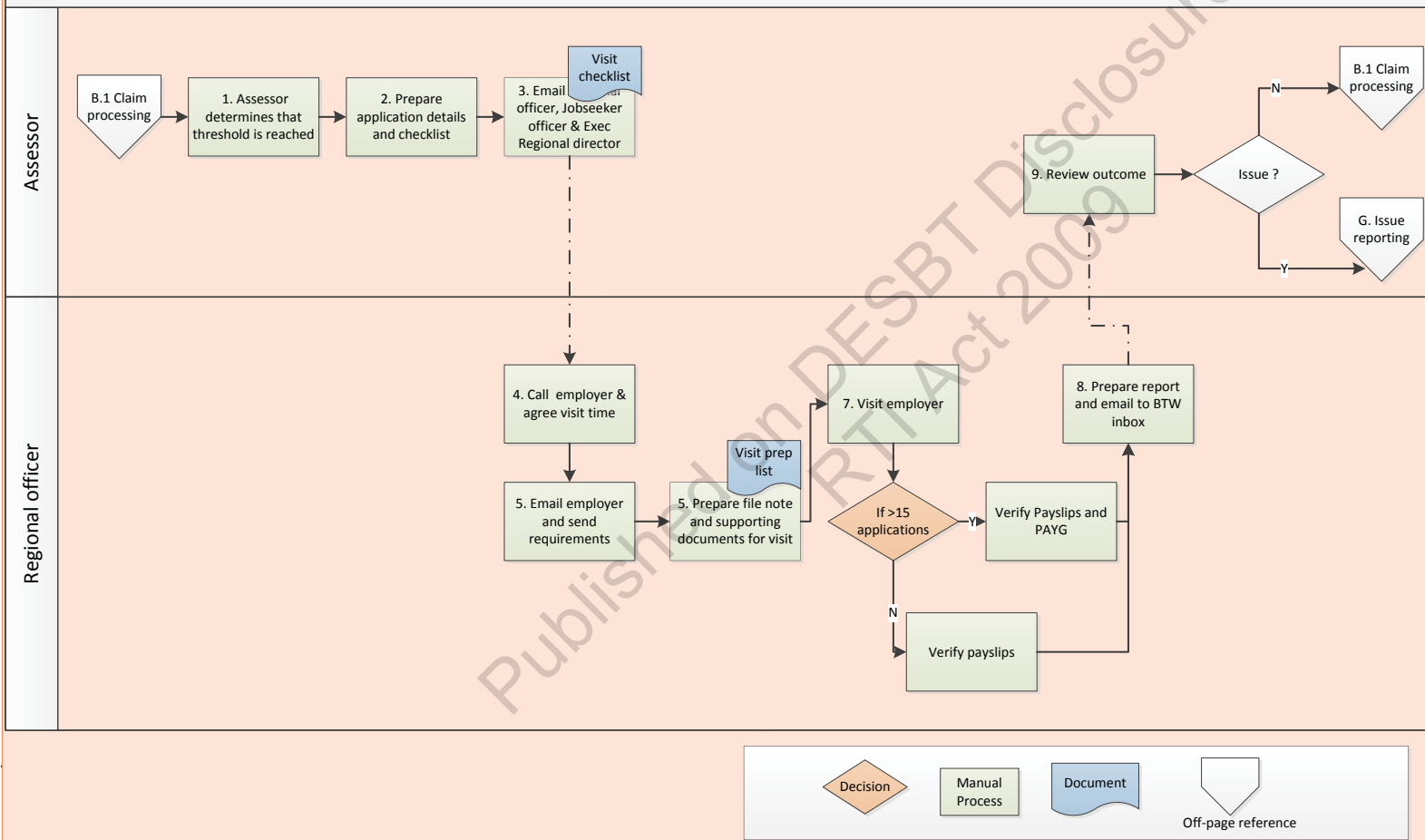
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B.1 & B.2 Claim processing process



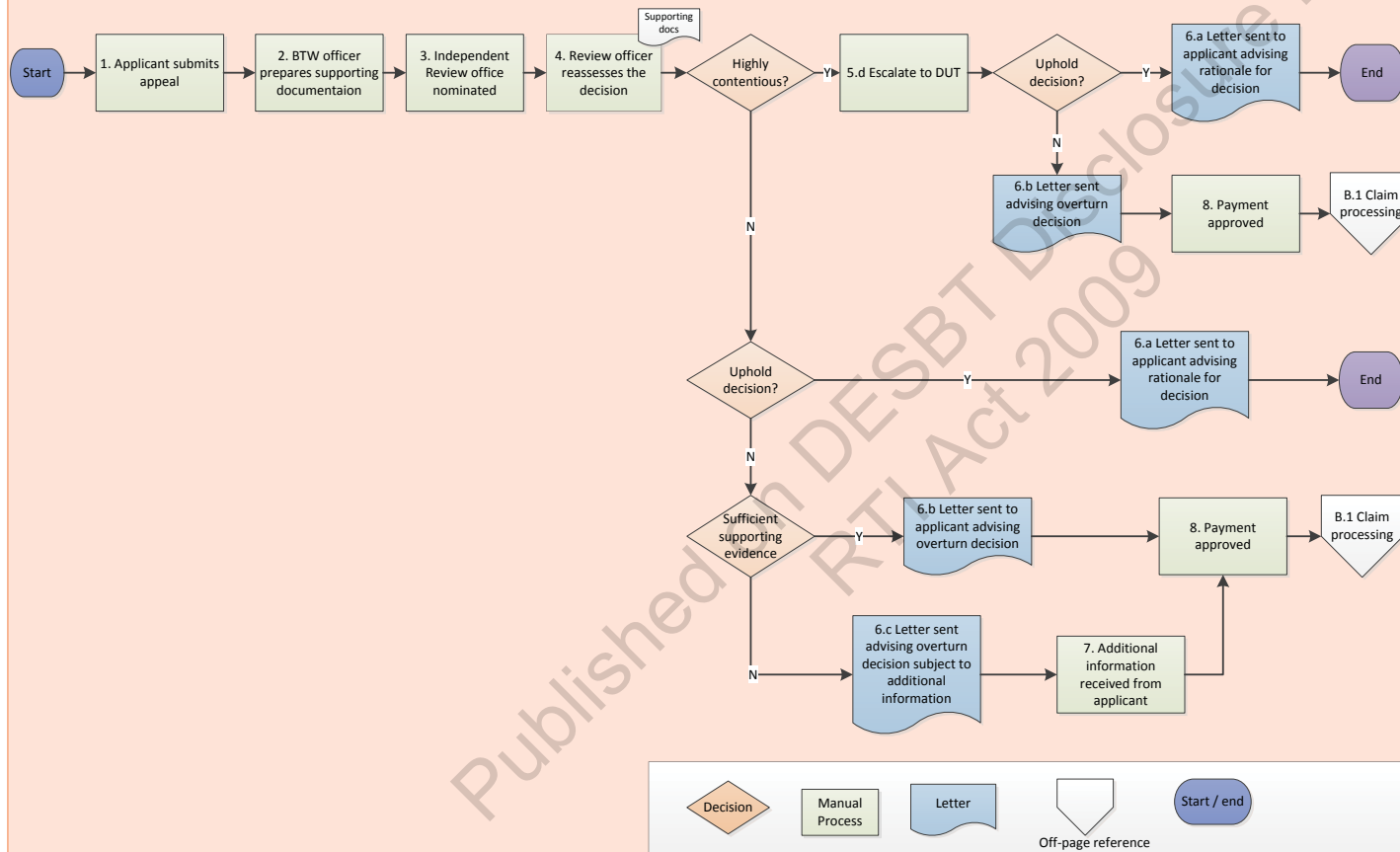
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C Escalation Review process



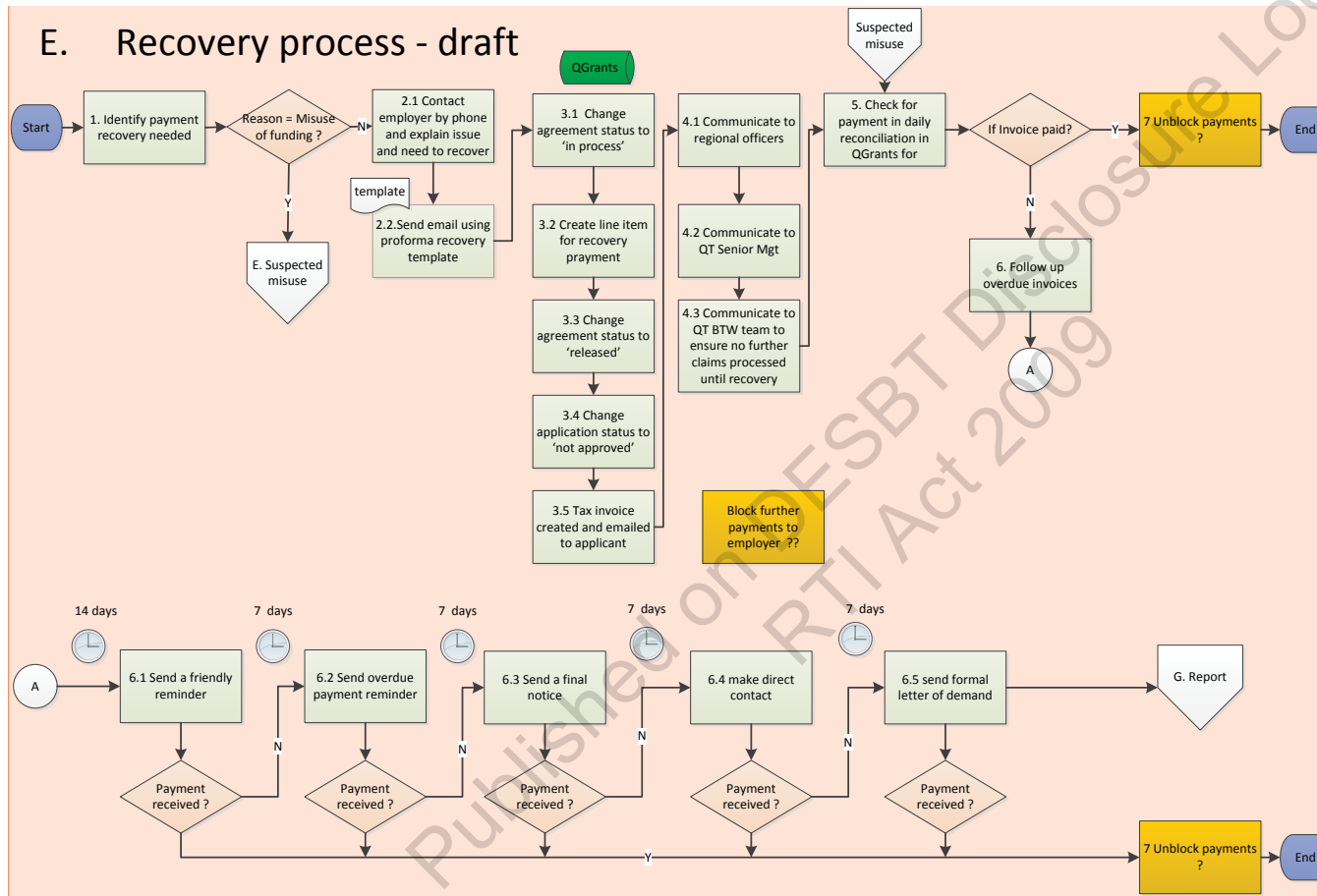
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D. Review of non-approval decisions process



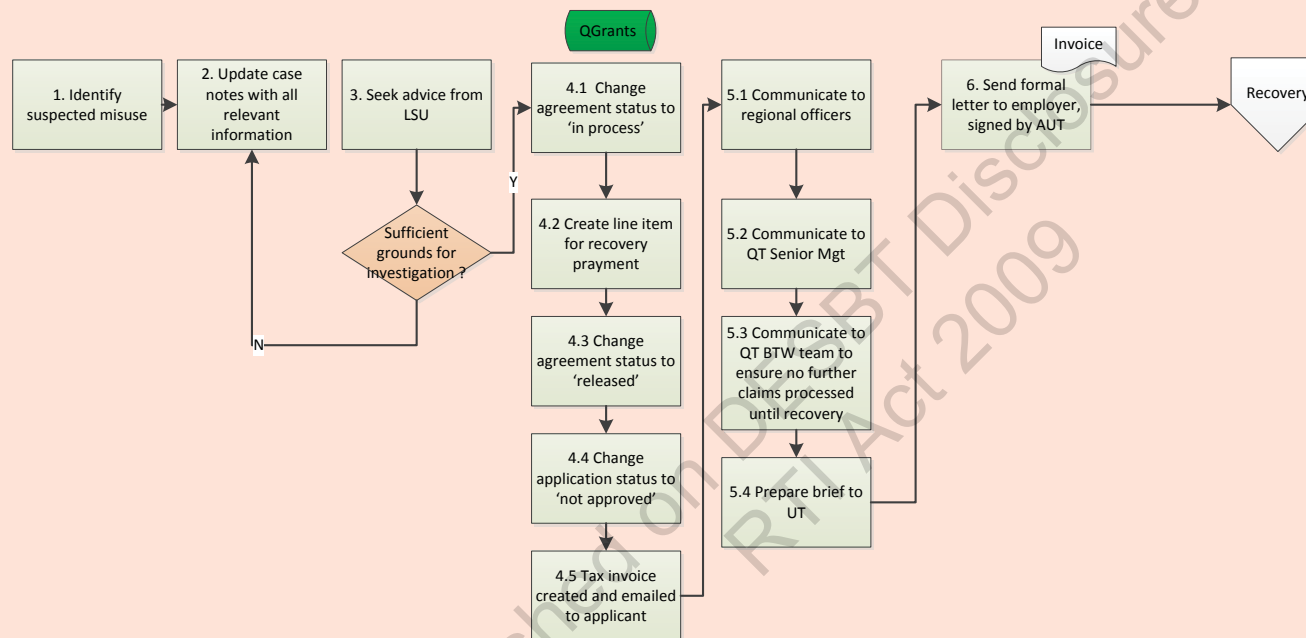
Commented [CC8]: Will need to be reviewed and updated at some stage

E. Recovery process - draft



Commented [CC9]: Will need to be reviewed and updated at some stage

F. Investigate Suspected Misuse process - draft



Commented [CC10]: Will need to be reviewed and updated at some stage

7.1.2 Supporting processes

Program management

The Back to Work SEQ program is managed by the Employment Policy Unit, Economic and Fiscal coordination.

Principal responsibility rests with the Director - Employment Policy and the BTW Program Manager. Duties include:

- Management and supervision of the staff processing grant applications;
- Management and monitoring of volumes of applications and inbox responses;
- Evaluation of exceptions and managing issues arising in the processing of applications;
- Management of issues and risks;
- Performance monitoring and reporting;
- Program evaluation;
- Support SEQ officers on program issues;
- Liaising with stakeholders agencies;
- Program communication;
- Liaison with SSQ regarding helpline script;
- Liaison with OSR regarding QGrants; and
- Approver of applications in QGrants.

The Director - Employment Policy Unit also has the following duties specific to BTW:

- Chair of Seniors Officers Group; and
- Financial Delegate for approving BTW application payments.

The processes underlying these activities are management and leadership in nature including use of templates, guidelines, checklists, process and issue documentation, meetings, minutes, review and evaluation.

Financial management

The budget ~~of all three~~for both components of the program is \$27.5 million per annum for 2017/18. Funding for the program is detailed in section 5 of this document.

Currently some monitoring and reporting on spending and commitment is included in the weekly Employer Support Payments report and there are plans to expand this process.

Budget monitoring is the responsibility of the Program Director.

The processes underlying financial management include:

- Comparison of actual spending to budget;
- Monitoring commitment to date; and
- Reconciliation of approved expenditure to actual payments (in QGrants).

Meeting co-ordination

There are a number of regular meetings relating to the management of the program:

- SEQ Jobs steering Committee (replacing BTW Interdepartmental Committee);
- Senior Officers Group;
- QGrants meetings;
- BTW Teams Working Group;
- Strategic Communications; and
- SSQ.

Agendas and minutes are maintained.

Program evaluation – refer section 8 below.

Reporting – refer section 10 below.

Management of risks and issues - refer section 11 below.

Document and records management – refer section 12 below.

7.2 Back to Work SEQ Teams

The role of the Treasury BTW SEQ Teams is one of leadership and coordination, with the execution of the Jobseeker officer and Employment officers being undertaken in the regions by employees of DET/TAFE and DES respectively.

These program coordination activities include:

- Provision of advice to Jobseeker officer and Employer Officers;
- Problem solving;
- Meeting co-ordination;
 - Senior Officers Group;
 - Back to Work SEQ Teams working group;
- Ensure consistent application of program across region;
- Maintain integrity of the program; and
- Evaluation and financial management;

The processes supporting this include:

- Coordination of meetings;
- Use of guidelines, minutes, FAQ's;
- Collection of performance information for reporting; and
- Discussion and emails.

7.3 Jobseeker training and support

The provision of Certificate 3 Guarantee Boost training is managed completely by DET with no involvement from Treasury.

Therefore our processes are limited to gather data to feed into reporting and evaluation.

8.0 Program evaluation

Commented [CC11]: Is this the same for SEQ as it is with Regional Queensland?

Program evaluation is currently under development in consultation with the Queensland Government Statisticians Office.

The objectives of the proposed evaluation would be to examine whether the program has been successful in relation to:

- Stimulating employment opportunities in regional Queensland;
- Encouraging eligible employers to hire unemployed jobseekers in regional Queensland;
- Supporting the sustained employment in eligible regional Queensland jobs; and
- Contributing to the reduction of unemployment in regional Queensland.

The evaluation would seek to determine whether the Back to Work program, could or should be expanded, modified or discontinued. It may also inform future program design and policy decisions related to improving employment opportunities for young people in regional Queensland.

Work has started on the evaluation plan for Youth Boost with a draft plan prepared by Queensland Government Statisticians office in January 2017.

9.0 Supporting systems

Back to Work Employer Support Payments utilise the QGrants Grant Management system for the grant application and claim payment process.

The interaction with the system including the system controls and validations are documented in detail in the BTW application process documentation [Link to document](#)

The key documentation describing the program set up and system requirements are as follows:

Ref	Document	Version	Date	Contents
QASH2114	System requirements	0.4	11/7/17	Details for set up of new grant program
QASH2114	Finance set up	1.0	07/07/17	Finance details for SEQ in QGrants

Commented [CC12]: Information may need updating

10.0 Reporting requirements

Type	Report	Details	Example
Regular	Weekly report	Analysis of Employer Support Payments to date including: Employer Support Payments excluding Youth Boost Payments: <ul style="list-style-type: none"> By region since 1 July 2016; and Demographic stats. Youth Boost: <ul style="list-style-type: none"> Payments; and Regional analysis. Distributed to key agency stakeholders. Prepared by Nathan / Jesse.	Report example Email showing recipients
	Monthly report	Dashboard summarising activity.	
	Parliamentary report	Prepared every day Parliament sits. Prepared by Nathan / Jesse.	Link 1 Dec 2016
	Regional Employment network reporting	Provide to Minister.	- report template
	Regional office reporting to Treasury	Under development.	
	WQCC update	Prepared by team.	18 November 2016 - WQCC Meeting: Supplementary Treasury Briefing Material Example
	Monthly Governor's briefs	Prepared by team.	
Adhoc	Local member update request		Example
	Visit materials		
	Media releases		

Commented [CC13]: Link does not work

Commented [CC14]: Template needs updating

11.0 Risks and issues management

A core component of our governance is the maintenance of a register of risks and issues. The purpose of the BTW risk register is to track the risks, external and internal to QT, that need to be considered, mitigated and managed during the course of the program. [Link to register](#)

The register records the following data:

Risks

Item	Ref	Options	Comment
Category	1 2 3 4 5	<ul style="list-style-type: none"> Political Reputational Internal controls Operational Compliance 	Category that best describes the type of risk
Rating		High Med Low	Assessment of potential impact if risk is realised
Mitigation strategies			Details of what is planned to offset the risks
Residual risk		High Med Low	Assessment of potential impact after actions to mitigate the risk have been taken
Status and outstanding actions		<ul style="list-style-type: none"> In place In progress Ongoing challenges 	<ul style="list-style-type: none"> Actions we have taken to mitigate risks Actions we are in the process of implementing to mitigate risks Open issues or challenges

Issues

Item	Ref	Options	Comment
Category	A B C D E	<ul style="list-style-type: none"> Application processing System Internal controls & security Compliance and policy Reporting and evaluation 	Category that best describes the type of risk
Issue details			Short description statement Summary of the issue
Impact rating		High Med Low	Assessment of impact if the issue
Approach		Current Status In progress / outstanding	Details of what we have put in place to address the issue Details of what is in progress or needs to be done

Process for maintaining the register

The register is updated when new items are identified and is reviewed and updated monthly in advance of the Senior Offices Group meeting.

12.0 Document and records management

The documents relating to the Back to Work SEQ program are all saved in Nexus under:

Economic strategy / Employment Programs / Back to Work / South East Queensland



Employment programs has its own site collection with permission restricted to staff likely to need access.

Previous to February 2017 the documents were under the wider site collection at economic research and analysis. However for additional security and improved protection of personal information a separate site collection was created and all documents relocated on February 27 2017. The reasons for were:

- There is information in the BTW team space that may be sensitive in nature and needs to be secured to avoid breach of information security regulations;
- Changes to control are easier to establish and manage at site collection level; and
- The BTW is a project in nature – with defined start and finish dates. It is not economic research and analysis it is a project to influence the economy through direct action. As such it is advantageous to create separate site collection.

The revised groupings and topics are as follows.

Employer Support Payment		BTW Regions		Communication		Project management	Youth Boost
Reporting	Adhoc	BTW teams Administration		Minister's office	Internal	Budget	No topics
	Statistics	BTW teams Working Group		Employment minister	Internal	Evaluation	
	Weekly	Regional Networks	Agendas	AUT/UT/T	Internal	Governance	
	Monthly		REN Governance	Parliament	Internal	IDC	
Approvals			Planning	Case studies	Internal	MOU	
Case files			Resources	Teams	External	SOG	
QGrants			Schedule	Advertising	External	Management	
				Website	External	Research	
				Presentations	External		
				Media release	External		

13.0 Communication and stakeholder engagement

13.1 Plan

A Communication and Stakeholder engagement plan was created in June in advance of the launch from 1 July 2016. It provides details of:

Commented [CC15]: Has one been drafted for SEQ? Or is it just being tacked onto the back of regional?

- The goal and objectives underpinning the communication strategy;
- Stakeholders;
- Overarching key messages and audience group key messages;
- Communication activities by phase; and
- Evaluation.

[Link](#) dated 24 June 2016.

13.2 Stakeholders

Businesses in SEQ <ul style="list-style-type: none"> Large enterprises Small to medium employers 	Jobseekers: <ul style="list-style-type: none"> In South East Queensland People who are unemployed including (but not limited to): <ul style="list-style-type: none"> Long-term unemployed Young people Aboriginal and Torres Strait Islander people Queenslanders with a disability Mature-aged jobseekers People with culturally and linguistically diverse backgrounds
Queensland Treasury: <ul style="list-style-type: none"> Employment Policy Unit Office of State Revenue Minister Grace and Minister's Office 	
State Government partners: <ul style="list-style-type: none"> DSD DET TAFE Queensland DTESB Jobs Queensland DISITI DCCSDS DPC (inform) 	Industry/ business partners: <ul style="list-style-type: none"> Peak bodies Industry associations Chambers of Commerce (or equivalent)
	Community partners <ul style="list-style-type: none"> NGOs Local government
	Federal Government partners: Dept of Employment inc Jobactive providers

13.3 Key external communication

Format	Type	Audience	Link	Contact
Web	Website	Public	➤ Back to Work website	Madelyn Gover, Strategic Comms 303 51928
	Online guidelines and factsheets	<ul style="list-style-type: none"> - Employers - Jobseekers - Regions 	➤ Back to Work SEQ Guidelines for Funding	
			➤ Back to work SEQ Fact Sheet	
			➤ SEQ Employer Support Payments (long-term unemployed Hire Me)	
			➤ SEQ Youth Boost Payment Hire Me	
			➤ SEQ Certificate 3 Guarantee Boost	
			➤ Back to Work Teams SEQ	
			➤ Are you eligible for Back to Work SEQ?	
			➤ Making a Back to Work SEQ application	
			➤ Troubleshoot technical issues	
	Online FAQs		➤ Employer support payment	
			➤ For Jobseekers	
			➤ For Regions	
	Link to QGrants		➤ Link to QGrants	
Media statements			➤ Media statements	
BTW Regional Employment Network Meetings	Minister speech		➤ E.g. speaker notes	

Commented [CC16]: Not on website as of 14 July

13.4 Managing correspondence

Version control is in place and the updates to the external documentation is recorded in a register [Link to Register](#)

Commented [CC17]: Link does not work

14.0 Contacts list

Ref	Contact type	Document name	Link	Maintained by
1	Back to Work Officers	Back to Work Officer Contacts - by Region.docx	Contacts: Link Location: Link	Ciara Jones 30351903
2	Old contact list for program		Link	
3	Updated contact List	Back to Work Contact List	Link	

Commented [CC18]: Link to regional contacts

Commented [CC19]: Link to regional contacts

Commented [CC20]: Link to regional contacts

Appendix A - Employer Support Payment details

This section provides a summary of the various aspects of the Employer Support Payment (long-term unemployed). This is the detail as per the Employer Support Payment factsheet [link](#).

Description

The employer focused component of Back to Work SEQ is 'Back to Work SEQ - Employer Support Payments'.

This component is designed to give businesses the confidence to employ long-term unemployed and unemployed youth (15-24 year-olds) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Employers hiring a young jobseeker aged 15-24 (above 15 years and below 25 years) between 1 July 2017 and 30 June 2018 (inclusive) may be eligible for the \$20,000 Youth Boost Payment. An employer can only apply for one Back to Work SEQ Employer Support Payment per employee and this includes the Youth Boost Payment. Separate eligibility criteria apply – see Appendix B.

What funding is available?

Eligible employees attract a payment of \$15,000, paid to the employer. Eligible part-time jobs between 20 and 35 hours per week on average (or eight to 35 hours per week on average for a person with a disability with an approved work plan) attract 75 per cent of the full support payment.

How are payments made?

Payments will be made directly to the employer of an eligible employee, in three parts:

1. Initial payment of \$4,500 after four weeks of continuous employment and approval of the initial payment application;
2. Second payment of \$5,250 after 26 weeks of continuous employment with the same employer and approval of the second payment application; and
3. Final payment of \$5,250 on completion of 52 weeks of continuous employment with the same employer and approval of the final payment application.

Applications must be received within 12 weeks of the commencement date of the employee. At the completion of the 12 month period successful applicants will have 12 weeks to claim the final payment. Applications and claims received after this time will not be accepted.

Eligibility

Eligibility criteria apply. Employers will need to ensure that their business, the job being offered and the jobseeker being employed meet the eligibility criteria.

Who is an eligible employer?

All employers are eligible except for government entities including:

- Local, State and Commonwealth Government;
- Government-owned corporations; and
- Statutory bodies.

Employers must have:

- A good workplace safety and industrial relations record and
- A genuine commitment to ongoing employment of the employee.

What is a good workplace safety or industrial relations record?

An employer has a good workplace safety or industrial relations record if the employer has complied with relevant State and Commonwealth industrial and employment laws and/or has respected the rights of employees under those laws. This includes, but is not limited to, laws about:

- Industrial relations;
- Occupational health and safety;
- Workers' compensation;
- Discrimination;
- Immigration; and
- Taxation (including superannuation).

Who is an eligible employee?

An eligible employee for the Employer Support Payment:

- Must be a permanent resident of Australia and their principal place of residency is in Queensland and
- Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and
- Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and
- Commenced employment with the eligible employer between 1 July 2016 and 30 June 2018 (inclusive) and
- At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and
- Is not a full-time student and
- Must not have displaced any existing workers and
- If the employee has a disability, must be engaged in mainstream employment.

What is an eligible job?

The job offered must be:

- Mainly located in South East Queensland (excluding regional Queensland) and
- Ongoing paid full-time (at least 35 hours per week) or
- Ongoing paid part-time (at least 20 hours per week (or eight hours for a person with a disability with an approved work plan), averaged over a four-week cycle) or
- A registered and eligible Queensland full-time or part-time apprenticeship¹ (refer to exceptions).

Ineligible jobs include:

- A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at <https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees>.
- Periodic employment such as engagements that are short-term in nature (e.g. weekly hire basis).
- Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation).
- A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time).

¹ Ineligible apprenticeships:

- A school-based apprenticeship or traineeship
- An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax
- An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.

Appendix B - Youth Boost details

Source: [link to website](#)

This section provides a summary of the SEQ Youth Boost Payment. This is the detail as per the SEQ Youth Boost Payment factsheet [link](#).

Description

The SEQ Youth Boost Payment is available to eligible employers who hire an unemployed young person (aged 15-24) between 1 July 2017 and 30 June 2018 (inclusive).

Employers are able to apply for SEQ Youth Boost Payments from 29 July 2017, noting that as part of the eligibility requirements an employee must be employed for a period of four weeks before an application can be made.

Applications must be received within 12 weeks of the commencement date of the employee. At the completion of the 12 month period successful applicants will have 12 weeks to claim the final payment. Applications and claims received after this time will not be accepted.

Additional applications will be required for the second and final parts of the SEQ Youth Boost Payments.

Employers will need to substantiate ongoing eligibility. At the completion of the 26 week employment period applicants will have 12 weeks to claim for the second payment. At the completion of the 52 week employment period applicants will have 12 weeks to claim for the third and final payment.

What funding is available?

Funding of \$20,000 (for a full-time employee) is available under the SEQ Youth Boost initiative.

How are payments made?

Payments are made directly to the eligible employer, in three parts:

- Initial payment of \$6,000 after four weeks of continuous employment and approval of the initial payment application;
- Second payment of \$7,000 after 26 weeks of continuous employment and approval of the second payment application; and
- Final payment of \$7,000 on completion of 52 weeks of continuous employment and approval of the final payment application.

Eligible part-time jobs between 20 and 35 hours per week on average (or eight to 35 hours per week on average for a young person with a disability with an approved work assessment) attract 75 per cent of the full SEQ Youth Boost Payment (i.e. \$15,000 over 12 months in three payments).

Applications must be received within 12 weeks of the commencement date of the employee. At the completion of the 12 month period successful applicants will have 12 weeks to claim the final payment. Applications and claims received after this time will not be accepted.

Eligibility

Eligibility criteria apply. Employers will need to ensure that their business, the job being offered and the jobseeker being employed meet the eligibility criteria.

Who is an eligible employer?

All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).

Employers must have:

- A good workplace safety and industrial relations record and
- A genuine commitment to ongoing employment of the employee.

Who is an eligible employee?

An eligible employee is a person who:

- Meets all of the criteria for an Employer Support Payment (Appendix A) except for the timeframes for commencement of employment (see below) and
- Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment) and
- Commenced employment between 1 July 2017 and 30 June 2018 (inclusive).

Employers will be required to submit proof of age documentation as part of their application.

What is an eligible job?

The job offered must be:

- Mainly located in South East Queensland (excluding regional Queensland) and
- Ongoing paid full-time (at least 35 hours per week) or
- Ongoing paid part-time (at least 20 hours per week (or eight hours for a person with a disability with an approved work plan), averaged over a four-week cycle) or
- A registered and eligible Queensland full-time or part-time apprenticeship¹ (refer to exceptions).

Ineligible jobs include:

- A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at <https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees>.
- Periodic employment such as engagements that are short-term in nature (e.g. weekly hire basis).
- Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation).
- A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time).

¹ Ineligible apprenticeships:

- A school-based apprenticeship or traineeship
- An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax
- An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.

Appendix C - Back to Work SEQ Team details

This section provides a summary of the various aspects of BTW SEQ support.

Back to Work SEQ Teams

Back to Work Teams are based in all eligible regions to support both employers and jobseekers locally. Teams include an Employer Officer, a Jobseeker Officer and in some regions a Youth Jobseeker Officer. These regionally based teams work in collaboration with employers, service providers and community representatives to assist in building regional employment solutions that meets both current and emerging local needs.

Back to Work Employer Officers

Back to Work Employer Officers work with employers who are considering employing local jobseekers. This includes:

- identifying job opportunities and helping to articulate the skills/attributes required for the role
- helping them access the available supports to help fill vacancies, including working with schools, jobactive or Skilling Queenslanders for Work
- providing advice on available subsidies and supports and how to access them
- providing advice on the training opportunities and pathways available to increase skills and to assist workers to adapt to a changing employment landscape and
- supporting them to work with employees to foster retention, particularly of priority cohort jobseekers.

Back to Work Jobseeker Officers

Back to Work Jobseeker Officers work with jobseekers or those at risk of losing their jobs to:

- navigate the training system
- get career advice that helps them to find a job that suits them and
- find training that is linked to real jobs in the region
- help jobseekers to determine their individual skills as well as services and supports that may be of assistance
- provide independent advice on career and training opportunities
- help jobseekers navigate the training system and link them with training connected with jobs in the region and
- work effectively with new employees through the first 12 months of employment.



Scenarios and Interpretations of Eligibility Criteria

The purpose of this document is to capture scenarios that help capture the decisions, considerations, discussions and rationale around the various interpretations of the eligibility criteria and related program management.

Both Regional and SEQ programs will be covered in this document. The main differences between the two programs are the payment amounts and the number of payments (both not covered in this document) so the differences noted in this document mainly relate to eligibility criteria (definition of eligible job and eligible employee).

In addition to this document, the ~~E~~ligibility criteria and definitions document ([link](#)) provides the agreed definition.

What if scenarios

Ref	Scenario and Q	Answer / rationale	Comments / issues
A. Eligible employer All employers who hire an eligible employee in a regional Queensland job are eligible, except for Government entities including local, State and Commonwealth Government, government-owned corporations and statutory bodies. Employers must also have a good workplace safety and industrial relations record and a genuine commitment to ongoing employment of the employee.			
A.1	If the owner sells the business Q - Eligible for subsequent payments?	Yes , assuming the employee continues in employment of <u>with</u> the organisation, the intention is that the benefit of subsequent payments will be retained by the organisation. The <u>A</u> greement is with the 'organisation*' not the business owner. (*Refer Eligibility criteria definitions # 29) Considerations: <ul style="list-style-type: none"> Is it for all intense and purposes the same business? <ul style="list-style-type: none"> Is there continuity of activity? Has the nature of the business stayed the same? Is there any evidence that this is a phoenixing activity? Type of organisation, e.g. <ul style="list-style-type: none"> Sole trader – owner is essentially connected to the nature of the business. A change in owner is likely to radically impact nature of the business. PTY company – change in owner may not have much impact. 	How would we know? <ul style="list-style-type: none"> The change in the bank account details is provided monthly be report for review by the Program Manager. Other issues? <ul style="list-style-type: none"> New business owner would need to receive the QGrants login from the previous business owner in order to update the business contact details including ABN, <u>and</u> bank details. The responsibility for this rests with the business owners. The employee must not change.
A.2	Q - How much can the business change? <ol style="list-style-type: none"> Where owner hasn't changed Where owner has 	The <u>A</u> greement is with the organisation not the owner. So <i>change in the business owner isn't a key factor.</i> <i>Change in nature of the business is</i>	For discussion – how relevant is the change in business?

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Ref	Scenario and Q	Answer / rationale	Comments / issues
	<p>changed</p> <ul style="list-style-type: none"> Name change? Add new services? Change location and market 	<p>the primary concern.</p> <p>Considerations:</p> <ul style="list-style-type: none"> Consider from employees perspective. Are they still engaged in similar activities? How many staff changes? What other changes? Change in name alone – unlikely to be relevant. Adding new service – is employee still doing the same kind of work? 	<p>How would we know?</p> <p>How would we enforce?</p>
A.3	What if we are provided an alternative document instead of ABN registration certificate – e.g. GST certificate or PAYG certificate?	<p>If a charity see #5 below.</p> <p>For other entities the Guidelines state clearly which documentation is acceptable.</p> <p>Only in exceptional circumstances, with agreement of program manager, would we consider accepting other documentation. The reason for the exception should be documented.</p>	<p>If we can vouch to ABR they can get the documentation needed from the ABR. There shouldn't need to be exceptions.</p>
A.4	What if no barcode or government logo on the copy of the ABN certificate?	If details can be confirmed to ABR and there are no other concerns on authenticity of the applicant, this may be accepted with the agreement of the Program Manager.	
A.5	What if employer is a charity?	Charities receive a different ATO signed document titled <i>Endorsement as an income tax exempt charitable entity</i> . This document has several pages that include ABN number and GST.	
A.6	What if an employer attempts to apply for more than five initial applications after 1 July 2017?	QGrants will not allow more than five initial applications to be made	Employer can apply for up to five regional and five SEQ applications (10 in total)
A.7	Does that cap of five apply to BTW regional applications made before 1 July 2017?	No. Applications processed before 1 July 2017 are not subject to the five application cap.	

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B. Eligible employee

An eligible employee for the Employer Support Payment (Regional):

- Must be a permanent resident of Australia and their principal place of residency is in Queensland and
- Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and
- Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and
- Commenced employment with the eligible employer between 1 July 2016 and 30 June 2018 (inclusive) and
- At the time the initial payment application is made, has been in paid employment with the eligible employer for

Ref	Scenario and Q	Answer / rationale	Comments / issues
	<p><u>at least four weeks but not more than 12 weeks and</u></p> <ul style="list-style-type: none"> <u>Is not a full-time student and</u> <u>Must not have displaced any existing workers and</u> <u>If the employee has a disability, must be engaged in mainstream employment.</u> <p>An eligible employee for the Youth Boost Payment (Regional):</p> <ul style="list-style-type: none"> <u>Must meet all of the criteria for an Employer Support Payment except for the timeframes for commencement of employment (see below) and</u> <u>Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment) and</u> <u>Commenced employment between 1 December 2016 and 31 October 2017 (inclusive).</u> <p>An eligible employee for the Employer Support Payments (SEQ):</p> <ul style="list-style-type: none"> <u>Must be a permanent resident of Australia and their principal place of residency is in Queensland and</u> <u>Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and</u> <u>Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and</u> <u>Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and</u> <u>At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and</u> <u>Is not a full-time student and</u> <u>Must not have displaced any existing workers and</u> <u>If the employee has a disability, must be engaged in mainstream employment.</u> <p>An eligible employee for the Youth Boost Payments (SEQ):</p> <ul style="list-style-type: none"> <u>Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and</u> <u>Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and</u> <u>Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment).</u> <p>An eligible employee is a person who</p> <ul style="list-style-type: none"> <u>is a permanent resident living in Queensland</u> <u>was unemployed for at least four weeks directly prior to commencing employment with the eligible employer (long term unemployed is defined as unemployed for 52 weeks or more)</u> <u>has not worked for the employer in the previous 12 months</u> <u>commenced work with the eligible employer on, or after, 1 July 2016; and has worked for at least four weeks prior to application.</u> <u>is not a full-time student while employed or a full-time student in the four weeks prior to commencing employment</u> 		
B.1	<p>If employee starts uni while working?</p> <p>Q- impact of change if now <u>full-time student</u></p>	<p>Does not meet criteria any longer.</p> <p>2nd instalment not paid.</p> <p>Exception to this would be if the study is Vocation Education and Training connected to the eligible job.</p> <p>-(Refer Eligibility criteria definitions #8)</p>	Will be very difficult to identify.
B.2	<p>FIFO – living in NSW flying in to work in regional area</p> <p>Q – Where are they a <u>permanent resident</u>?</p>	<p>Principal place of residence likely to be in NSW so doesn't meet the permanent residence criteria.</p> <p>(*Refer Eligibility criteria definitions #6 & #7)</p>	Will be very difficult to identify.
B.3	Recruit staff and then they take leave	<p>Periods of leave are not unemployment.</p> <p>Commencement of employment is when employee is engaged so will be before leave.</p>	

Ref	Scenario and Q	Answer / rationale	Comments / issues
		<p>However need to consider intention of continuous employment – if started work and then took an extended period of leave (-e.g. maternity leave) it would raise a question about whether they were genuinely engaged with intention of continuous employment.</p> <p>(*Refer Eligibility criteria definitions # 5 & #10)</p>	
	Employer says that staff hours down due to rain/weather event.	<p><u>Under According to Fair Work</u>, employers are required to pay employees during inclement/severe weather events but not during stand-down periods (including a natural disaster). See here: https://www.fairwork.gov.au/pay/pay-during-stand-down-and-severe-weather</p> <p>The employer would need to pay the employee and therefore they should accumulate the appropriate hours - <u>unless the heavy rain was a declared disaster event.</u></p> <p>It is important to identify if the rain was weather or disaster. The assessor needs to review the ABS list for disaster affected regions/dates; and contact the relevant employer officer to discuss if this business was likely to be disaster affected. The employer officer should be asked to contact the employer to follow the protocol for disaster affected businesses which would allow them to re-submit their application.</p> <p>We will include the following policy in the Back to work governance information:</p> <ul style="list-style-type: none"> • Rain or other inclement weather is a common event. If the payslips show employment of under 20 hours a week in the period before the application the employment will not meet the 20 hour per week requirement for an eligible job. • If there is a severe weather event that constitutes a stand down as a declared disaster – an application would be progressed in line with the requirements established for natural disaster affected applications. 	

Ref	Scenario and Q	Answer / rationale	Comments / issues
		<ul style="list-style-type: none"> Employers may be required to pay employees during stand-down periods, we can encourage people to consult fair work to ensure they are meeting the requirements for their industry. 	
B.4	<p>Employ someone who has been unable to work due to injury / illness</p> <ul style="list-style-type: none"> Not actively seeking work <p>Q – unemployed?</p>	<p>Yes, this meets definition of 'unemployed' – we are not using the ABS 'available for work criteria' for 'unemployed'.</p> <p>(*Refer Eligibility criteria definitions #-10)</p>	
B.5	<p>Employee has no ID</p> <ul style="list-style-type: none"> Eligible? 	<p>No. It is reasonable to expect that within 12 weeks of commencing employment that the employee could obtain one of the required forms of ID:</p> <ul style="list-style-type: none"> Australian driver's licence; or aAdult proof of age card; or bBirth certificate; or eCitizenship certificate or pPassport. <p>By exceptions the Program Manager may agree to accept an alternative ID if:</p> <ul style="list-style-type: none"> is current; eContains photo identification; is issued by a Government authority; and sShows: <ul style="list-style-type: none"> Full name, and date of birth. 	
B.6	<p>ID provided doesn't show any QLD address E.g. VIC licence</p>	<p>Effectively we rely on the employee address as the indicator of residency. The QGrants system requires the employee address to be in QLD.</p> <p>A non-QLD licence is unlikely to a concern – the requirement is for an Australian licence as a form of ID. Not a QLD licence.</p> <p>Discuss with Program Manager if concerned.</p>	
B.7	<p>Prior to commencement after 1 July 2016 the employee worked for employer:</p> <ul style="list-style-type: none"> on work experience, no pay or on work experience, small allowance or 	<p>General rule of thumb:</p> <ul style="list-style-type: none"> No payment -> not employed. Payment for services -> employed (even if work experience). Payment in form of government benefit isn't payment for service. <p>Discuss with Program Manager if</p>	

Ref	Scenario and Q	Answer / rationale	Comments / issues
	<ul style="list-style-type: none"> - on work experience, paid wage <u>or</u> - volunteered , no payment <u>or</u> - received Green Army subsidy. 	unclear.	
B.8	Employee previously worked for employer but was on unpaid leave for the 12 months preceding recommencement	Periods of unpaid leave are not unemployment. (*Refer Eligibility criteria definitions #5 & #10)	We are unlikely to detect this.
B.9	Employee started working after 1 July 2016 but was on extended orientation or training <ul style="list-style-type: none"> - If Ppaid-? - If not paid full amount-? 	<ul style="list-style-type: none"> • If paid – employed from start of payment period. • <u>If unpaid not considered to have commenced employed.</u> • If reduced payment need to consider basis for payment- to cover costs (e.g. travel, or was it for services rendered). Discuss with Program Manager-. 	
B.10	<u>For Youth Boost, employee has performed ad-hoc work for the employer in the past 12 months</u>	<u>May be eligible. Discuss with Program Manager.</u>	
B.11	<u>Prospective employee currently volunteers one night per week to maintain their registration as a defence force reservist and receives payment. Is the prospective employee eligible for BTW?</u>	<p><u>Despite remuneration this arrangement is considered to be:</u></p> <ul style="list-style-type: none"> • <u>Still of a voluntary nature</u> • <u>Not “open employment”</u> • <u>Not underemployment</u> • <u>Does not impact the employment arrangement</u> <p><u>As a result this is regarded as an eligible employee.</u></p>	<p><u>According to the Centrelink website, payment for reservists is tax free and does not impact on Centrelink allowances unless it is ongoing work. This website should be consulted when determining eligibility of future payments should longer absences for reservist activities occur.</u></p> <p><u>The voluntary nature, the community benefit and the impact on the ongoing employment arrangement should be considered.</u></p>
<ul style="list-style-type: none"> • Eligible job <p>An <u>Eligible job must be:</u></p> <ul style="list-style-type: none"> • <u>For Back to Work Regional Queensland, mainly located in regional Queensland (excluding South East Queensland);</u> • <u>For Back to Work SEQ, mainly located in SEQ (excluding regional Queensland);</u> • <u>Ongoing paid full-time (at least 35 hours per week) or</u> • <u>Ongoing paid part-time (at least 20 hours per week (or eight hours for a person with a disability with an approved work plan), averaged over a four-week cycle) or</u> 			

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Ref	Scenario and Q	Answer / rationale	Comments / issues
	<ul style="list-style-type: none"> A registered and eligible Queensland full-time or part-time apprenticeship¹ (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. Periodic employment such as engagements that are short-term in nature (e.g. weekly hire basis). Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>¹ Ineligible apprenticeships:</p> <ul style="list-style-type: none"> A school-based apprenticeship or traineeship An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs. be mainly located in regional Queensland; not be a job on contract with a third party, such as a labour hire company or group training organisation; be paid work full-time or part-time with standard conditions (not casual); be at least 20 hours per week on average (or 8 hours per week on average for a person with a disability with an approved work assessment); and not offer full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). 		
C.1	<p>If job involves moving around state and interstate with much of the time in non-regional QLD or out of state</p> <p>E.g. courier / transport company</p> <p>Q – what is mainly located in regional QLD</p>	<p>Mainly located in QLD = Work site or place services are in regional Queensland.</p> <p>Need to consider factors such as:</p> <ul style="list-style-type: none"> Proportion of time based in Regional QLD – mainly means balance of time in QLD > 50% per cent. Where the employer is based. Where the employee is based outside of work hours. <p>(*Refer Eligibility criteria definitions #11)</p>	
C.2	<p>If employed full-time at time of application but part-time at end of 12 months.</p> <p>Q's</p> <ul style="list-style-type: none"> Eligible for 2nd payment? How much will 2nd payment be payments? <p>->If yes - how calculated?</p>	<p>2nd instalment paid at part-time rate??</p>	
C.3	<p>If apply for part-time worker and change to full-time</p> <p>Q - Eligible for subsequent payments?</p>	<p>2nd instalment paid on basis of initial payment type, not increased.</p>	
C.4	<p>Q – What is average weekly hours?</p>	<p>Key issue will be to assess if work of this nature could actually meet the requirement for:</p>	<p>How can we get enough info on this?</p>

Ref	Scenario and Q	Answer / rationale	Comments / issues
	<p>If work is seasonal with months of no work-?</p> <p>E.g. Fishing trawler – weeks on weeks off-, depending on weather-, fish location, seasons_</p>	<ul style="list-style-type: none"> • eContinuous employment and • Permanent / -part-time employment rather than casual. <p>Will depend of terms of employment. If it did pass that basis would then need to look at a reasonable basis for determining the average – likely to be a wide basis e.g. average over 6/12 months and not just over a week /- month_</p> <p>(*Refer Eligibility criteria definitions #16)</p>	<p>Do we ask for multiple payslips?</p> <p>What if not worked_ for months-?</p>
C.5	<p>If payslips don't show the information required?</p> <p>-Q – <u>i</u>s our interest just in verifying application details or do we have duty of care to do something with information that comes to our attention as being breach of ATO / Fair w<u>W</u>ork requirements?</p>	<p>The format of payslip can be quite variable* as long as it provides the required information.</p> <p>(*e.g. eExcel spread sheet, MYOB template payslip)</p> <p>We use the Fair Work Ombudsman requirements for payslips. -If the supporting payslips don't meet these requirements we advise applicant and give them opportunity to address missing data.</p> <p>If we see something in the payslips that raises concern, raise with the Program Manager.</p> <p>(*Refer Eligibility criteria definitions #24)</p>	
C.6	<p>Payslips doesn't show minimum 20 hrs worked per week</p>	<p>Rejected – onus is on the applicant to provide adequate supporting documentation_</p>	
C.7	<p>What is required to verify reduced working hours for a person with a disability?</p>	<p>Evidence required – <i>confirmation</i> from DES that the jobseeker has -an approved Disability Work Assessment that support requirement for reduced working hours_</p> <p><i>Basis:</i></p> <p>Initially DES had advised that there was no way for them to confirm whether a person had an assessment due to the sensitive nature of the assessment material. However, DES services have since advised that they are able to confirm whether one of their clients has a reduced hour's assessment.</p> <p>Treasury has since provided email advice to BTWOs so they can inform employers wishing to take on a</p>	<p>Background: The QGrants system extended jobseeker eligibility to people with disability who were on a Disability Support Pension and likely to have an assessment for reduced hours_</p> <p>However, people with disability who have assessments are also being moved off DSP and on to income support program such as Work Start. So Disability Employment Services (DES) are increasingly seeking employment outcomes for their clients.</p> <p>Consequently, BTWOs are</p>

Ref	Scenario and Q	Answer / rationale	Comments / issues
		<p>person with a disability that DES services are able to confirm (in writing) whether one of their client's has a reduced hours assessment.</p> <p>Employers are required to keep that advice as part of the records relating to their Back to Work application.</p> <p>(*Refer Eligibility criteria definitions #20)</p>	<p>increasingly encountering situations where employers may be willing to take on a jobseeker with a disability, but the jobseeker is not eligible for a Back to Work payment due to being on an income support program other than DSP.</p> <p>Current status:</p> <ul style="list-style-type: none"> Terms of conditions require that the person with a disability is engaged in mainstream workforce alongside employees without disabilities. Change to Eligibility criteria approved 12 July 2016 to reduce minimum hours from 20 to average 8 hours per week.
C.8	<p>What if not in employment at time of 2nd / 3rd claim?</p> <p>Employed at 26 weeks / 52 weeks but in the time between the elapse of the eligible payment date and making the application the employee is no longer employer.</p>		
C.9	<p>Is the concept of continuous employment relevant for final payment?</p> <p>Initial payment paid on a 12+ month contract. What is expectation at time of assessing final payment?</p>		
C.10	<p>Base salary is < \$120k but what if there is potential for performance bonus that could increase annual salary above threshold?</p>		
	Commission only jobs	Commission only jobs are ineligible jobs as they do not provide guaranteed wages and that the BTW payments may easily exceed 100% of wages.	Link to EML

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Old scenarios that are no longer relevant due to changes in process, guidelines or clarification of definition of eligibility criteria

Ref	Category	Considerations	Decision / status
1	Clarify time employers had to be able to apply for a payment – 12 weeks or 3 three calendar months.	Initial advice in the program guidelines was that employers had 12 weeks (3 three months) to apply for a Back to Work p ayment from the time the jobseeker commenced employment. This led to confusion as to whether it was specifically twelve weeks or 3 calendar months.	Summary: Resolved The guidelines have been changed to clarify that employers have 12 weeks to apply rather than 3 three calendar months. This has been communicated to BTWOs.
2	Applications submitted outside of the 12 week timeframe.	Given the size of some regions and the small size of the majority of employers in Queensland, employers in rural and remote areas may not have the same information about the Back to Work program as those closer to regional centres, quicker internet services and more extensive networks and resources. BTWOs have therefore submitted requests on a case by case basis, seeking flexibility in regard to the 12 week rule.	Summary: Resolved Current position: Amendments to QGrants that allow an application to be on hold pending resolution of outstanding matters so that the application isn't locked out. Original position: Whether or not an application slightly outside of the 12 week timeframe is progressed depends on: <ul style="list-style-type: none"> • The advice from the BTWO <u>and</u> • Whether the employer meets all other eligibility criteria <u>and</u> • Other factors that may have impacted on the business (e.g. ill health of an owner, geographical remoteness, the nature of the business [e.g. the owner may work on and in the business and not have the administration support larger companies have] etc.
4	Employers required not to have employed the jobseeker in the 12 months prior.	To minimise the likelihood of churn and worker displacement, the G uidelines state that employers applying for a Back to Work payment cannot have employed that particular jobseeker in the last 12 months. BTWOs have submitted requests on a case by case basis to gain approval for an application to progress where the criteria work against gaining an employment outcome for a disadvantaged jobseeker and a willing employer. The following cases are based on real scenarios that would currently be considered as the employer having previously 'employed' the jobseeker, making an application ineligible: <ul style="list-style-type: none"> • An employer offering a work 	Summary: Resolved Current position: Any form of paid employment whether casual, temporary, work experience counts as having employed jobseeker. Original position: Whether or not an application is progressed depends on: <ul style="list-style-type: none"> • The advice from the BTWO <u>and</u> • Whether the employer meets all other eligibility criteria <u>and</u> • Whether the decision not to progress would have a perverse outcome inconsistent with the aims and objectives of the Back to Work program – particularly in areas of

Ref	Category	Considerations	Decision / status
		<p>placement to a long term unemployed jobseeker and offering some pay to help the jobseeker to improve their confidence, financial situation and employability skills.</p> <ul style="list-style-type: none"> A young person with disability (paraplegia) in an area of high unemployment having previously worked limited casual hours with an employer. A young person still studying full time having worked casual hours with an employer. A jobseeker having undertaken casual hours employment in order to meet their obligations under a federal government income support program. An employer in who, with a Back to Work payment, would be able to offer an underemployed casual worker a full time role. 	high unemployment.
8	Payslip for the previous 4four weeks of employment to prove that the job exists.	<p>A number of businesses have provided payslips that raise a range of eligibility and industrial issues:</p> <ul style="list-style-type: none"> Marked 'casual' and when applicants have been contacted they explain it as a software or computer error. No pay for extended orientation periods. No leave accruals for permanent employees; and A mix of permanent hours plus casual hours paid. 	<ul style="list-style-type: none"> All payslips marked 'casual' will be non-approved applications and an email forwarded to the applicant explaining that this type of employment is ineligible. Develop a process for raising industrial issues with the Office of Industrial Relations and/or with Fair Work Australia.
9	Can employer apply for a part-time worker then change to second payment full-time if the worker status has changed? Marc Morain	<p>The application for a Back to Work eEmployer sSupport pPayment would be assessed based on the evidence provided at the time, specifically whether the employee was working part-time (minimum of 20 hours) or full-time. If the application is approved for the first payment for a part-time employee the second payment would remain consistent with this initial payment type. We will be requesting a payslip as proof of continuous employment through a second payment application process.</p>	<ul style="list-style-type: none"> If the application is approved for the first payment for a part-time employee the second payment would remain consistent with this initial payment type.

Reference document

- Scenarios.docx [link](#) author - Sue Wright.
- Back to Work issues register [link](#)
- ABS unemployment statistics : a quick guide [link](#)

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding

Version 1.2 4 November 2017 3 1 January 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a ~~one-year~~ \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed ~~and unemployed youth (15–24-year-olds)~~ and mature age (55 plus) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Commented [CJ1]: Further information required – is there an additional \$2.5M for Mature Boost? Total \$30M?

Commented [TG2R1]: Per PJ leaving at \$305 in regional for now

Employer ~~Support Support and~~ Youth Boost and Mature Aged Worker Boost Payments are available under these guidelines to SEQ employers who meet **all** the program eligibility criteria.

Where is the program delivered?

Back to Work SEQ Employer Support, ~~Payments and~~ Youth Boost and Mature Aged Worker Boost Payments are offered in the following areas:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

What payments are available?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications. This cap ~~of five applications~~ applies to SEQ Employer Support Payments, Youth Boost and Mature Aged Worker Boost Payments and combinations of ~~both those~~ payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years <u>and</u> <u>Mature Aged Worker Boost</u> <u>(\$20,000)</u> <u>For a Jobseeker previously unemployed</u> <u>(minimum four weeks) and aged 55 years or</u> <u>over</u>
Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment <u>applicationclaim</u>.• Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the	Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment <u>applicationclaim</u>.• Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the

same employer and approval of the final payment applicationclaim .	same employer and approval of the final payment applicationclaim .
N.B. Claims cannot be made for second or final payments (later payments) unless there is an approved initial payment application for that employee lodged by the same employer.	
¹ Figures in the table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full support payment.	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. <p>Each eligible employer may claim a maximum of five Back-to-Work SEQ SEQ initial payment applications. For more information, see "What payments are available?"</p>
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in South East Queensland (excluding regional Queensland) and • Ongoing paid full-time (at least 35 hours per week), on average averaged over a four-week cycle or • Ongoing paid part-time (at least 20 hours per week), on average averaged over a four-week cycle or • For a person with a disability who has a workplace assessment to working between 8 and 20 hours per week, hours consistent with their approved benchmark, on average averaged over a four-week cycle or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible. • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and • Is not a full-time student and • Must not have displaced any existing workers and • If the employee has a disability, must be engaged in mainstream employment. <p>An eligible employee for the Youth Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and

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	<ul style="list-style-type: none"> Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 		
	<table> <tr> <td> <p><u>An eligible employee for the Youth Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). </td><td> <p><u>An eligible employee for the Mature Aged Worker Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be aged 55 years or over on the date they commenced employment with the eligible employer and Commenced employment between 1 January 2018 and 30 June 2018 (inclusive). </td></tr> </table>	<p><u>An eligible employee for the Youth Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	<p><u>An eligible employee for the Mature Aged Worker Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be aged 55 years or over on the date they commenced employment with the eligible employer and Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).
<p><u>An eligible employee for the Youth Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	<p><u>An eligible employee for the Mature Aged Worker Boost Payments:</u></p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be aged 55 years or over on the date they commenced employment with the eligible employer and Commenced employment between 1 January 2018 and 30 June 2018 (inclusive). 		

For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

Commented [CJ3]: Wording here differs from the Regional Guidelines reflecting that:

- Timeframe for commencement for employment issues that applies to Regional does not apply here
- Required period of unemployment for employer support payment in SEQ is 52 weeks so different wording is needed for MAWB to have a 4 week eligibility period.

Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second payment, 26 weeks of continuous employment
- For the final payment, 52 weeks of continuous employment.

Applications and claims received after this time outside of these timeframes will be ineligible for the payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within this the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of the outcome of the review a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for ~~at the~~ Back to Work Employer Support, ~~Payment and~~ Youth Boost ~~or Mature Aged Worker Boost~~ ~~payments~~ requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

It is important that evidence documents meet the eligibility criteria. **Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.**

What is required as part of my initial application?

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate in letter form at the time of registering the business in letter form. A copy of the certificate can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>.

Payslips

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment with the applicant for at least four weeks prior to the initial application being made and have worked for the average hours relevant to a part-time or full-time application. The payslips must prove that this these eligibility requirements hasve been met. For example, this could be payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrate s employment for a period of at least four weeks could be used.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved

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benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

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Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" ([refer to Attachment 2](#)) and you will be provided the opportunity to supply the outstanding evidence documents.

The application process

Applications for Employer Support, ~~Payments and~~ Youth Boost ~~and Mature Aged Worker Boost p~~Payments are made through the QGrants system ([refer to Attachment 3](#)).

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

To assist applicants, an application checklist is available in Attachment 3.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support, ~~or~~ Youth Boost or Mature Aged Worker Boost Payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system (Attachment 2).

How are Employer Support Payments and Youth Boost Payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application ~~is~~are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from ~~part-time to full-time~~ to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

Second Payments

- Evidence to prove that the employee has completed 26 weeks of continuous employment. This ~~may~~ should must include:
 - If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year and/or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.
 - A payslip for each month since commencement including one covering the 26 week point
 - A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 26 week point.

Final Payments

- Evidence to prove that the employee has completed 52 weeks of continuous employment. This should must include:
- This may include:
 - A payslip for each month since commencement including one covering the 52 week point. If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 52 week point. A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 52 week point.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by ~~Queensland Treasury~~ the Program Back to Work Team in relation to the provision of a Back to Work Employer Support ~~Payment~~ or Youth Boost or Mature Aged Worker Boost pPayment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
E: compliance@treasury.qld.gov.au

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Applicants will be notified in writing of the outcome of the review within ~~24-30~~ business days from the receipt of the written request.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing-eligibility-for, administering, monitoring and, auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote and promotion-of the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how Queensland Treasurythe Program Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

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Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

Contact us

Website: qld.gov.au/backtowork/contactus
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments.

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect ~~to of~~ the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, Disability Employment Services network or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do ~~need not~~ exceed ~~more than~~ 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to ~~support~~ enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee must be is a permanent resident of Australia and their principal place of residency ~~is~~must be in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or
- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

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ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, ~~Payment and Youth Boost~~ or ~~Mature Aged Workers Boost~~ **payments all eligibility criteria must be met.** If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of **funding under** the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and **the application** resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In Process** and proceed for processing by the Back to Work Team.

ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for ~~the~~ Back to Work ~~Employer Support Payments and Youth Boost P~~payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants Technical Assistance Guide**.

Application form

Applications for ~~Employer Support Payments and Youth Boost~~Back to Work ~~P~~payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support ~~or~~ Youth Boost ~~or Mature Aged Worker Boost P~~payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details – evidence to demonstrate employment requirements such as payslips (refer to “What is required as part of my initial application?” and “What is required when I claim later payments?”)
- Employee ID – e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

BACK TO WORK SEQ Guidelines for Funding 2018-2020

Version 1, 1 July 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (**Back to Work SEQ Program**) is designed to give businesses the confidence to employ long-term unemployed adults (~~aged over~~ 25 years **and over**) and unemployed youth (15 to 24 years) in eligible South East Queensland (SEQ) Local Government Areas (**LGA's**). This program aims to facilitate unemployed jobseekers into areas of South East Queensland with significant labour market challenges.

Employer Support Payments and Youth Boost Payments are available under these Guidelines to eligible employers in South East Queensland who meet **all** the program eligibility criteria.

Before you apply

Applications for the Back to Work SEQ Program submitted to QGrants from 1 July 2018 will be assessed under these Guidelines. This means the job offered will need to be located in an eligible LGA under these program Guidelines to be considered for assessment. If your employee commenced work with you in a job located in an LGA that remains eligible under these Guidelines, then please complete your application as normal.

All applications for the Back to Work SEQ Program in areas that are ineligible under these Guidelines should have been submitted in QGrants by 11.59pm, 30 June 2018.

Payments for applications approved under the previous Guidelines will be assessed under those Guidelines.

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications submitted up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>),

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

Eligible LGA's

Employer Support and Youth Boost payments are offered in the following LGA's:

- Ipswich
- Lockyer Valley
- Logan
- Moreton Bay
- Scenic Rim
- Somerset

Available Payments

Employer Support Payments (\$15,000) For a Jobseeker (25 years or over) previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years
<p>Payments are made directly to the eligible employer, in three instalments:</p> <ul style="list-style-type: none"> Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim. 	<p>Payments are made directly to the eligible employer, in three instalments:</p> <ul style="list-style-type: none"> Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim.
<p>N.B. Claims cannot be made for second or final payments (later payments) unless the previous payment applications for that employee were lodged by the same employer and approved.</p> <p>¹ Figures in the table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full payment.</p>	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> A good workplace safety and industrial relations record; and A genuine commitment to ongoing employment of the employee.
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> Mainly located in the South East Queensland LGA's listed on page 3 of these Guidelines; and Ongoing paid full-time (at least 35 hours per week), on average; or Ongoing paid part-time (at least 20 hours per week), on average; or For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average; or A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below).
Ineligible Jobs	<p>Ineligible jobs include:</p> <ul style="list-style-type: none"> A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees; Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis); Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work; Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation); and A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships include:</p> <ul style="list-style-type: none"> A school-based apprenticeship or traineeship; An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax; and An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payment:</p> <ul style="list-style-type: none"> Must be a permanent resident of Australia and their principal place of residency is in Queensland;

	<ul style="list-style-type: none"> • Must have been unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer; • Has not worked for the eligible employer in the 52 weeks directly prior to commencing employment with the eligible employer; • Commenced employment with the eligible employer from 1 July 2018 • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks; • Is not a full-time student; • Must not have displaced any existing workers; and • If the employee has a disability, must be engaged in mainstream employment.
Eligible employee Youth Boost	<p>An eligible employee for the Youth Boost Payment:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the requirement to have been unemployed for a period of 52 weeks; and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer; and • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment).

How many applications can be made?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications, including those approved prior to 1 July 2018, combined. This cap applies to SEQ Employer Support Payments, Youth Boost Payments and Mature Aged Worker Boost Payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications will be accepted.

Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second Employer Support Payment or Youth Boost Payment, 26 weeks of continuous employment; and
- For the final Employer Support Payment or Youth Boost Payment, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if:

- (a) the applicant has experienced extenuation circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe; and
- (b) the Back to Work Team has been notified as required above.

The Applicant must submit a written request for consideration of a late application, together with a statutory declaration and all relevant supporting material, to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for an Employer Support Payment or Youth Boost Payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application, to enable your application to be assessed.

All scanned items must be valid, current, legible and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting close to the cut-off date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. You will be contacted by a member of the Back to Work Team to discuss next steps.

What evidence is required as part of my initial application?

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate at the time of registering the business. A copy of the certificate (which includes a letter) can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business.-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>. The ABN and name on the ABN certificate must match the ABN and name on your QGrants organisation account and the employee payslips you provide.

Payslips

An employee must have been in paid permanent employment with you for at least four continuous weeks prior to the initial application being made and must have worked the average hours relevant to a part-time or full-time application.

To prove that these requirements have been met, please provide copies of the employee's payslips for the first 4 weeks of their employment with you. Timesheets or a payroll summary will not be sufficient. The ABN and name on the payslips you provide must match the ABN and name on your ABN certificate and QGrants organisation account.

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate
- Passport.

The employee ID must be current (not expired) at the date the employee commenced employment. The first name, surname and date of birth on the employee ID must match the first name, surname and date of birth on the application.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

Eligible part-time jobs will attract 75 per cent of the full-time Employer Support Payment.

The initial application process

Applications for Employer Support and Youth Boost payments must be made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work SEQ Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility

- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details, business information and evidence documents to support your application.

It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work SEQ Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work SEQ Program, as set out in the privacy statement contained in the Terms and Conditions; and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support or Youth Boost payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these Guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation
 - necessary consents
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations;
- matters involving fraud; and
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. This may change depending on application volume. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system.

How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

For 26 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 26 weeks continuous paid employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 26 week point.
- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year; and
 - One payslip from each month post 30 June that year including one covering the 26 week point from the employee's commencement date.

For 52 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 52 weeks of continuous employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 52 week point.
- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year; and
 - One payslip from each month post 30 June that year including one covering the 52 week point from the employee's commencement date.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work SEQ Program is no longer available, or the Back to Work SEQ Program has been discontinued.

Privacy and confidentiality

The Terms and Conditions available on the Back to Work website and QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work SEQ Program to support delivery of other Back to Work funding and support and to promote the Back to Work SEQ Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Tax implications

The taxation implications of any payments made to an applicant under the Back to Work SEQ Program may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

If an application is not approved, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Employer Support Payment or Youth Boost Payment. **This request must be lodged within 30 days after the date of the decision.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request. The BTW Team will only review decisions once this statement of grounds and relevant supporting material has been provided.

If an applicant requests review of decisions that relate to more than one application, the applicant will need to submit separate formal requests for review for each decision.

Review requests and your additional supporting material may be lodged in writing to:

Review Officer, Back to Work Program
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

Contact us

Website: <https://backtowork.initiatives.qld.gov.au/>
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding

Version 1.43 ~~XX4~~ January February 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed, unemployed youth (15-24 year-olds) and mature aged (55 plus) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Employer Support, Youth Boost and Mature Aged Worker Boost payments are available under these guidelines to SEQ employers who meet **all** the program eligibility criteria.

Where is the program delivered?

Back to Work SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments are offered in the following areas:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

What payments are available?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years and Mature Aged Worker Boost (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged 55 years or over
Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim.• Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the	Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim.• Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the

same employer and approval of the final payment claim.	same employer and approval of the final payment claim.
<p>N.B. Claims cannot be made for second or final payments (later payments) unless the previousthere is an approved initial payment applications for that employee were lodged by the same employer and approved.</p> <p>¹ Figures in the table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full support payment.</p>	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. <p>Each eligible employer may claim a maximum of five SEQ initial payment applications. For more information, see “What payments are available?”</p>		
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in South East Queensland (excluding regional Queensland) and • Ongoing paid full-time (at least 35 hours per week), on average or • Ongoing paid part-time (at least 20 hours per week), on average or • For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible. • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs. 		
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and • Is not a full-time student and • Must not have displaced any existing workers and • If the employee has a disability, must be engaged in mainstream employment. 		
	<table border="1"> <tr> <td data-bbox="276 1843 837 2123"> <p>An eligible employee for the Youth Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and </td><td data-bbox="837 1843 1497 2123"> <p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and </td></tr> </table>	<p>An eligible employee for the Youth Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and 	<p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and
<p>An eligible employee for the Youth Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and 	<p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and 		

	<ul style="list-style-type: none"> • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	<ul style="list-style-type: none"> • Must be aged 55 years or over on the date they commenced employment with the eligible employer and • Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).
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For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

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Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second payment, 26 weeks of continuous employment
- For the final payment, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for a Back to Work Employer Support, Youth Boost or Mature Aged Worker Boost payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

It is important that evidence documents meet the eligibility criteria. **Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.**

What is required as part of my initial application?

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate in letter form at the time of registering the business. A copy of the certificate can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business,-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>.

Payslips

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment with the applicant for at least four weeks prior to the initial application being made and have worked for the average hours relevant to a part-time or full-time application. The payslips must prove that these eligibility requirements have been met. For example, payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrate employment for a period of at least four weeks could be used.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved

benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

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Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

The application process

Applications for Employer Support, Youth Boost and Mature Aged Worker Boost payments are made through the QGrants system (refer to Attachment 3).

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

To assist applicants, an application checklist is available in Attachment 3.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system (Attachment 2).

How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

Second Payments

- Evidence to prove that the employee has completed 26 weeks of continuous employment. This must include:
 - If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.

Final Payments

- Evidence to prove that the employee has completed 52 weeks of continuous employment. This must include:
 - If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 52 week point.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Back to Work Employer Support, Youth Boost or Mature Aged Worker Boost payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

*Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
E: compliance@treasury.qld.gov.au*

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

Contact us

Website: qld.gov.au/backtowork/contactus
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments.

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, Disability Employment Services network or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee must be a permanent resident of Australia and their principal place of residency must be in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or
- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, Youth Boost or Mature Aged Workers Boost payments **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In Process** and proceed for processing by the Back to Work Team.

ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for Back to Work payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants Technical Assistance Guide**.

Application form

Applications for Back to Work payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details – evidence to demonstrate employment requirements such as payslips (refer to “What is required as part of my initial application?” and “What is required when I claim later payments?”)
- Employee ID – e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding 2018-2020

Version 1.43 1 July 1 January 2018

Commented [AH1]: Re Adele's comment on Back to Work Regional Guidelines – is this first version of new program Guidelines or a variation on current Guidelines

Commented [TG2R1]: If we are changing the name then it will be version – need to understand crossover between documents first

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Commented [AH3]: Needs reworking when final doc is done

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed ~~and~~ unemployed youth (15 to 24 years-olds) and mature aged (55-plus) jobseekers in eligible South East Queensland (SEQ) Local Government Areas. This program aims to facilitate unemployed jobseekers into areas of South East Queensland with significant labour market challenges, the labour market and support them to create a strong connection to the labour force.

Employer Support ~~and~~ Youth Boost ~~and~~ Mature Aged Worker Boost payments are available under these Guidelines to eligible SEQ employers in South East Queensland who meet all the program eligibility criteria.

Before you apply

Applications for the Back to Work SEQ program submitted to QGrants from 1 July 2018 will be assessed under these Guidelines. This means the job offered will need to be located in an eligible local government area (LGA) under these program guidelines to be considered for assessment. If your employee commenced work with you in a job located in an LGA that remains eligible under these Guidelines then please complete your application as normal.

All applications for the Back to Work SEQ program in areas that are ~~no longer ineligible~~ under these Guidelines should have been submitted in QGrants by 11.59pm, 30 June 2018 to be assessed under the previous guidelines.

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications submitted up to and including 30 June 2018 for eligible jobseekers who commenced employment with an eligible employer up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

The Back to Work SEQ Guidelines for Funding 2018-2020 replaces the Back to Work SEQ Guidelines for Funding 2016-2018 which is being phased out. As a result, both programs – which have funding and policy differences – will operate in parallel. This allows for an orderly transition to the current program.

The employment start application submission date will constitute the principle demarcation between the two programs.

Applications with an employment start dates submitted prior to ~~xxxxxx~~ 1 July 2018 falls under the previous Back to Work SEQ Guidelines for Funding 2016-2018. Any attempt to shift applications simply to access the funding or guideline environment of a different program is considered a breach of these Guidelines available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications for eligible jobseekers who commenced employment with an eligible employer up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

Where is the program delivered?

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Commented [TG4]: Need to refer to the versions and correct name as not called 2016-18 guidelines – can maybe use a foot note for full detail

Commented [TG5]: Need to change as we are going on application submission date

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Commented [TG6]: Need to change for submission date

Commented [AH7]: These aren't all one document. May need to revise descriptor to be easily understood.

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Commented [AM9]: Combined in above para

Commented [TG10]: Adjust for submission date

Commented [AH11]: Ignore – previous copy

Commented [AH12]: We could change this to Eligible locations or something similar

Commented [AH13]: Need new map with locations listed

Back to Work SEQ Employer Support and Youth Boost ~~and Mature Aged Worker Boost~~ payments are offered in the following areas:

- ~~Brisbane~~
- ~~Redlands~~
- ~~Logan~~
- ~~Gold Coast~~
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay

Commented [AH14]: Would you like these in alphabetical order?

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Available PaymentsWhat payments are available?

Each eligible employer may claim a maximum of five Back to Work SEQ applications. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of these payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years
Payments are made directly to the eligible employer, in three parts:	Payments are made directly to the eligible employer, in three parts:

3

[Back to Work South East Queensland Guidelines 2018-2020](#)
[Department of Employment, Small Business and Training](#)

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<ul style="list-style-type: none"> Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim. 	<ul style="list-style-type: none"> Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim.
--	--

N.B. Claims cannot be made for second or final payments (later payments) unless the previous there is an approved initial payment application for that employee were lodged by the same employer and approved.

¹ Figures in [the table](#) are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full [support](#) payment.

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. • Each eligible employer may claim a maximum of five SEQ initial payment applications. For more information, see "What payments are available?"
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in <u>the eligible South East Queensland LGAs listed in Where is the program delivered these Guidelines?</u> (excluding regional Queensland and ineligible South East Queensland LGAs) and • Ongoing paid full-time (at least 35 hours per week), on average or • Ongoing paid part-time (at least 20 hours per week), on average or • For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>• Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis).</p> <p>• Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible.</p> <p>• Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation).</p> <p>• A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time).</p> <p>²Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Ineligible Jobs	<p><u>Ineligible jobs include:</u></p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible. • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>²Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship. • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax. • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 <u>2018</u> and 30 June 2018 <u>2020</u> (inclusive) and

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Commented [AM15]: Is this required?

Commented [TG16]: Formatting?

Commented [TG17]: Need to rethink for interaction with application submission date – we might need assistance from legal one we get a first draft

Commented [AH18R17]: How about a new subheading:

Employee Commencement date

Commenced employment with the eligible employer between 2 June 2018 and 30 June 2020 (inclusive)

Commented [AM19R17]: Is this needed at all because we talk about the four week pre employment here and eligible LGAs and submission dates under before you apply? Also we may get into the same issues as currently with having to change from commencement date to submission date at the last minute.

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Back to Work South East Queensland Guidelines 2018-2020
Department of Employment, Small Business and Training

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	<ul style="list-style-type: none"> At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and Is not a full-time student and Must not have displaced any existing workers and If the employee has a disability, must be engaged in mainstream employment.
Eligible employee Youth Boost	<p>An eligible employee for the Youth Boost payment:</p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). <p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be aged 55 years or over on the date they commenced employment with the eligible employer and Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).

For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

How many applications can be made?

Each eligible employer may claim a maximum of five Back to Work SEQ applications from the pre and post 30 June 2018 programs combined. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted. Each eligible employer may claim a maximum of five Back to Work SEQ applications. This cap applies to SEQ Employer Support and Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Commented [TG20]: Why are we taking this out?

Commented [AH21R20]: This is if we decide to take out the Explanatory Notes attachment. See response in that section below.

Commented [AM22]: I've updated this point in line with what's been published

Commented [AH23]: Do we still need to include a reference to Mature Aged Worker Boost? Does the cap restart with this new program or are approved applications in the last iteration of BTW SEQ included in the cap? If so, we may need to explain further.

Commented [TG24R23]: Will need to leave in as cap is not restarting

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Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the ~~second Employer Support or Youth Boost payment~~, 26 weeks of continuous employment
- For the final ~~Employer Support or Youth Boost payment~~, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for a Back to Work Employer Support ~~or~~ Youth Boost ~~or Mature Aged Worker Boost~~ payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

~~It is important that evidence documents meet the eligibility criteria. Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.~~

Why is it important to provide the information requested when you apply?

It is important that evidence documents meet the eligibility criteria. Providing all the correct evidence at the time of application allows us to process your application sooner.

What evidence is required as part of my initial application?

~~All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.~~

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate ~~in letter form~~ at the time of registering the business. A copy of the certificate (~~which includes a letter~~) can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>. The ABN and name on the ABN certificate must match the ABN and name on your QGrants organisation account and the employee payslips you provide.

Payslips

An employee must have been in paid permanent employment with you for at least four continuous weeks prior to the initial application being made and must have worked the average hours relevant to a part-time or full-time application. To evidence that these requirements have been met, please provide:

- Payslips from when your employee commenced working with you up until they have completed their first four full weeks of employment with you.

You must provide payslips not timesheets or a payroll summary. The ABN and name of the payslips you provide must match the ABN and name on your ABN certificate and QGrants organisation account.

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the *Fair Work Regulations 2009*. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

Commented [AH25]: We don't name the payments here but we do in Regional (mostly because we have a mix of two and three tiers of payment). Do we want to name them here for consistency across both documents?

Commented [TG26R25]: Lets be consistent

Commented [AM27]: This may be more relevant in a FAQ

Commented [TG28]: Why are we taking this out?

Commented [AH29R28]: It isn't. It just moved.

Commented [TG30]: I think we can format this better - needs moving over- two separate points

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment with the applicant for at least four weeks prior to the initial application being made and have worked for the average hours relevant to a part-time or full-time application. The payslips must prove that these eligibility requirements have been met. For example, payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrate employment for a period of at least four weeks could be used.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

The employee ID must be current (not expired) at the date the employee commenced employment. The first name, surname and date of birth on the employee ID must match the first name, surname and date of birth on the application.

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

Delays in obtaining evidence

~~If you are waiting for evidence documents (e.g. ADN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.~~

The application process

Applications for Employer Support, and Youth Boost ~~and Mature Aged Worker Boost~~ payments are made through the QGrants system, ~~(refer to Attachment 3).~~

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details, ~~and~~ business information and evidence documents to support your application. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

~~To assist applicants, an application checklist is available in Attachment 3.~~

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support or Youth Boost ~~or Mature Aged Worker Boost~~ payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

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Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within **15-10** business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system. **(Attachment 2)**.

Commented [AH31]: Not sure if this is under review for change?

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How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

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What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

For 26 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 26 weeks continuous employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year and
 - One payslip from each month post 30 June that year including one covering the 26 week point from the employee's commencement date.
- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 26 week point.

For 52 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 52 weeks of continuous employment with you and must have worked the average hours relevant to a part-time or full-time application.

This evidence must include:

- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year and
 - One payslip from each month post 30 June that year including one -covering the 52 week point from the employee's commencement date.
- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 52 week point.

Second Payments

Evidence to prove that the employee has completed 26 weeks of continuous employment. This must include:

If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or

If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.

Final Payments

Evidence to prove that the employee has completed 52 weeks of continuous employment. This must include:

If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or

- If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 52 week point.

Commented [AH32]: Should we name the actual payments? Whatever we do needs to be consistent with other payment tables earlier in document.

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Commented [TG33]: We have revised wording for this that we used in the check list and reminder emails. Something like one payslip for each month and an explanation of pay frequencies

Commented [AH34R33]: Updated

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What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in the Back to Work website and QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Commented [AH35]: These are also available on the website so we could omit the QGrants reference or include both QGrants and the website?

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Commented [AH36]: Do we have a DESBT Privacy Officer?

Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Back to Work Employer Support ~~or~~ Youth Boost ~~or Mature Aged Worker Boost~~ payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Review requests may be lodged in writing to:

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

Contact us

Website: <https://backtowork.initiatives.qld.gov.au/qld.gov.au/backtowork/contactus>
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments:

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, Disability Employment Services network or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee must be a permanent resident of Australia and their principal place of residency must be in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or

Commented [TG37]: Where is all this material going?

Commented [AH38R37]: These attachments were the ones we discussed as being surplus to requirements. All this information is on the website (which we didn't have when we first created this document). We reference the availability of this information on the website in the introduction to this document.

If you think there is value in keeping it here then I can leave it in.

- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

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ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, Youth Boost or Mature Aged Workers Boost payments **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In-Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In-Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including if it is **reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In-Process** and proceed for processing by the Back to Work Team.

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ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for Back to Work payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants Technical Assistance Guide**.

Application form

Applications for Back to Work payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details — evidence to demonstrate employment requirements such as payslips (refer to "What is required as part of my initial application?" and "What is required when I claim later payments?")
- Employee ID — e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding

Version 1.43 ~~XX4~~ January February 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed, unemployed youth (15-24 year-olds) and mature aged (55 plus) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Employer Support, Youth Boost and Mature Aged Worker Boost payments are available under these guidelines to SEQ employers who meet **all** the program eligibility criteria.

Where is the program delivered?

Back to Work SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments are offered in the following areas:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

What payments are available?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years and Mature Aged Worker Boost (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged 55 years or over
Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim.• Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the	Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none">• Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application.• Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim.• Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the

same employer and approval of the final payment claim.	same employer and approval of the final payment claim.
<p>N.B. Claims cannot be made for second or final payments (later payments) unless the previousthere is an approved initial payment applications for that employee were lodged by the same employer and approved.</p> <p>¹ Figures in the table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full support payment.</p>	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. <p>Each eligible employer may claim a maximum of five SEQ initial payment applications. For more information, see “What payments are available?”</p>	
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in South East Queensland (excluding regional Queensland) and • Ongoing paid full-time (at least 35 hours per week), on average or • Ongoing paid part-time (at least 20 hours per week), on average or • For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible. • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs. 	
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and • Is not a full-time student and • Must not have displaced any existing workers and • If the employee has a disability, must be engaged in mainstream employment. 	
	<p>An eligible employee for the Youth Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and 	<p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and

	<ul style="list-style-type: none"> • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	<ul style="list-style-type: none"> • Must be aged 55 years or over on the date they commenced employment with the eligible employer and • Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).
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For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

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Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second payment, 26 weeks of continuous employment
- For the final payment, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for a Back to Work Employer Support, Youth Boost or Mature Aged Worker Boost payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

It is important that evidence documents meet the eligibility criteria. **Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.**

What is required as part of my initial application?

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate in letter form at the time of registering the business. A copy of the certificate can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business,-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>.

Payslips

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment with the applicant for at least four weeks prior to the initial application being made and have worked for the average hours relevant to a part-time or full-time application. The payslips must prove that these eligibility requirements have been met. For example, payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrate employment for a period of at least four weeks could be used.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved

benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

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Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

The application process

Applications for Employer Support, Youth Boost and Mature Aged Worker Boost payments are made through the QGrants system (refer to Attachment 3).

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

To assist applicants, an application checklist is available in Attachment 3.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system (Attachment 2).

How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

Second Payments

- Evidence to prove that the employee has completed 26 weeks of continuous employment. This must include:
 - If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.

Final Payments

- Evidence to prove that the employee has completed 52 weeks of continuous employment. This must include:
 - If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or
 - If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 52 week point.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Back to Work Employer Support, Youth Boost or Mature Aged Worker Boost payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

*Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
E: compliance@treasury.qld.gov.au*

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

Contact us

Website: qld.gov.au/backtowork/contactus
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments.

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, Disability Employment Services network or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee must be a permanent resident of Australia and their principal place of residency must be in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or
- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, Youth Boost or Mature Aged Workers Boost payments **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In Process** and proceed for processing by the Back to Work Team.

ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for Back to Work payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants Technical Assistance Guide**.

Application form

Applications for Back to Work payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details – evidence to demonstrate employment requirements such as payslips (refer to “What is required as part of my initial application?” and “What is required when I claim later payments?”)
- Employee ID – e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding 2018-2020

Version 1.43 1 July 1 January 2018

Commented [AH1]: Re Adele's comment on Back to Work Regional Guidelines – is this first version of new program Guidelines or a variation on current Guidelines

Commented [TG2R1]: If we are changing the name then it will be version – need to understand crossover between documents first

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Commented [AH3]: Needs reworking when final doc is done

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RTI Act 2009

What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a \$27.5 million initiative designed to give businesses the confidence to employ long-term unemployed ~~and~~ unemployed youth (15 to 24 years-olds) and mature aged (55-plus) jobseekers in eligible South East Queensland (SEQ) Local Government Areas. This program aims to facilitate unemployed jobseekers into areas of South East Queensland with significant labour market challenges, the labour market and support them to create a strong connection to the labour force.

Employer Support ~~and~~ Youth Boost ~~and~~ Mature Aged Worker Boost payments are available under these Guidelines to eligible SEQ employers in South East Queensland who meet all the program eligibility criteria.

Before you apply

Applications for the Back to Work SEQ program submitted to QGrants from 1 July 2018 will be assessed under these Guidelines. This means the job offered will need to be located in an eligible local government area (LGA) under these program guidelines to be considered for assessment. If your employee commenced work with you in a job located in an LGA that remains eligible under these Guidelines then please complete your application as normal.

All applications for the Back to Work SEQ program in areas that are ~~no longer ineligible~~ under these Guidelines should have been submitted in QGrants by 11.59pm, 30 June 2018 to be assessed under the previous guidelines.

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications submitted up to and including 30 June 2018 for eligible jobseekers who commenced employment with an eligible employer up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

The Back to Work SEQ Guidelines for Funding 2018-2020 replaces the Back to Work SEQ Guidelines for Funding 2016-2018 which is being phased out. As a result, both programs – which have funding and policy differences – will operate in parallel. This allows for an orderly transition to the current program.

The employment start application submission date will constitute the principle demarcation between the two programs.

Applications with an employment start dates submitted prior to ~~xxxxxx~~ 1 July 2018 falls under the previous Back to Work SEQ Guidelines for Funding 2016-2018. Any attempt to shift applications simply to access the funding or guideline environment of a different program is considered a breach of these Guidelines available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications for eligible jobseekers who commenced employment with an eligible employer up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>).

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

Where is the program delivered?

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Commented [TG5]: Need to change as we are going on application submission date

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Commented [TG6]: Need to change for submission date

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Commented [AH11]: Ignore – previous copy

Commented [AH12]: We could change this to Eligible locations or something similar

Commented [AH13]: Need new map with locations listed

Back to Work SEQ Employer Support and Youth Boost ~~and Mature Aged Worker Boost~~ payments are offered in the following areas:

- ~~Brisbane~~
- ~~Redlands~~
- ~~Logan~~
- ~~Gold Coast~~
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay

Commented [AH14]: Would you like these in alphabetical order?

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Available PaymentsWhat payments are available?

Each eligible employer may claim a maximum of five Back to Work SEQ applications. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of these payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years
Payments are made directly to the eligible employer, in three parts:	Payments are made directly to the eligible employer, in three parts:

3

[Back to Work South East Queensland Guidelines 2018-2020](#)
[Department of Employment, Small Business and Training](#)

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<ul style="list-style-type: none"> Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim. 	<ul style="list-style-type: none"> Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim.
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N.B. Claims cannot be made for second or final payments (later payments) unless the previous there is an approved initial payment application for that employee were lodged by the same employer and approved.

¹ Figures in [the table](#) are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full [support](#) payment.

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. • Each eligible employer may claim a maximum of five SEQ initial payment applications. For more information, see "What payments are available?"
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in <u>the eligible South East Queensland LGAs listed in Where is the program delivered these Guidelines?</u> (excluding regional Queensland and ineligible South East Queensland LGAs) and • Ongoing paid full-time (at least 35 hours per week), on average or • Ongoing paid part-time (at least 20 hours per week), on average or • For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>• Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis).</p> <p>• Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible.</p> <p>• Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation).</p> <p>• A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time).</p> <p>²Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Ineligible Jobs	<p><u>Ineligible jobs include:</u></p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible. • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>²Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship. • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax. • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 <u>2018</u> and 30 June 2018 <u>2020</u> (inclusive) and

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Commented [AM15]: Is this required?

Commented [TG16]: Formatting?

Commented [TG17]: Need to rethink for interaction with application submission date – we might need assistance from legal one we get a first draft

Commented [AH18R17]: How about a new subheading:

Employee Commencement date

Commenced employment with the eligible employer between 2 June 2018 and 30 June 2020 (inclusive)

Commented [AM19R17]: Is this needed at all because we talk about the four week pre employment here and eligible LGAs and submission dates under before you apply? Also we may get into the same issues as currently with having to change from commencement date to submission date at the last minute.

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Back to Work South East Queensland Guidelines 2018-2020
Department of Employment, Small Business and Training

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	<ul style="list-style-type: none"> At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and Is not a full-time student and Must not have displaced any existing workers and If the employee has a disability, must be engaged in mainstream employment.
Eligible employee Youth Boost	<p>An eligible employee for the Youth Boost payment:</p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). <p>An eligible employee for the Mature Aged Worker Boost Payments:</p> <ul style="list-style-type: none"> Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and Must be aged 55 years or over on the date they commenced employment with the eligible employer and Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).

For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

How many applications can be made?

Each eligible employer may claim a maximum of five Back to Work SEQ applications from the pre and post 30 June 2018 programs combined. This cap applies to SEQ Employer Support, Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted. Each eligible employer may claim a maximum of five Back to Work SEQ applications. This cap applies to SEQ Employer Support and Youth Boost and Mature Aged Worker Boost payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Commented [TG20]: Why are we taking this out?

Commented [AH21R20]: This is if we decide to take out the Explanatory Notes attachment. See response in that section below.

Commented [AM22]: I've updated this point in line with what's been published

Commented [AH23]: Do we still need to include a reference to Mature Aged Worker Boost? Does the cap restart with this new program or are approved applications in the last iteration of BTW SEQ included in the cap? If so, we may need to explain further.

Commented [TG24R23]: Will need to leave in as cap is not restarting

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Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the ~~second Employer Support or Youth Boost~~ payment, 26 weeks of continuous employment
- For the final ~~Employer Support or Youth Boost~~ payment, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for a Back to Work Employer Support ~~or~~ Youth Boost ~~or Mature Aged Worker Boost~~ payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

~~It is important that evidence documents meet the eligibility criteria. Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.~~

Why is it important to provide the information requested when you apply?

~~It is important that evidence documents meet the eligibility criteria. Providing all the correct evidence at the time of application allows us to process your application sooner.~~

What evidence is required as part of my initial application?

~~All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.~~

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate ~~in letter form~~ at the time of registering the business. A copy of the certificate (~~which includes a letter~~) can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>. The ABN and name on the ABN certificate must match the ABN and name on your QGrants organisation account and the employee payslips you provide.

Payslips

An employee must have been in paid permanent employment with you for at least four continuous weeks prior to the initial application being made and must have worked the average hours relevant to a part-time or full-time application. To evidence that these requirements have been met, please provide:

- Payslips from when your employee commenced working with you up until they have completed their first four full weeks of employment with you.

You must provide payslips not timesheets or a payroll summary. The ABN and name of the payslips you provide must match the ABN and name on your ABN certificate and QGrants organisation account.

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the *Fair Work Regulations 2009*. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

Commented [AH25]: We don't name the payments here but we do in Regional (mostly because we have a mix of two and three tiers of payment). Do we want to name them here for consistency across both documents?

Commented [TG26R25]: Lets be consistent

Commented [AM27]: This may be more relevant in a FAQ

Commented [TG28]: Why are we taking this out?

Commented [AH29R28]: It isn't. It just moved.

Commented [TG30]: I think we can format this better - needs moving over- two separate points

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment with the applicant for at least four weeks prior to the initial application being made and have worked for the average hours relevant to a part-time or full-time application. The payslips must prove that these eligibility requirements have been met. For example, payslips for the first four weeks of employment or the most recent payslip showing year-to-date wages which demonstrate employment for a period of at least four weeks could be used.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

The employee ID must be current (not expired) at the date the employee commenced employment. The first name, surname and date of birth on the employee ID must match the first name, surname and date of birth on the application.

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

Delays in obtaining evidence

~~If you are waiting for evidence documents (e.g. ADN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.~~

The application process

Applications for Employer Support, and Youth Boost ~~and Mature Aged Worker Boost~~ payments are made through the QGrants system, ~~(refer to Attachment 3).~~

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details, ~~and~~ business information and evidence documents to support your application. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

~~To assist applicants, an application checklist is available in Attachment 3.~~

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support or Youth Boost ~~or Mature Aged Worker Boost~~ payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

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Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within **15-10** business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system. **(Attachment 2)**.

Commented [AH31]: Not sure if this is under review for change?

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How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

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What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

For 26 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 26 weeks continuous employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year and
 - One payslip from each month post 30 June that year including one covering the 26 week point from the employee's commencement date.
- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 26 week point.

For 52 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 52 weeks of continuous employment with you and must have worked the average hours relevant to a part-time or full-time application.

This evidence must include:

- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year and
 - One payslip from each month post 30 June that year including one -covering the 52 week point from the employee's commencement date.
- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 52 week point.

Second Payments

Evidence to prove that the employee has completed 26 weeks of continuous employment. This must include:

If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or

If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.

Final Payments

Evidence to prove that the employee has completed 52 weeks of continuous employment. This must include:

If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year or

- If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 52 week point.

Commented [AH32]: Should we name the actual payments? Whatever we do needs to be consistent with other payment tables earlier in document.

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Commented [TG33]: We have revised wording for this that we used in the check list and reminder emails. Something like one payslip for each month and an explanation of pay frequencies

Commented [AH34R33]: Updated

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What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in the Back to Work website and QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Commented [AH35]: These are also available on the website so we could omit the QGrants reference or include both QGrants and the website?

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Commented [AH36]: Do we have a DESBT Privacy Officer?

Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Back to Work Employer Support ~~or~~ Youth Boost ~~or Mature Aged Worker Boost~~ payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Review requests may be lodged in writing to:

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

Contact us

Website: <https://backtowork.initiatives.qld.gov.au/qld.gov.au/backtowork/contactus>
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments:

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, Disability Employment Services network or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee must be a permanent resident of Australia and their principal place of residency must be in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or

Commented [TG37]: Where is all this material going?

Commented [AH38R37]: These attachments were the ones we discussed as being surplus to requirements. All this information is on the website (which we didn't have when we first created this document). We reference the availability of this information on the website in the introduction to this document.

If you think there is value in keeping it here then I can leave it in.

- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

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ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, Youth Boost or Mature Aged Workers Boost payments **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In-Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In-Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including if it is **reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In-Process** and proceed for processing by the Back to Work Team.

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ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for Back to Work payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants Technical Assistance Guide**.

Application form

Applications for Back to Work payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support, Youth Boost or Mature Aged Worker Boost payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details — evidence to demonstrate employment requirements such as payslips (refer to "What is required as part of my initial application?" and "What is required when I claim later payments?")
- Employee ID — e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding 2018-2020

Version 1, 1 July 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (**Back to Work SEQ Program**) is designed to give businesses the confidence to employ long-term unemployed adults (over 25 years) and unemployed youth (15 to 24 years) in eligible South East Queensland (SEQ) Local Government Areas (**LGA's**). This program aims to facilitate unemployed jobseekers into areas of South East Queensland with significant labour market challenges.

Employer Support Payments and Youth Boost Payments are available under these Guidelines to eligible employers in South East Queensland who meet **all** the program eligibility criteria.

Before you apply

Applications for the Back to Work SEQ Program submitted to QGrants from 1 July 2018 will be assessed under these Guidelines. This means the job offered will need to be located in an eligible LGA under these program Guidelines to be considered for assessment. If your employee commenced work with you in a job located in an LGA that remains eligible under these Guidelines, then please complete your application as normal.

All applications for the Back to Work SEQ Program in areas that are ineligible under these Guidelines should have been submitted in QGrants by 11.59pm, 30 June 2018.

Payments for applications approved under the previous Guidelines will be assessed under those Guidelines.

Previous versions of the Back to Work SEQ Guidelines for Funding supporting applications submitted up to and including 30 June 2018 are available on the Back to Work website (<https://backtowork.initiatives.qld.gov.au/>),

Further information on the Back to Work SEQ program including fact sheets, definitions and frequently asked questions are also available on the Back to Work website.

Eligible LGA's

Employer Support and Youth Boost payments are offered in the following LGA's:

- Ipswich
- Lockyer Valley
- Logan
- Moreton Bay
- Scenic Rim
- Somerset

Available Payments

Employer Support Payments (\$15,000) For a Jobseeker (25 years or over) previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years
<p>Payments are made directly to the eligible employer, in three instalments:</p> <ul style="list-style-type: none"> • Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. • Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim. 	<p>Payments are made directly to the eligible employer, in three instalments:</p> <ul style="list-style-type: none"> • Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment claim. • Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment claim.
<p>N.B. Claims cannot be made for second or final payments (later payments) unless the previous payment applications for that employee were lodged by the same employer and approved.</p> <p>¹ Figures in the table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full payment.</p>	

Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record; and • A genuine commitment to ongoing employment of the employee.
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in the South East Queensland LGA's listed on page 3 of these Guidelines; and • Ongoing paid full-time (at least 35 hours per week), on average; or • Ongoing paid part-time (at least 20 hours per week), on average; or • For a person with a disability who has a workplace assessment to work between 8 and 20 hours per week, hours consistent with their approved benchmark, on average; or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below).
Ineligible Jobs	<p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees; • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis); • Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work; • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation); and • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships include:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship; • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax; and • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payment:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland;

	<ul style="list-style-type: none"> • Must have been unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer; • Has not worked for the eligible employer in the 52 weeks directly prior to commencing employment with the eligible employer; • Commenced employment with the eligible employer from 1 July 2018 • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks; • Is not a full-time student; • Must not have displaced any existing workers; and • If the employee has a disability, must be engaged in mainstream employment.
Eligible employee Youth Boost	<p>An eligible employee for the Youth Boost Payment:</p> <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the requirement to have been unemployed for a period of 52 weeks; and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer; and • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment).

How many applications can be made?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications, including those approved prior to 1 July 2018, combined. This cap applies to SEQ Employer Support Payments, Youth Boost Payments and Mature Aged Worker Boost Payments and combinations of those payment types. Once a total of five initial payment applications have been approved, no further initial payment applications will be accepted.

Time limits for applications and claims

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second Employer Support Payment or Youth Boost Payment, 26 weeks of continuous employment; and
- For the final Employer Support Payment or Youth Boost Payment, 52 weeks of continuous employment.

Applications and claims received outside of these timeframes will be ineligible for payment. Therefore, it is highly recommended that applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within the required timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if:

- (a) the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe; and
- (b) the Back to Work Team has been notified as required above.

The Applicant must submit a written request for consideration of a late application, together with a statutory declaration and all relevant supporting material, to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of a decision within 30 business days from the receipt of the written request.

Evidence requirements

The online application process for an Employer Support Payment or Youth Boost Payment requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application, to enable your application to be assessed.

All scanned items must be valid, current, legible and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting close to the cut-off date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. You will be contacted by a member of the Back to Work Team to discuss next steps.

What evidence is required as part of my initial application?

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate at the time of registering the business. A copy of the certificate (which includes a letter) can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business,-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>. The ABN and name on the ABN certificate must match the ABN and name on your QGrants organisation account and the employee payslips you provide.

Payslips

An employee must have been in paid permanent employment with you for at least four continuous weeks prior to the initial application being made and must have worked the average hours relevant to a part-time or full-time application.

To prove that these requirements have been met, please provide copies of the employee's payslips for the first 4 weeks of their employment with you. Timesheets or a payroll summary will not be sufficient. The ABN and name on the payslips you provide must match the ABN and name on your ABN certificate and QGrants organisation account.

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate
- Passport.

The employee ID must be current (not expired) at the date the employee commenced employment. The first name, surname and date of birth on the employee ID must match the first name, surname and date of birth on the application.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

Eligible part-time jobs will attract 75 per cent of the full-time Employer Support Payment.

The initial application process

Applications for Employer Support and Youth Boost payments must be made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work SEQ Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility

- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details, business information and evidence documents to support your application.

It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work SEQ Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work SEQ Program, as set out in the privacy statement contained in the Terms and Conditions; and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support or Youth Boost payments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these Guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation
 - necessary consents
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?
Examples of when an application might not be approved on public interest basis include:
 - the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations;
 - matters involving fraud; and
 - the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. This may change depending on application volume. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system.

How are payments made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from full-time to part-time), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

For 26 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 26 weeks continuous paid employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 26 week point.
- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year; and
 - One payslip from each month post 30 June that year including one covering the 26 week point from the employee's commencement date.

For 52 week claims:

To support your claim, you must provide evidence to demonstrate that your employee has completed 52 weeks of continuous employment with you and must have worked the average hours relevant to a part-time or full-time application. This evidence must include:

- If the period of employment does not cross a financial year, one payslip from each month from the employee's commencement including one covering the 52 week point.
- If the period of employment crosses a financial year
 - A copy of the PAYG payment summary (formerly known as a Group Certificate) covering the period from the employee's commencement to 30 June of that financial year; and
 - One payslip from each month post 30 June that year including one covering the 52 week point from the employee's commencement date.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work SEQ Program is no longer available, or the Back to Work SEQ Program has been discontinued.

Privacy and confidentiality

The Terms and Conditions available on the Back to Work website and QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work SEQ Program to support delivery of other Back to Work funding and support and to promote the Back to Work SEQ Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how the Back to Work Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

Tax implications

The taxation implications of any payments made to an applicant under the Back to Work SEQ Program may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

If an application is not approved, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by the Back to Work Team in relation to the provision of a Employer Support Payment or Youth Boost Payment. **This request must be lodged within 30 days after the date of the decision.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request. The BTW Team will only review decisions once this statement of grounds and relevant supporting material has been provided.

If an applicant requests review of decisions that relate to more than one application, the applicant will need to submit separate formal requests for review for each decision.

Review requests and your additional supporting material may be lodged in writing to:

Review Officer, Back to Work Program
PO Box 15483
City East
Brisbane QLD 4002
E: compliance@treasury.qld.gov.au

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

Contact us

Website: <https://backtowork.initiatives.qld.gov.au/>
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding

Version 1.2 1 November 2017 3 1 January 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a one-year **\$27.5 million** initiative designed to give businesses the confidence to employ long-term unemployed and unemployed youth (15–24 year-olds) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Comment [CJ1]: Further information required – is there an additional \$2.5M for Mature Boost? Total \$30M?

Employer Support and Youth Boost and Mature Aged Worker Boost payments are available under these guidelines to SEQ employers who meet **all** the program eligibility criteria.

Where is the program delivered?

Back to Work SEQ Employer Support, ~~Payments and~~ Youth Boost and Mature Aged Worker Boost payments are offered in the following areas:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

What payments are available?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications. This cap ~~of five applications~~ applies to SEQ Employer Support, ~~Payments~~, Youth Boost and Mature Aged Worker Boost payments and combinations of ~~both those~~ payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

Employer Support Payments (\$15,000) For a Jobseeker previously unemployed 52 weeks or more	Youth Boost Payments (\$20,000) For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years and <u>Mature Aged Worker Boost</u> <u>(\$20,000)</u> <u>For a Jobseeker previously unemployed</u> <u>(minimum four weeks) and aged 55 years or over</u>
Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none"> • Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment application. • Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment 	Payments are made directly to the eligible employer, in three parts: <ul style="list-style-type: none"> • Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment application. • Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment application.

application.	
N.B. Claims cannot be made for second or final payments (later payments) unless there is an approved initial payment application for that employee lodged by the same employer.	
¹ Figures in table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full support payment.	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. <p>Each eligible employer may claim a maximum of five Back to Work SEQ-initial payment applications. For more information, see “What payments are available?”</p>
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in South East Queensland (excluding regional Queensland) and • Ongoing paid full-time (at least 35 hours per week), <u>on average averaged over a four-week cycle</u> or • Ongoing paid part-time (at least 20 hours per week), <u>on average averaged over a four-week cycle</u> or • For a person with a disability <u>who has a workplace assessment to working</u> between 8 and 20 hours per week, hours consistent with their approved benchmark, <u>on average averaged over a four-week cycle</u> or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • <u>Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible.</u> • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and • Is not a full-time student and • Must not have displaced any existing workers and • If the employee has a disability, must be engaged in mainstream employment. <p><u>An eligible employee for the Youth Boost Payments:</u></p> <ul style="list-style-type: none"> • <u>Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and</u> • <u>Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and</u> • <u>Must be over the age of 15 years and below the age of 25 years on the date they commenced</u>

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	employment with the eligible employer (but can turn 25 during the period of their employment).	
	An eligible employee for the Youth Boost Payments: <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	An eligible employee for the Mature Aged Worker Boost Payments: <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and • Must be aged 55 years or over on the date they commenced employment with the eligible employer and • Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).

For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

Comment [CJ2]: Wording here differs from the Regional Guidelines reflecting that:

- Timeframe for commencement for employment issues that applies to Regional does not apply here
- Required period of unemployment for employer support payment in SEQ is 52 weeks so different wording is needed for MAWB to have a 4 week eligibility period.

Time limits for applications

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second payment, 26 weeks of continuous employment
- For the final payment, 52 weeks of continuous employment.

Applications and claims received after this time will be ineligible for the payment. Therefore, it is highly recommended applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within this timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

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Evidence requirements

The online application process for ~~at the~~ Back to Work Employer Support, ~~Payment and~~ Youth Boost ~~or Mature Aged Worker Boost Payments~~ requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

It is important that evidence documents meet the eligibility criteria. **Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.**

What is required as part of my initial application?

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate at the time of registering the business. **in letter form**. A copy of the certificate can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>.

Payslips

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment **with the applicant** for at least four weeks prior to the application being made **and have worked for the average hours relevant to a part-time or full-time application**. The payslips must prove that **this-these** eligibility requirements **have** been met. For example, this could be payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrates employment for a period of at least four weeks.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved

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benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

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Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

The application process

Applications for Employer Support, ~~Payments and~~ Youth Boost ~~and Mature Aged Worker Boost p~~Payments are made through the QGrants system (refer to Attachment 3).

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

To assist applicants, an application checklist is available in Attachment 3.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support, ~~or~~ Youth Boost or Mature Aged Worker Boost Ppayments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system (Attachment 2).

How are ~~Employer Support Payments and Youth Boost Payments~~ made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application ~~is~~are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from ~~part-time~~to full-time ~~to part-time~~), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

Second Payments

- Evidence to prove that the employee has completed 26 weeks of continuous employment. This ~~may should~~ include:
 - ~~If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year and~~
 - ~~If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.~~
 - ~~A payslip for each month since commencement including one covering the 26 week point~~
 - ~~A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 26 week point.~~

Final Payments

- Evidence to prove that the employee has completed 52 weeks of continuous employment. ~~This should~~ include:
 - ~~This may include:~~
 -
 - ~~A payslip for each month since commencement including one covering the 52 week point!If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year~~
 - ~~If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering~~A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 52 week point.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by ~~Queensland Treasury~~the Program Team in relation to the provision of a Back to Work Employer Support ~~Payment, or Youth Boost or Mature Aged Worker Boost p~~Payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
E: compliance@treasury.qld.gov.au

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Applicants will be notified in writing of the outcome of the review within ~~24-30~~ business days from the receipt of the written request.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing-eligibility for, administering, monitoring and- auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote and promotion of the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how ~~Queensland Treasury~~ the Program Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

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Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

Contact us

Website: qld.gov.au/backtowork/contactus
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments.

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect ~~to~~of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed more than 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to support-enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee is a permanent resident of Australia and their principal place of residency is in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or
- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, ~~Payment and~~ Youth Boost or Mature Aged Workers Boost ~~Payments~~ **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In Process** and proceed for processing by the Back to Work Team.

ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for ~~the~~ Back to Work ~~Employer Support Payments and Youth Boost P~~payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants**

Technical Assistance Guide.

Application form

Applications for ~~Employer Support Payments and Youth Boost~~Back to Work ~~P~~payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support ~~or~~ Youth Boost ~~or~~ Mature Aged Worker ~~Boost P~~payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details – evidence to demonstrate employment requirements such as payslips (refer to “What is required as part of my initial application?” and “What is required when I claim later payments?”)
- Employee ID – e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.

From: Teresa Guiney
Sent: Tuesday, 13 March 2018 9:14 AM
To: Employment Division-Back to Work-Client Services Team; Employment Division-Back to Work-Program Management Team; Employment Division-Back to Work-Compliance Team; Carlo Terribile; Nigel O'Neill; Kelly Paterson
CC: Peter Johnson
Subject: Back to Work program SEQ

Good morning

As you may be aware the original \$25 million funding allocation for Back to Work SEQ was close to being exhausted due to the popularity of the program. I am pleased to inform you that we have been given some additional funding to continue the program as originally intended until 30 June 2018. This is not an extension of the program but ensures we can continue to accept initial applications from eligible South East Queensland employers for the duration of this program. With this in mind, further promotion of the program i.e. advertising is not envisaged.

Please be aware that resources including the Back to Work SEQ Guidelines for Funding and other resources that reference the program funding commitment will be updated to reflect the new funding commitment figure over the coming days. This will be the only amendment to these resources.

Please let me know your questions.

Regards

Teresa Guiney
Program Manager

Back to Work Program (Employment)
Department of Employment, Small Business and Training



P 07 3211 6436

E Teresa.guiney@treasury.qld.gov.au W desbt.qld.gov.au

Level 23, 1 William Street, Brisbane QLD 4000

BACK TO WORK SOUTH EAST QUEENSLAND Guidelines for Funding

Version 1.2 1 November 2017 3 1 January 2018

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What is the program?

The Back to Work – South East Queensland Employment Package (Back to Work SEQ) is a one-year **\$27.5 million** initiative designed to give businesses the confidence to employ long-term unemployed and unemployed youth (15–24 year-olds) jobseekers in South East Queensland (SEQ). This program aims to facilitate unemployed jobseekers into the labour market and support them to create a strong connection to the labour force.

Comment [CJ1]: Further information required – is there an additional \$2.5M for Mature Boost? Total \$30M?

Employer Support and Youth Boost and Mature Aged Worker Boost payments are available under these guidelines to SEQ employers who meet **all** the program eligibility criteria.

Where is the program delivered?

Back to Work SEQ Employer Support, ~~Payments and~~ Youth Boost and Mature Aged Worker Boost payments are offered in the following areas:

- Brisbane
- Redlands
- Logan
- Gold Coast
- Scenic Rim
- Ipswich
- Lockyer Valley
- Somerset
- Moreton Bay
- Sunshine Coast
- Noosa
- Toowoomba.

What payments are available?

Each eligible employer may claim a maximum of **five** Back to Work SEQ applications. This cap ~~of five applications~~ applies to SEQ Employer Support, ~~Payments~~, Youth Boost and Mature Aged Worker Boost payments and combinations of ~~both those~~ payment types. Once a total of five initial payment applications have been approved, no further initial payment applications can be accepted.

<p>Employer Support Payments (\$15,000)</p> <p>For a Jobseeker previously unemployed 52 weeks or more</p>	<p>Youth Boost Payments (\$20,000)</p> <p>For a Jobseeker previously unemployed (minimum four weeks) and aged between 15-24 years</p> <p>and</p> <p><u>Mature Aged Worker Boost</u> <u>(\$20,000)</u></p> <p><u>For a Jobseeker previously unemployed</u> <u>(minimum four weeks) and aged 55 years or over</u></p>
<p>Payments are made directly to the eligible employer, in three parts:</p> <ul style="list-style-type: none"> • Initial payment of \$4,500¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$5,250¹ after 26 weeks of continuous employment with the same employer and approval of the second payment application. • Final payment of \$5,250¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment 	<p>Payments are made directly to the eligible employer, in three parts:</p> <ul style="list-style-type: none"> • Initial payment of \$6,000¹ after four weeks of continuous employment and approval of the initial payment application. • Second payment of \$7,000¹ after 26 weeks of continuous employment with the same employer and approval of the second payment application. • Final payment of \$7,000¹ on completion of 52 weeks of continuous employment with the same employer and approval of the final payment application.

application.	
N.B. Claims cannot be made for second or final payments (later payments) unless there is an approved initial payment application for that employee lodged by the same employer.	
¹ Figures in table are payments for eligible full-time jobs as described in the table "Who can apply?" Eligible part-time jobs attract 75 per cent of the full support payment.	

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Who can apply?

Eligible Employers	<p>All employers are eligible except for government entities (local, State and Commonwealth Governments and entities including government-owned corporations and statutory bodies).</p> <p>Employers must have:</p> <ul style="list-style-type: none"> • A good workplace safety and industrial relations record and • A genuine commitment to ongoing employment of the employee. <p>Each eligible employer may claim a maximum of five Back to Work SEQ-initial payment applications. For more information, see “What payments are available?”</p>
Eligible Jobs	<p>An eligible job must be:</p> <ul style="list-style-type: none"> • Mainly located in South East Queensland (excluding regional Queensland) and • Ongoing paid full-time (at least 35 hours per week), <u>on average averaged over a four-week cycle</u> or • Ongoing paid part-time (at least 20 hours per week), <u>on average averaged over a four-week cycle</u> or • For a person with a disability <u>who has a workplace assessment to working</u> between 8 and 20 hours per week, hours consistent with their approved benchmark, <u>on average averaged over a four-week cycle</u> or • A registered and eligible Queensland full-time or part-time apprenticeship² (refer to exceptions below). <p>Ineligible jobs include:</p> <ul style="list-style-type: none"> • A casual job (i.e. may not have guaranteed hours of work each week; may involve working irregular hours; does not provide paid sick or annual leave). Further information can be found at https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time/casual-employees. • Periodic employment such as engagements that are short term in nature (e.g. weekly hire basis). • <u>Employees transitioning from casual or periodic employment to ongoing part-time or ongoing full-time work will not be eligible.</u> • Where the applicant is not directly employing the employee (i.e. employed on contract via a third party, such as a labour hire company or group training organisation). • A job that offers full-time salary or wages above \$120,000 per annum (or pro-rata for part-time). <p>² Ineligible apprenticeships:</p> <ul style="list-style-type: none"> • A school-based apprenticeship or traineeship • An apprenticeship or traineeship for which the employer is eligible to receive Queensland's Apprentice Trainee Rebate for payroll tax • An apprenticeship or traineeship which is funded through either the Queensland Government First Start or Work Start programs.
Eligible Employees	<p>An eligible employee for the Employer Support Payments:</p> <ul style="list-style-type: none"> • Must be a permanent resident of Australia and their principal place of residency is in Queensland and • Was unemployed for at least 52 weeks directly prior to commencing employment with the eligible employer and • Has not worked for the eligible employer in the 12 months directly prior to commencing employment with the eligible employer and • Commenced employment with the eligible employer between 1 July 2017 and 30 June 2018 (inclusive) and • At the time the initial payment application is made, has been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks and • Is not a full-time student and • Must not have displaced any existing workers and • If the employee has a disability, must be engaged in mainstream employment. <p><u>An eligible employee for the Youth Boost Payments:</u></p> <ul style="list-style-type: none"> • <u>Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and</u> • <u>Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and</u> • <u>Must be over the age of 15 years and below the age of 25 years on the date they commenced</u>

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	employment with the eligible employer (but can turn 25 during the period of their employment).	
	An eligible employee for the Youth Boost Payments: <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and • Must be over the age of 15 years and below the age of 25 years on the date they commenced employment with the eligible employer (but can turn 25 during the period of their employment). 	An eligible employee for the Mature Aged Worker Boost Payments: <ul style="list-style-type: none"> • Must meet all of the criteria for an Employer Support Payment except for the required period of unemployment (see below) and • Was unemployed for at least four weeks directly prior to commencing employment with the eligible employer and • Must be aged 55 years or over on the date they commenced employment with the eligible employer and • Commenced employment between 1 January 2018 and 30 June 2018 (inclusive).

For further information on eligibility criteria and definitions, please refer to the explanatory notes in Attachment 1.

Comment [CJ2]: Wording here differs from the Regional Guidelines reflecting that:

- Timeframe for commencement for employment issues that applies to Regional does not apply here
- Required period of unemployment for employer support payment in SEQ is 52 weeks so different wording is needed for MAWB to have a 4 week eligibility period.

Time limits for applications

Initial payment applications must be received within eight weeks of the employee completing:

- Four weeks of continuous employment.

Later payment applications must be received within 12 weeks of the employee completing:

- For the second payment, 26 weeks of continuous employment
- For the final payment, 52 weeks of continuous employment.

Applications and claims received after this time will be ineligible for the payment. Therefore, it is highly recommended applicants submit their applications well before the cut-off date. **Applicants must notify the Back to Work Team immediately of any problems submitting their applications within this timeframe at backtoworkseq@treasury.qld.gov.au.**

Late applications

Consideration will be given to a late application if the applicant has experienced circumstances beyond their control (e.g. ill health, loss of records due to natural disaster or a large scale Internet failure) that prevented the submission of an application within the required timeframe and the Back to Work Team has been notified. A written request for consideration of a late application including a statutory declaration, together with all relevant material must be submitted to the Back to Work Team at compliance@treasury.qld.gov.au.

Applicants will be notified in writing of the outcome of the review within 30 business days from the receipt of the written request.

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Evidence requirements

The online application process for ~~at the~~ Back to Work Employer Support, ~~Payment and~~ Youth Boost ~~or Mature Aged Worker Boost Payments~~ requires evidence that the employer, employee and job meet the eligibility criteria for the payment. This evidence **must** be submitted when making your online application.

It is important that evidence documents meet the eligibility criteria. **Providing incorrect, out-of-date or illegible documents will cause delays to an application being processed.**

What is required as part of my initial application?

All scanned items must be valid, current and legible documents and in a standard format (e.g. PDF, JPEG or Word). Documents requiring clarification or resubmission may result in delays to the application process.

Documents required at the time of application are as follows:

ABN Certificate

All registered businesses will have received an ABN Certificate at the time of registering the business. **in letter form.** A copy of the certificate can be requested from the Australian Business Register at <https://abr.gov.au/Media-centre/Featured-news/Business-Super-funds-and-charities/How-to-get-a-copy-of-your-ABN-certificate/>.

Payslips

Payslips must meet the minimum requirement as set out by Fair Work Australia under the *Fair Work Act 2009* and the Fair Work Regulations 2009. Information on the legal requirements for payslips is available through the Fair Work Australia website at <https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips>.

An employee must have been in paid employment **with the applicant** for at least four weeks prior to the application being made **and have worked for the average hours relevant to a part-time or full-time application**. The payslips must prove that **this-these** eligibility requirements **have** been met. For example, this could be payslips for the first four weeks of employment or the most recent payslip showing year to date wages which demonstrates employment for a period of at least four weeks.

Employee ID

Proof is required of the jobseeker's identity. Acceptable identification documents are:

- An Australian driver licence
- Adult proof of age card (e.g. 18+ Card)
- Birth certificate
- Citizenship certificate or
- Passport.

Employees with a disability

If an employee has a disability and a workplace assessment to work between 8 and 20 hours per week, a signed letter issued by a Disability Employment Services Provider must be attached to the application. This letter should detail the employee's approved benchmark working hours. The employee must be working in accordance with their approved

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benchmark hours. If the payslips do not align with the approved benchmark working hours, the application will not meet the required eligibility criteria.

These eligible part-time jobs will attract 75 per cent of the full-time employer support payment.

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Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN Certificate) to complete your application and it is getting closer to the due date, you can still apply. Please submit your application with the information and documents available and provide details of the documents you are waiting for as an attachment to your application. Your application will then be moved to "More Information Required" (refer to Attachment 2) and you will be provided the opportunity to supply the outstanding evidence documents.

The application process

Applications for Employer Support, ~~Payments and~~ Youth Boost ~~and Mature Aged Worker Boost p~~Payments are made through the QGrants system (refer to Attachment 3).

Applications must be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program (see Employer Declaration below).

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

To assist applicants, an application checklist is available in Attachment 3.

Employer declaration

Applicants will be entering into a legal agreement with the Queensland Government. Applicants will need to confirm, for each application submitted, that they:

- Have thoroughly read and understood the Guidelines and Terms and Conditions and
- Consent to the Back to Work Team sharing information with Queensland and Commonwealth Government agencies for the purposes of evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program, to support delivery of other Back to Work funding and support, and to promote the Back to Work Program, as set out in the privacy statement contained in the Terms and Conditions and
- Have obtained the consent of the employee referred to in the application to disclose the personal details of the employee for the purposes set out in the privacy statement contained in the Terms and Conditions.

All eligibility criteria must be met in order to receive the Employer Support, ~~or~~ Youth Boost or Mature Aged Worker Boost Ppayments.

Additional information

When assessing an application, the Back to Work Team may request additional information and documents to assist in determining whether the eligibility criteria have been met. This may include documents such as employment contracts to confirm employment arrangements and information from the employer and/or the employee to clarify details in the application.

If it is determined that an applicant has received a payment they were not eligible for, the Queensland Government will seek to recoup that payment from the applicant.

Assessment of your application

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including:
 - eligible employer
 - eligible job
 - eligible employee
 - completion of required periods of employment
 - timeframes for submitting applications
 - supporting evidence and documentation and
 - necessary consents
 - existence of previous approvals (for later payments)
 - cap on approved applications?
- Has the applicant (and, if the applicant is not an individual, its owners) and the applicant's management staff, complied with local, State and Commonwealth laws and regulations, including but not limited to laws relating to workplace safety and industrial relations?
- Has the applicant demonstrated a genuine commitment to the ongoing employment of the employee and other employees for whom applications have been submitted?
- Has the applicant's engagement of the employee displaced any existing workers?
- Where the employment is provided for an employee with a disability, is the employee engaged in mainstream employment?
- Are there any public interest issues indicating the application should not be approved?

Examples of when an application might not be approved on public interest basis include:

- the applicant, its owners, or relevant management staff, have a history of poor compliance with legislation, including but not limited to laws relation to workplace safety and industrial relations
- matters involving fraud
- the applicant has already received funding for the employee under another government program.

How long does it take to process an application?

Applications submitted with all complete and correct information and documents are usually processed within 10 business days. If following initial review of your application you have been requested to provide more information, your application will remain open until the required evidence documents are uploaded onto the system. You can review the status of your application at any time by logging into the QGrants system (Attachment 2).

How are ~~Employer Support Payments and Youth Boost Payments~~ made?

Once an application is processed and approved, payment will be made via electronic transfer, usually within 5-10 business days. The payment is made into the registered account so please ensure the bank account details provided in your application ~~is~~are kept up-to-date. Please be aware that this payment timeframe refers to the financial institution's processing timeframes only and does not reflect application processing times.

Ceased employment/changes to employment

If the employee ceases employment with you after a payment has been made, you do not need to return the payments already received, but you will be ineligible for any further payments for that employee. However, if it is determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will seek to recover that payment from you.

If the employee ceases employment, or their employment conditions significantly change (e.g. they move from ~~part-time~~to full-time ~~to part-time~~), after an application has been made, you must notify the Back to Work Team in writing at backtoworkseq@treasury.qld.gov.au providing:

- The date employment ceased or changed and
- An explanation of the reason why the employee ceased employment or had their employment conditions altered.

This information will be held on record for program monitoring and audit purposes (see Terms and Conditions).

What is required when I claim later payments?

Applicants must reaffirm that they continue to meet the eligibility criteria for all later payments outlined in the payment schedule. Evidence must be provided to support each later application including that continuous employment has occurred for the specified period of time. Applicants are required to upload into the QGrants System a clear and legible scan of the required documents in a PDF, JPEG or Word format.

Required documents are:

Second Payments

- Evidence to prove that the employee has completed 26 weeks of continuous employment. This ~~may should~~ include:
 - ~~If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year and~~
 - ~~If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering the 26 week point.~~
 - ~~A payslip for each month since commencement including one covering the 26 week point~~
 - ~~A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 26 week point.~~

Final Payments

- Evidence to prove that the employee has completed 52 weeks of continuous employment. ~~This should~~ include:
 - ~~This may include:~~
 -
 - ~~A payslip for each month since commencement including one covering the 52 week point!If the period of employment crosses a financial year, a copy of the PAYG payment summary covering the period of commencement to 30 June of that financial year in addition to payslips for each month post 30 June that year~~
 - ~~If the period of employment does not cross a financial year, a payslip for each month since commencement including one covering~~A copy of the PAYG payment summary covering the period since commencement to 30 June 2018 plus a payslip for each month post 30 June 2018 up to and including the 52 week point.

If an application is refused, can a review of the decision be requested?

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Applicants may request a review of a decision made by ~~Queensland Treasury~~the Program Team in relation to the provision of a Back to Work Employer Support ~~Payment, or Youth Boost or Mature Aged Worker Boost p~~Payment. **This request must be lodged within 30 days after the decision was given to the applicant.**

The review request should state in detail the grounds on which the request is made. The applicant should also attach all material relevant to the request.

Review requests may be lodged in writing to:

Review Officer, Back to Work Program
Economic Strategy, Queensland Treasury
GPO Box 611
Brisbane QLD 4001
E: compliance@treasury.qld.gov.au

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Applicants will be notified in writing of the outcome of the review within ~~24-30~~ business days from the receipt of the written request.

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding under Back to Work is no longer available, or the program has been discontinued.

Privacy and confidentiality

The Terms and Conditions in QGrants set out how information collected as part of the application process will be used by the Queensland Government. Broadly, the information can be used for the purposes of evaluating, administering, assessing-eligibility for, administering, monitoring and- auditing compliance with the eligibility criteria for the Back to Work Program to support delivery of other Back to Work funding and support and to promote and promotion of the Back to Work Program.

Applicants must provide information about their employees for the purposes of assessing eligibility. Employers must declare that they have obtained consent from their employee to disclose personal details for the purposes set out in the privacy statement in the Terms and Conditions.

For further information about how ~~Queensland Treasury~~ the Program Team manages personal information, please contact the Privacy Contact Officer by email at privacy@treasury.qld.gov.au.

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Tax implications

The taxation implications of any payments made to an applicant under Back to Work SEQ may differ depending on the applicant's personal circumstances. The Queensland Government is unable to provide taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

The Australian Taxation Office has publicly available guidance that may also assist you. This information can be accessed online at www.ato.gov.au. For example, guidance in relation to the Goods and Services Tax (GST) treatment of financial assistance payments can be found in GST Ruling 2012/2.

Contact us

Website: qld.gov.au/backtowork/contactus
Phone: 13 QGOV (13 74 68)
Email: backtoworkseq@treasury.qld.gov.au

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ATTACHMENT 1

Explanatory Notes

Unemployment

Persons aged 15 years and over who were neither in paid employment nor a full-time student, during the four weeks directly prior to commencing employment with the eligible employer are eligible employees for Back to Work payments.

Activities that **do not constitute paid employment** and do not impact on eligibility include:

- Receiving payments that relate to government benefits
- Unpaid volunteer work
- Paid and unpaid trials
- Participating in a Skilling Queenslanders for Work program
- Participating in a school-based apprenticeship
- Participating in the Prepare or Trial elements of the Australian Government's Youth PaTH (Prepare, Trial, Hire) program.

Activities that **do not constitute unemployment** and are **not eligible** for the Back to Work Program include:

- Periods of leave including unpaid leave
- Undertaking full-time study (Full-time study is defined by the student's educational institution) or
- If you have participated in the Hire element of the Australian Government's Youth PaTH program.

Employees with a disability

John Smith has a signed letter from his Disability Employment Services Provider, and has been assessed as being able to work 15 hours per week. When John's employer is making an application to Back to Work, the letter stating the approved benchmark hours must be submitted with the application, and the payslips submitted as part of the claim must meet the approved benchmark hours, on average.

If John's approved workplace hours exceeded 20 hours per week, his employer could submit an application for John as a part-time worker and the approved workplace assessment would not need to be attached to the application. However, the payslips accompanying the application would need to demonstrate John has worked at least 20 hours per week, on average.

Other programs and subsidies

If an employer has received funding under the Queensland Government's First Start or Work Start programs the employer is **not eligible** for a Back to Work payment in respect ~~to~~ of the same employee.

Employers who are eligible for Back to Work payments may also be eligible for wage subsidies provided by the Australian Government. Employers are able to claim payments provided via the Australian Government's jobactive network, or Youth Jobs PaTH at the same time as payments offered by Back to Work provided these combined payments do not exceed more than 100 per cent of the employee's total wages. State and Commonwealth Government agencies will undertake periodic data matching to support-enforce this.

Applications by third parties or agents

Applications **must** be submitted by the employer, not an agent or other party. This is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

Paid and unpaid trials

Trials are often used by employers to evaluate the suitability of a person for a vacant job. This is used to determine if the person is suitable for the job by getting them to demonstrate their skills. Trials should be for a period deemed reasonable to make an assessment of suitability for the particular job. The Fair Work Ombudsman provides information on trials including when they should be paid or unpaid.

Examples and further information on lawful and unlawful trials can be found on the Fair Work Australia website <https://www.fairwork.gov.au/pay/unpaid-work/unpaid-trials>.

Permanent residents living in Queensland

The employee is a permanent resident of Australia and their principal place of residency is in Queensland. A principal place of residence is a residence you live in (with your personal belongings) on a daily basis. A permanent resident is:

- A citizen of Australia or
- A non-citizen who is a holder of a permanent visa to live, work and study without restriction in Australia.

ATTACHMENT 2

Status in QGrants

Application status can be checked anytime by logging into the applicant's QGrants account. The status of the application is as follows:

Draft

If an application has been started through the QGrants system and saved without being submitted, then the application is in **draft**. This means the application has not been sent to the Back to Work Team for consideration. To progress the application, the applicant is required to complete it online with all requested evidence documents attached. It is recommended that the work is saved at every stage of the application to avoid losing important information during the process.

Please be aware that applications must be submitted within the relevant application eligibility period. **Any applications left in draft cannot be assessed by the Back to Work Team.**

Ineligible

To be eligible for the Back to Work Employer Support, ~~Payment and~~ Youth Boost or Mature Aged Workers Boost ~~Payments~~ **all eligibility criteria must be met**. If the application does not meet the program's eligibility criteria then it will be deemed ineligible and will not be submitted for further assessment to the Back to Work Team. **It is recommended that all applicants read through the eligibility criteria prior to applying to ensure they can meet all the program criteria.**

In Process

Once an application is successfully submitted through QGrants and it has passed the system validations, the application status will be **In Process**. This means that your application has been successfully submitted to the Back to Work Team for processing.

All applications are reviewed to ensure that both the eligibility criteria have been met and correct supporting documentation has been provided. All approvals are dependent on the Back to Work Team's review to ensure all eligibility criteria and evidence supplied meets the program guidelines. Processing times for applications will vary depending on the complexity of applications and the volume of applications received. Applications submitted with all complete and correct information and evidence documents are usually processed within 10 business days.

Approved or Agreement Created

Once the application has been processed by the Back to Work Team and is deemed to have met all the eligibility criteria it will be **approved**. Payments will be made via electronic transfer in approximately 5-10 business days of the application being approved. Please note, your financial institution's payment processing times may vary.

The applicant will receive an email informing them of the approval and their obligations as a recipient of funding under the Back to Work Program. The approval is subject to the rights and limitations provided in the Terms and Conditions, including **if it is reasonably determined that you have received a payment for which the eligibility criteria were not met, the Queensland Government will require you to repay that payment.**

Not Approved

If the application has been processed and has been assessed as not meeting the eligibility criteria then the applicant will be notified that it has not been approved. Unsuccessful applicants will be provided with reasons why their application was not approved and can request a review of that decision (refer to page 6).

More Information Required

During the assessment process, applicants may be asked to provide further information to support their claim. If the applicant is requested to provide more information, the application will be re-opened by the Back to Work Team in QGrants so that further documentation can be uploaded and the application resubmitted. It is important that the applicant ensures that all information provided is correct throughout the whole application as the Employer Declaration must be reaffirmed. Once the requested information has been provided, and resubmitted, the status of the application will change to **In Process** and proceed for processing by the Back to Work Team.

ATTACHMENT 3

Application checklist

Setting up a QGrants Account

To apply for ~~the~~ Back to Work ~~Employer Support Payments and Youth Boost P~~payments, you must first create an account with QGrants. Go to <https://qgrants.osr.qld.gov.au/portal/> and select the Sign Up Here link under Quick Links.

My business already has a QGrants Account

If your business or employer already has a QGrants account then you still need to set up an individual account to be linked to your employer's account. This will apply if you are new to the organisation or have not previously registered as a contact for the organisation in QGrants. Further information on this process can be found in the **QGrants**

Technical Assistance Guide.

Application form

Applications for ~~Employer Support Payments and Youth Boost~~Back to Work ~~P~~payments are made through the QGrants system.

Applications must be submitted by the employer, not an agent or other party, this is due to the requirement for the employer to agree to the conditions of the Back to Work Program.

The online application form contains a series of questions you must answer to progress the application. All questions are mandatory with the exception of employee demographic questions.

The questions on the application form address the eligibility criteria and are arranged in the following sections:

- Employer Details: addressing employer eligibility
- Employee Details: addressing employee eligibility
- Employment Details: addressing job eligibility
- Required declarations and consents.

The QGrants system requires important information to be supplied including applicant contact information, bank account details and business information. It is the responsibility of the applicant to ensure that information is kept up-to-date so that the Back to Work Team can remain in contact regarding future applications, claims and reviews.

Eligibility criteria

All eligibility criteria must be met in order to receive the Employer Support ~~or~~ Youth Boost ~~or~~ Mature Aged Worker ~~Boost P~~payments. More information about the eligibility criteria and what to expect from the application process can be found in the **Guidelines for Funding** or on the following factsheets:

- Before you Apply for Back to Work
- Making a Back to Work Application.

Important information

Key documents

During the application process you will be asked to upload several key pieces of information to complete your submission. Please ensure you have these documents saved in an accessible location prior to the application process commencing. The documents you will need to have ready are:

- Employer ABN certificate
- Employment details – evidence to demonstrate employment requirements such as payslips (refer to “What is required as part of my initial application?” and “What is required when I claim later payments?”)
- Employee ID – e.g. Australian driver licence.

All scanned items must be clearly identifiable. Documents requiring clarification or resubmission may result in delays to the application process. Note that during the assessment process, you may be asked to provide further information or documents.

Technical tips

- Make sure your browser is compatible with the QGrants software
- Ensure your computer allows pop-up windows.

To learn more read the **QGrants Technical Assistance Guide**.