Before you apply

What is the Back to Work program?

The Back to Work program is designed to give businesses the confidence to employ Queenslanders who have experienced a period of unemployment. Support payments are available to eligible employers who hire a previously unemployed Queenslander who has experienced a minimum period of unemployment directly prior to commencing work with them.

The program is available throughout regional Queensland and in select areas of South East Queensland (SEQ).

Employer Support Payments and additional Boost payments are available under these guidelines to eligible employers who meet all the program eligibility criteria.

The program is not a wage subsidy. The decision to employ someone is at the discretion of the employer and must be a business decision that is independent of the availability of the Back to Work support payment.

Further information on the Back to Work program including terms and conditions, definitions, frequently asked questions and fact sheets is available on qld.gov.au/backtowork

Where is the Back to Work program delivered?

<table>
<thead>
<tr>
<th>Back to Work Regional</th>
<th>Back to Work SEQ</th>
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<tr>
<td><strong>Eligible regions are:</strong></td>
<td><strong>Eligible local government areas are:</strong></td>
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<td>• Central Queensland</td>
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<td>• Far North Queensland</td>
<td>• Lockyer Valley</td>
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<td>• Mackay/Whitsunday</td>
<td>• Logan</td>
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<td>• North Queensland</td>
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<td>• South West Queensland</td>
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<td>• Wide Bay Burnett</td>
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What payments are available?

### Back to Work Regional

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<td><strong>Employer Support Payments</strong></td>
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<td>**Apprentice and Trainee Boost</td>
<td><strong>Youth Boost Payments</strong></td>
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<td>($15,000)</td>
<td>Payments**</td>
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<td>15-24 years) previously</td>
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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. Pro-rata payments are not available for employment less than the required continuous employment period. Employers are only eligible to receive one payment type per eligible employee.

1 Figures in the table are payments for eligible full-time jobs as described in the “Eligibility criteria” table. Eligible part-time jobs attract 75 per cent of the full payment.
## Eligibility criteria

### Eligible employers

All employers are eligible except for government entities (local, state and Australian governments and entities including government-owned corporations and statutory bodies).

Each eligible employer (based on their ABN) may claim a maximum of four Back to Work applications. This cap of four applications applies to Employer Support Payments, Boost payments, and combinations of these payment types.

Employers must:

- be compliant with workplace health and safety, industrial relations and taxation legislation; and
- demonstrate a genuine commitment to ongoing employment of the employee.

### Eligible jobs

An eligible job must be mainly located in the areas of Queensland listed on page 1 of these guidelines, and either be:

- ongoing paid full-time (at least 35 hours per week on average); or
### Ineligible jobs

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](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).
- a job that offers full-time salary or wages above $120,000 per annum (or pro-rata for part-time).

Ineligible apprenticeships or traineeships include:

- a current school-based apprenticeship or traineeship.
- an apprenticeship or traineeship which is funded through the Queensland Government's Skilling Queenslanders for Work program.

### Eligible employee for Employer Support Payments

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
- must have been unemployed for the minimum period for the specified support payment directly prior to commencing employment with the eligible employer; and
- must not have worked for the eligible employer in the 52 weeks directly prior to commencing employment with the eligible employer;
- must have commenced employment with the eligible employer from 1 October 2020; and
- at the time the initial payment application is made, must have been in paid employment with the eligible employer for at least four weeks but not more than 12 weeks; and
- is not currently and was not a full-time student within the four weeks immediately prior to commencing employment with the eligible employer; and
- must not have displaced any existing workers; and
- if the employee has a disability, must be engaged in mainstream employment.

### Eligible employee for Apprentice and Trainee Boost Payments

An eligible employee for an Apprentice and Trainee Boost Payment:

- must meet all the criteria for an Employer Support Payment; and
- must have been unemployed for at least four weeks directly prior to commencing employment with the eligible employer; and
- be undertaking a registered and eligible apprenticeship or traineeship as described in Eligible Jobs.

If the employee is aged 15 to 24, the application will be assessed as a Youth Boost Payment.

- 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 apprenticeship or traineeship (refer to exceptions below).
Eligible employee for Youth Boost Payments

An eligible employee for the Youth Boost Payment:
- must meet all the criteria for an Employer Support Payment; and
- must have been 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).

Ineligible employees

An ineligible employee for a Back to Work payment includes if the employee is:
- an owner of the company, business or joint venture applying for the Back to Work payment; or
- a sole trader applying for the Back to Work payment; or
- a partner in a partnership applying for the Back to Work payment; or
- a director of the company applying for the Back to Work payment; or
- a significant shareholder in the company applying for the Back to Work payment; or
- an owner under a trust arrangement applying for the Back to Work payment. This may include the trustee, a beneficiary under the trust and/or being an owner of a directly controlled or related entity.

How many applications can be made?

From 15 July 2020, each eligible employer (based on their ABN) may claim a maximum of four Back to Work Regional applications and four Back to Work SEQ applications. This cap does not apply to applications for employees commencing before 1 July 2017 and does include applications from this date to 14 July 2020. This cap applies to Employer Support Payments and Boost Payments and combinations of those payment types. Once a total of four initial payment applications have been approved, no further initial payment applications will be accepted.

Who can lodge an application for Back to Work?

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).

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 read, understood and agree to the Terms and Conditions and have read and understood the Privacy Collection Notice; and
- consent to the Privacy Collection Notice detailed within the Back to Work Terms and Conditions. Specifically authorising the Back to Work Team to share information with Queensland and Australian Government agencies including but not limited to the; Department of Employment, Small Business and Training; Office of State Revenue; Queensland Treasury; Office of Industrial Relations; Department of State Development, Tourism and Innovation; Queensland Ombudsman; Queensland Police Service; Department of Education; TAFE Queensland; Queensland Audit Office; WorkCover Queensland; Australian Taxation Office; Fair Work Ombudsman; Australian Government...
Department of Education, Skills and Employment and Centrelink. This is for the purposes of:

- evaluating, administering, assessing, monitoring and auditing compliance with the eligibility criteria for the Back to Work Program;
- supporting the delivery of other Back to Work funding and support;
- promoting the Back to Work Program;

- have sought and obtained the consent of the employee (see Evidence requirements) referred to in the application to use and disclose their personal information for the purposes and to the entities set out in the privacy collection notice in the Terms and Conditions; and
- are committed to ongoing employment of the employee; and
- that the employer and its office holders are compliant, and will continue to comply, with all local, state and Australian Government laws and regulations, including, but not limited to, industrial relations and taxation (including superannuation) legislation; and
- that the information they have provided is correct and they have not provided false or misleading information within the application.

All eligibility criteria must be met to receive payments.

How long do I have to apply for a Back to Work payment?

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:

- 26 weeks of continuous employment for the second Employer Support Payment, Apprentice and Trainee Boost Payment or Youth Boost payment,
- 52 weeks of continuous employment for the final Employer Support Payment, Apprentice and Trainee Boost Payment or Youth Boost Payment.

Applications and claims received outside of these timeframes will be ineligible for payment. 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 backtowork@desbt.qld.gov.au

Evidence requirements

The online application process 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. Some documentation is required to be witnessed by an independent authorised person.
What evidence is required as part of my initial application?

**WorkCover Policy or Self-Insurance Information**

In Queensland, under the *Workers’ Compensation and Rehabilitation Act 2003 (QLD)*, an employer must, for each worker employed, insure and remain insured for their legal liability to pay compensation and damages to their workers.

You will be required to provide your WorkCover Policy Number and expiration date in your application. Information provided by you, about your business, including your WorkCover Policy Number, may be disclosed to WorkCover for the purpose of verifying your compliance with the *Workers’ Compensation and Rehabilitation Act 2003 (QLD)*.

If you are self-insured for workers accident and injury liability, you will be required to provide information on this insurance, inclusive of the agency who has issued your self-insurance licence.

**Witnessed identification for the person submitting the application**

Proof is required of the identity of the person submitting the application through QGrants. This identification must match the name and details of the person responsible in the QGrants account who is submitting the application and be witnessed by an independent authorised person (see ‘Why are witnessed copies of evidence documents required?’ on page 9).

Acceptable identification documents are:

- an Australian driver licence
- adult proof of age card (e.g. 18+ card)
- birth certificate
- citizenship certificate
- passport.

*The identification must be current (not expired) at the date the application it is supporting is submitted.*

**Witnessed copy of paper ABN confirmation advice**

All registered businesses will have received ABN confirmation advice at the time of registering the business. This advice may have been made available to you electronically at the time you registered for an ABN or have been sent to you in the mail. If you cannot locate this document a copy of the advice (which includes a letter) can be requested from the Australian Business Register at [https://www.abr.gov.au/business-super-funds-charities/applying-abn/your-business-information-abr/paper-copies-abn-details](https://www.abr.gov.au/business-super-funds-charities/applying-abn/your-business-information-abr/paper-copies-abn-details)

The ABN and name on the ABN confirmation advice must match the ABN and name on your QGrants organisation account and the employee payslips you provide.

All pages of the ABN confirmation advice must be witnessed by an independent authorised person (see page 9) and submitted as part of the evidence for your application.

Please note, an ASIC certificate and/or ABN lookup is not accepted as evidence.
**Payslips**

An employee must have been in paid full-time or part-time employment with you for at least four full weeks prior to the initial application being made and must have worked the average hours relevant to either 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 four continuous full weeks of their employment with you. Payslips must be submitted; timesheets or a payroll summary report will not be sufficient. The ABN and name on the payslips you provide must match the ABN and name on your ABN confirmation advice and QGrants organisation account.


**Employee consent form**

An employee consent form ([available on the Back to Work website](https://www.fairwork.gov.au/pay/pay-slips-and-record-keeping/pay-slips)), must be included with all initial payment applications submitted in QGrants.

This form must be completed and signed by the employee the application is regarding.

**Employee identification**

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

Note: If a non-Australian passport is being submitted as evidence, a letter issued by the Australian Government to the employee outlining their visa details must also be submitted.

The employee identification must be current (not expired) at the date the employee commenced employment. The first name, surname and date of birth on the employee identification 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 or Department of Human Services endorsed Job Capacity Assessment must be attached to the application. This document should detail the employee’s approved benchmark working hours or the application will not meet the required eligibility criteria. 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 payment.
Why are witnessed copies of evidence documents required?

When applying for Back to Work support payments, it is important that your application is supported by documentary evidence that has been witnessed by an independent authorised person.

The evidence requested to support your application or later payment claim helps determine your eligibility for the program and protects applicants against potential fraud or identity theft. Documents submitted as evidence must be witnessed (i.e. certified by an authorised person) to authenticate them as true and correct at the time of submission.

Details of who is an authorised witness to certify copies of original evidence documents can be found at [https://www.legislation.gov.au/Details/F2018L01296](https://www.legislation.gov.au/Details/F2018L01296)

The authorised person must visually sight the original evidence documents and check that there are no alterations to the copies presented to them. The authorised person must pay particular attention to names, dates and reference numbers.

The authorised person then endorses the copies with the following certification:

```
This is to certify that this is a true and correct copy of the original document, which I have sighted.
Date:
Signature of authorised witness:
Name of authorised witness:
Title of authorised witness (as per Statutory Declarations Regulations 2018):
```

The evidence documents have been chosen specifically as they should be documents that are easily accessible for most employers.

It is important to note that the original evidence document (e.g. original driver licence) is not a certified copy. An exact copy of the original evidence document (e.g. copy of the driver licence), which has been presented to and witnessed by an independent authorised person, is a certified copy.

Delays in obtaining evidence

If you are waiting for evidence documents (e.g. ABN confirmation advice) 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.

Late applications

Consideration will be given to a late application if the applicant has experienced extenuating 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.

Please note that being unaware of the Back to Work program and subsequently not submitting an application within the required timeframe is not considered an extenuating circumstance. Late application requests will not be considered in this circumstance.
The applicant must submit a request for consideration of a late application in writing, inclusive of the circumstances experienced, via a statutory declaration and include all relevant supporting material to the Back to Work team at compliance@desbt.qld.gov.au.

Applicants will be notified in writing of a decision within 60 business days from the receipt of the written request.

**Ready to apply**

**Initial application process**

Applications must be made through the QGrants system at https://qgrants.osr.qld.gov.au/portal.

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. These questions must be answered truthfully, applications found to include false or misleading information will not be approved and may be referred to the relevant law enforcement authority.

The questions on the 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.

**Assessing your application**

Applications will be assessed based on the following eligibility criteria:

- Has the applicant complied with these guidelines including;
  - being eligible employer;
  - employing their employee in an eligible job;
  - employing an eligible employee;
  - employing their eligible employee for the minimum period of employment;
  - submitting their application within the eligible timeframe for submission;
  - providing supporting evidence and documentation;
  - obtaining the necessary consents;
  - not exceeding the 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 Australian laws and regulations, including but not limited to laws relating to workplace health and 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 a 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 in relation to workplace health and safety and industrial relations; or
  – matters involving fraud; or
  – the applicant has already received funding for the employee under another government program.

Processing your application

Applications submitted with all required and correct information and documentation are usually processed within 15 business days. This may change depending on application volume.

You can review the status of your application at any time by logging into the QGrants system. Please note, in cases where additional information is requested, the 15 business days commences again upon the Back to Work Team receiving the additional information.

Will I need to provide 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 you have been requested to provide more information following an initial review, your application will remain open for 30 business days to allow you to upload the requested documentation. If you require additional time, you should notify the Back to Work Team in writing. If the required information is not provided within 30 business days, the application will not be approved for funding. If you choose to provide this information after the applications non-approval, you may contact the Back to Work Team to request they re-open 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.
If an application is not approved, can a review of the decision be requested?

If the application has been processed and assessed as not meeting the eligibility criteria, the applicant will be notified that it has not been approved. Applicants may request a review of a decision. **This request must be lodged within 30 calendar days of the decision being provided to the applicant.**

The request should state in detail the grounds the applicant believes the original decision should be overturned. The applicant should also attach all relevant material that supports their request. The team will only review decisions once the statement and relevant supporting material have been provided. All program eligibility criteria must be met for an original decision to be overturned.

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 the additional supporting material must be lodged in writing to:

Review Officer, Back to Work Program
PO Box 15483
City East
Brisbane QLD 4002

Or compliance@desbt.qld.gov.au

Applicants will be notified of the outcome of the review in writing within 60 business days from the receipt of the written request.

**After your initial claim has been approved**

**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 not be eligible 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 backtowork@desbt.qld.gov.au providing:

- the date employment ceased or changed
- 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).
Claiming later payments

What evidence is required as part of my later claims?

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 payment 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.

Witnessed identification for the person submitting the later payment application

If not previously supplied within the initial application, proof is required of the identity of the person submitting the later payment application through QGrants. This identification must match the name and details of the person responsible in the QGrants account who is submitting the later payment application.

Acceptable identification documents are:
- an Australian driver licence
- adult proof of age card (e.g. 18+ card)
- birth certificate
- citizenship certificate
- passport.

*The identification must be current (not expired) at the date the later payment application it is supporting is submitted.*

Payslips

Payslips are used to provide evidence of continuous permanent employment.

<table>
<thead>
<tr>
<th>Required documents are:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For 26-week claims:</strong></td>
</tr>
<tr>
<td>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:</td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• if the period of employment crosses a financial year, one payslip per month including one covering the 26 week point from the employee’s commencement date, the last payslip for the end of the financial year and the first payslip from the new financial year.</td>
</tr>
</tbody>
</table>
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, one payslip per month including one covering the 52 week point from the employee’s commencement date, the last payslip for the end of the financial year and the first payslip from the new financial year.

The Back to Work Team may contact employers to provide additional payslips to determine minimum hours worked.

Further information

What happens if the program is discontinued?

Advice will be published on the Back to Work website if funding is no longer available or the 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 to evaluate, administer, assess, monitor and audit compliance with the eligibility criteria for the program in order to support delivery 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 the management of personal information, please email the Privacy Contact Officer at corporate.legal@desbt.qld.gov.au.

Tax implications

The taxation implications of any payments made to an applicant under the Back to Work 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 information that may also assist you 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
Phone: 13 QGOV (13 74 68)
Email: backtowork@desbt.qld.gov.au