

Skills Disability Support

**How to apply for and
manage support**



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Introduction: the application process

This document is for Queensland Government Skills Assure suppliers (SAS) to assist them to apply for Skills Disability Support (SDS) and to manage support provided. It should be read in conjunction with the:

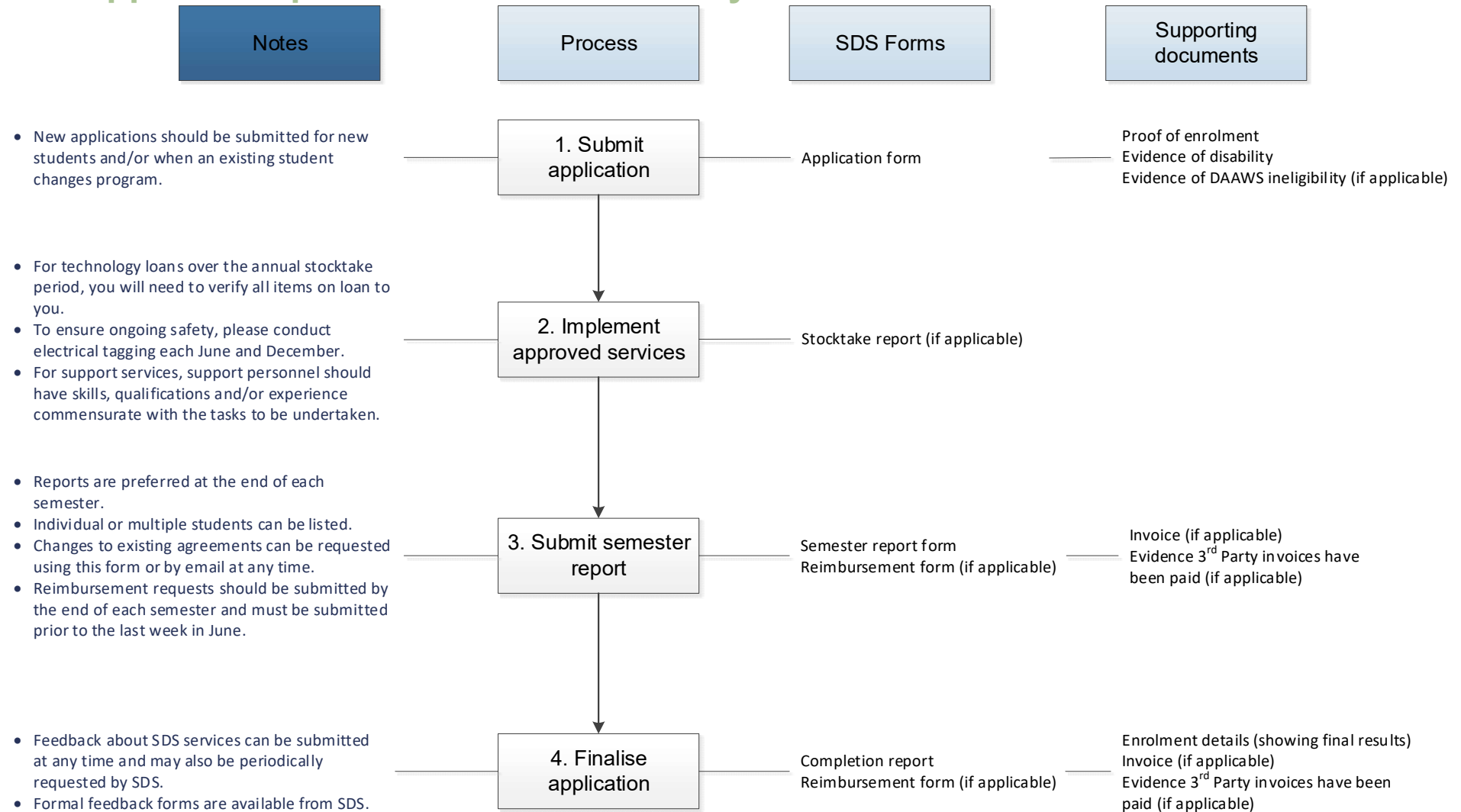
- [Skills Disability Support Guidelines](#), which explain who is eligible to receive services, the type of services available and an overview of the technology loan and support services conditions
- [Skills Disability Support Terms of Use](#), which forms the agreement between users of SDS services and the Department of Employment, Small Business and Training (DESBT).

Please contact SDS at SkillsDisabilitySupport@desbt.qld.gov.au if you require any assistance with submitting or managing your application.

There are four steps in the SDS application and support management process:

1. Submit application
2. Implement approved services
3. Submit semester reports - including requesting reimbursements and changes to existing applications
4. Finalise application.

SDS application process – visual summary



1 Submit application

Refer to **Appendix 1** for a visual summary of this step.

1.1 New applications

- The [SDS application form](#) can be downloaded from the DESBT website.
- An application form is required for new students and students who have changed or progressed to another program of study.
- Applications should relate to the student's current program of study and identify support needs from the date of application to the completion of the entire program of study. Support may be backdated up to eight (8) weeks although there is no guarantee that part/all support will be approved.
- Prior to applying, student eligibility should be determined. Students must:
 - have an identified disability
 - be undertaking DESBT subsidised training in a non-school environment
 - not be eligible to receive the same resources through other programs, initiatives or services.
- All students with disability are eligible for SDS support if they meet the above criteria. This includes students in receipt of a package under the National Disability Insurance Scheme (NDIS).
- Students who do not meet the above criteria can be discussed with SDS.

1.2 Completing the application form

- Refer to **Appendix 2** for details on how to complete the Evidence of need statement.
- Services are provided as reasonable adjustment to the student. Administration, coordination, staff induction, professional development, infrastructure, accessibility of learning resources and systems, general health or care, general foundation skills needs, course fees and teacher costs are not supported by SDS.
- Specialised support services include professional support workers, assessments of educational support needs and training in the use of technology. Refer to the [SDS Terms of Use section 9a-d](#) for more information.
- Student needs should be identified for each semester until the end of the current program of study. Support in future semesters is indicative and confirmation of support is required at the end of each semester. Refer **Appendix 3** for details on how to complete the specialised support services section of the form.
- The completed application form is to be printed and signed by an RTO representative, the student and a parent/guardian for students under 18.
- By signing and submitting the application form, you, the student and the parent/guardian certify that all the information provided is complete, current, true, accurate and not misleading, and that you agree to the current version of the [SDS Terms of Use](#).

- Evidence of disability is to be attached to the application. For example, medical reports, school reports, a scan of a Disability Support Pension card or Centrelink report, notification of eligibility for the NDIS and/or statement from a Disability Employment Service. If evidence of disability is not available, please contact SDS.
- Attach proof of enrolment to the application identifying:
 - learner name and number (USI preferred)
 - qualification/course name and/or code
 - nominal hours of enrolled units
 - the state fund source code
 - start and close of study dates
 - learner results to date (if applicable).
- If a student's enrolment is pending, clearly state the intention to enrol in the evidence of need statement. Upon application approval, you must provide proof within two weeks of student commencement.
- SDS will advise you of the approval status of complete applications within 5-10 business days through a support agreement detailing the services approved for implementation. Please check all the details in this document and raise any concerns as soon as possible.

2 Implement approved services

Refer to **Appendix 4** for a visual summary of this step.

2.1 Specialised technology loans

- Upon approval, specialised technology will be sent to you on a loan basis. The loan expiry date will be stated in the Support Agreement.
- The technology must be returned at loan expiry date, at the time of student withdrawal, on request by SDS or as otherwise agreed.
- Refer to the [SDS Terms of Use section 10](#) for technology loan obligations.

2.2 Technology stocktake and bi-annual electrical tagging

- If you have technology on loan during the annual stocktake (February/March) you will be asked to physically view and verify each item. A stocktake report form will be sent to you requiring the signatures of two employed officers.
- Electrical safety checks on electrical items must be conducted each June and December to ensure student safety. Electrical safety tagging is not reimbursable by SDS.
- Please refer to the [SDS Terms of Use section 11](#) for further details of stocktake obligations.

2.3 Specialised support services

- Upon application approval you are responsible for arranging and managing the support services as well as managing service quality and any risk associated with engaging personnel to provide the services.
- Refer to the [SDS Terms of Use section 9](#) for your, and the student's, obligations.

2.4 Monitoring support services

- As per the *Disability Standards for Education (2005)* you are responsible for monitoring students' needs and the ongoing effectiveness of support.
- If changes are required to an existing application, contact SDS by email as soon as possible, or request changes for future semesters using the semester report.

3 Submit semester report and/or request changes

Appendix 5 provides a visual summary of this step.

3.1 Reconfirming needs

- Specialised support services required over a period greater than six months need to be reconfirmed, preferably by the end of each semester alongside requests for reimbursement.
- Submit a 'semester report' to reconfirm needs. This report can be used to list multiple or individual students. It will be provided to you on approval of your application.
- Include comments on individual student progress and the effectiveness of support as evidence of ongoing support needs. For applications requiring changes (including additions, deletions and amendments) please include the reasons for and clear details of the changes you are requesting.
- Any changes that exceed original agreed amounts/items are subject to SDS approval.
- By signing the semester report you certify that: the information is complete, true, accurate and not misleading; that any changes are required as reasonable adjustment, and; that any technology is still in good order and being used for learning activities.
- Once submitted and processed an updated support agreement will be sent to you.
- Check all the details in the support agreement and raise any concerns as soon as possible.
- Refer to the [SDS Terms of Use](#) **section 12-13** for more information on requesting changes to agreements and reporting responsibilities.

3.2 Requesting reimbursement (each semester)

- SDS provides reimbursement for the actual services provided, not exceeding the pre-approved amount, each semester.
- To claim the reimbursement, submit a 'reimbursement form' by the end of each semester, or as otherwise agreed, listing all applications requiring reimbursement. Refer to **Appendix 6** for details on how to complete this form.
- SDS will check the information you have provided and request an invoice.
- When submitting your invoice, please attach evidence that any third party invoices have been paid.

- For reimbursements at the end of semester 1 (June), the reimbursement form must be received by SDS prior to the last week in June.

4 Finalise application

Appendix 7 provides a visual summary of this step.

4.1 Completion report

- A 'completion report' is required when the student completes their current program of study or withdraws from study.
- Evidence of student outcomes/results are to be attached to the report.

4.2 Returning technology

- SDS will arrange and pay for courier return of technology items, unless otherwise arranged. Please contact SDS as soon as items are ready to be returned and provide the following details:
 - number of parcels
 - brief description of contents of each parcel
 - weight, length, width and height of each parcel, including packaging
 - date parcels will be ready for courier collection and the times they can be collected
 - contact person, phone number, email and physical address, including block or building name plus any special instructions for the courier.
- SDS will email courier labels for you to attach to parcels.
- Prior to returning the technology please ensure:
 - any personal details or work is deleted from the technology
 - software has been deactivated and fully uninstalled (including deletion from the recycle bin) from any device owned by you, your organisation and the student.

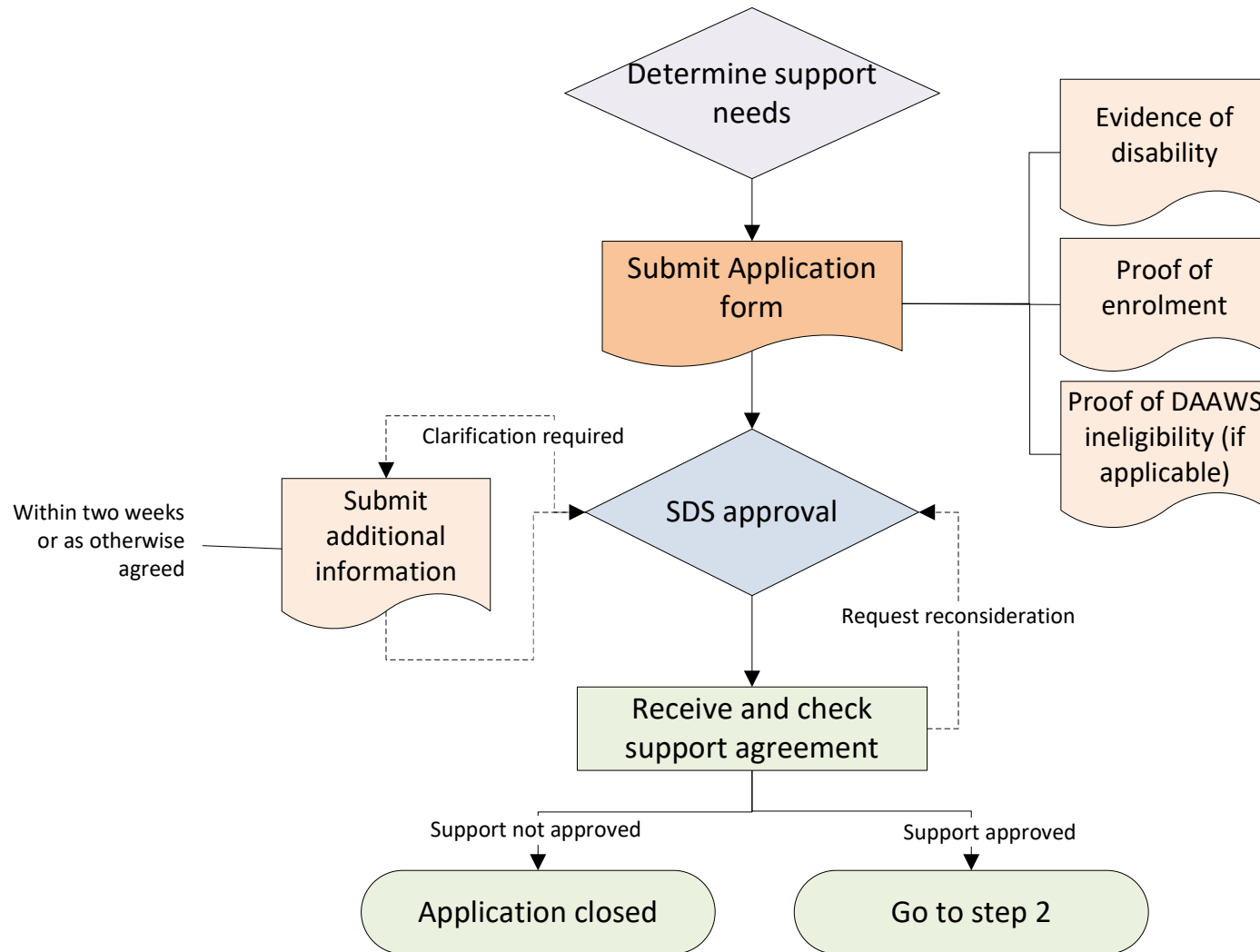
4.3 Requesting final reimbursement

- Submit reimbursement form (see section 3.2) to request final reimbursement, noting:
 - final invoices can only be paid once all technology and completion documents (completion report and proof of learning outcomes) have been received and approved.
 - if final reimbursement is required prior to support finalisation (ie when support provided by a person ceases, but technology support continues), proof of ongoing enrolment and learning outcomes to date is required.

4.4 Feedback

- Feedback about SDS services from you, students and employees working with your students is encouraged and can be submitted at any time. Feedback helps to improve the quality and delivery of SDS services.
- SDS may also periodically request feedback.
- Formal feedback forms are available from SDS.

Appendix 1 Visual summary: Step 1 – Submit application



Appendix 2 The evidence of need statement

In the statement:

- please include as much relevant information as possible to help the department fully understand the student's needs, the learning environment and why the support services you are requesting will work
- clearly describe how the support you are requesting relates to the specific challenges the student is experiencing in their learning due to their disability.

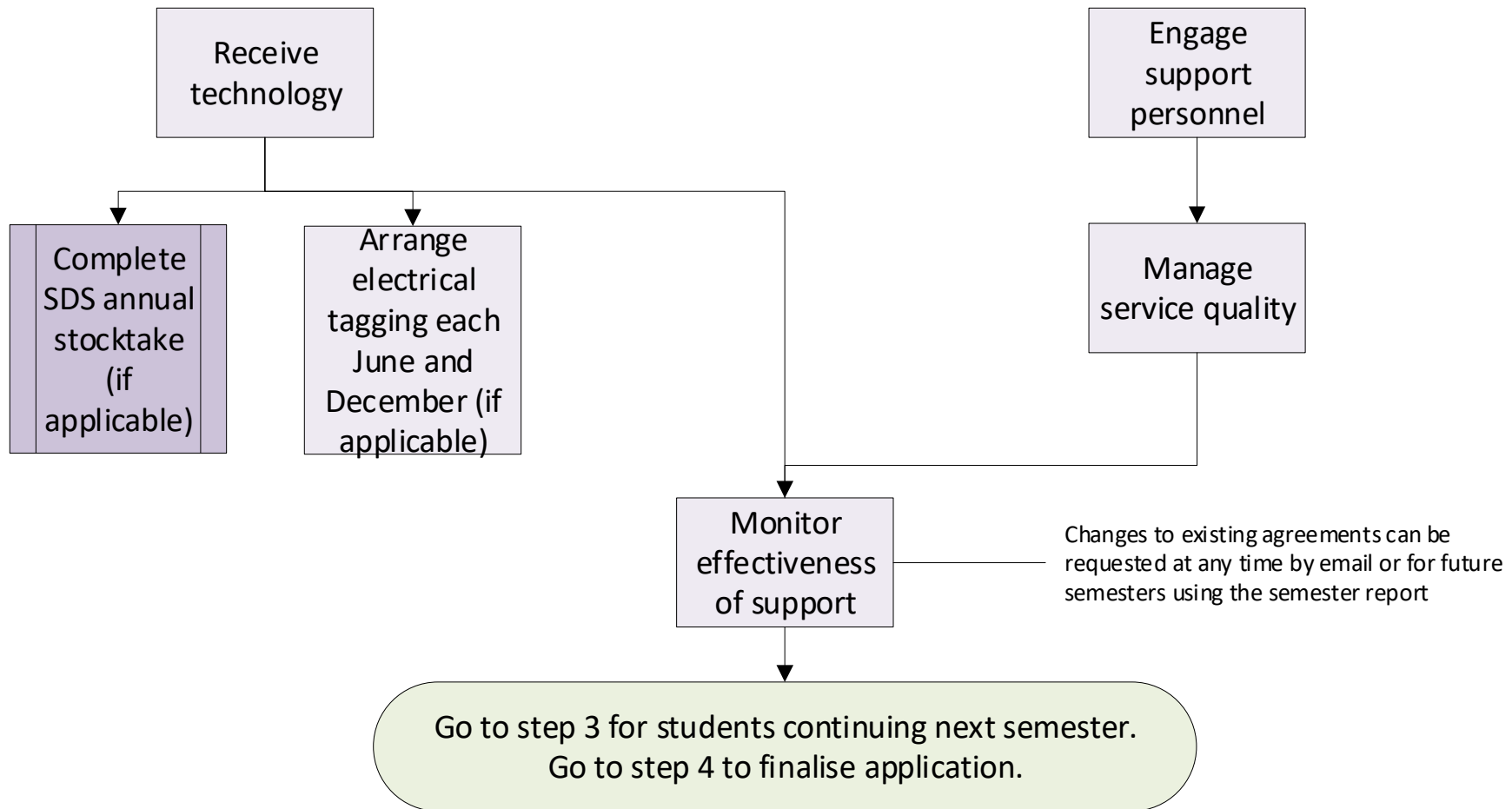
Evidence of need fields	Guidance for completing
<p>The student's specific VET challenges due to their disability. Please reference or attach professional diagnoses, supporting reports and/or trainer input where applicable</p>	<p>As students with disability are not a homogenous group, this field is about the individual student and how their disability is impacting participation in their chosen program of study.</p> <p>Information (e.g. from teachers/trainers) about how the program of study is structured and delivered will assist understanding.</p> <p>Where applicable, attaching recent professional diagnoses relating to the student may also assist.</p>
<p>Describe previous support utilised by the student and its effectiveness (for example, during school or previous tertiary study).</p>	<p>This field is for information on the effectiveness of previous support strategies. This will assist understanding of the type and level of your support request.</p>
<p>What assistive technology has been explored or implemented?</p>	<p>Assistive technology is specialised equipment and software that supports access to and participation in learning.</p> <p>Efficient and effective use of assistive technology can support the development of independence both in training and in employment and should be fully considered.</p>
<p>What inclusive practices and/or reasonable adjustments have already been put in place? Include information about tutorial and foundation skills support.</p>	<p>This section is for a description of the inclusive strategies that you already have in place such as tutorials, volunteer tutors, foundation skills support, visually based training delivery, extended time for assessments, peer mentoring and the provision of learning resources in alternative formats.</p> <p>These strategies form the foundation for specialised support through SDS.</p>
<p>How will the support you are requesting assist the student? If requesting specialised support services, be explicit about what the support person will do.</p>	<p>This field is about clearly defining the student's support needs and linking them back to the challenges the student is experiencing.</p> <p>For specialised support services, be explicit about what support workers will do and consider:</p> <ul style="list-style-type: none"> • tapering support as the student becomes more familiar with course content and the use of assistive technology • peak support periods based on the structure of the program of study (for example, whether support is needed consistently throughout a program or focussed on assessment periods).

Evidence of need fields	Guidance for completing
<p>Will the support be shared, and if so, how?</p> <p>If the support can be shared, please describe in detail and include the names of other SDS supported students.</p>	<p>Where students have similar support needs it may be possible for technology and support services to be shared. This also provides opportunity for peer mentoring and support which may be beneficial.</p> <p>Use this field to describe how services will be shared (if applicable).</p>
<p>For apprentices/trainees, provide the reason for Disabled Australian Apprentice Wage Support (DAAWS) ineligibility and attach evidence.</p>	<p>The Commonwealth Disabled Australian Apprentice Wage Support (DAAWS) program is designed to help address any barriers the employer or apprentice may be experiencing in completing the apprenticeship/traineeship.</p> <p>DAAWS is the primary support method for apprentices and trainees (including school-based) in their off-the-job training and should be explored prior to submitting an application to SDS.</p>
<p>Please provide any other information to support your application.</p>	<p>Students who are currently enrolled will receive priority for SDS services. If a student is not yet enrolled, please confirm their intention to enrol and include the information here.</p> <p>Use this field for any other information you think may be helpful.</p>

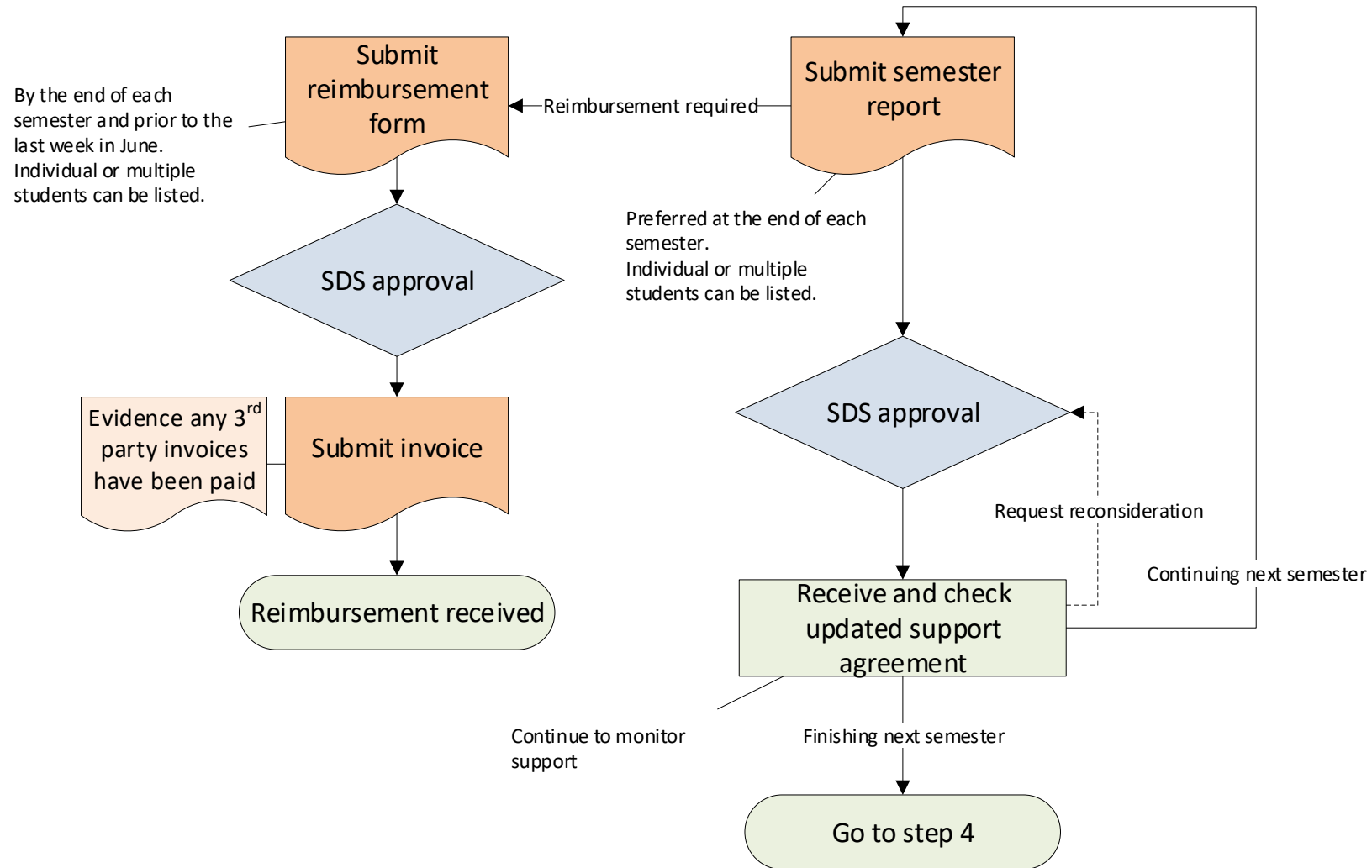
Appendix 3 Example: Specialised support services table

Semester/year (for example, Sem 1/2019)	This semester	Predicted (indicative) support for future semesters						
	Sem 1/2019	Sem 2/2019	Sem 1/2020					
Nominal hrs to be undertaken	150	200	150					
Support type(s) (for example, disability support worker – DSW)	Disability Coach – DC	DC DSW	DSW					
Support hrs (Specify hours for each support type, e.g. 20+10)	30 (Shared: this students portion only)	20 20	20					
Cost/hour (excluding GST) (Specify the hourly rate for each support type, 28.50+\$35.00)	\$32.00	\$32.00 \$29.50	\$29.50					
Total GST exclusive amount	\$960.00	\$640.00 \$590.00	\$590.00					
GST amount	\$96.00	\$123.00	\$59.00					
Total GST inclusive amount	\$1,056.00	\$1,353.00	\$649.00					

Appendix 4 Visual summary: Step 2 – implement support



Appendix 5 Visual summary: Step 3 – Submit semester report



Appendix 6 Example: Reimbursement form

Reimbursement details							
SDS ID	Student name	Support type (eg coach, technology training). Use a new row for different types.	Hours of support provided	Cost per hr (exc GST)	Total GST exclusive amount	GST amount	Total GST inclusive amount
1111	John Smith	Coach	40	\$35.00	\$1,400.00	\$140.00	\$1,540.00
[as above]	[as above]	Technology training	3	\$25.00	\$75.00	\$7.50	\$82.50
2222	Jane Jones	DSW (disability support worker)	20	\$30.00	\$600.00	\$60.00	\$660.00
					\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00	\$0.00
Totals					\$2,075.00	\$207.50	\$2,282.50

Appendix 7

Visual summary: Step 4 – Finalise application

