

QUEENSLAND TREASURY

# SPER Hardship Portal

Guide to improvements

September 2023





# Contents

<b>1.0</b>	<b>Ability to report all work and development order (WDO) hours.....</b>	<b>1</b>
<b>2.0</b>	<b>Reminder messages.....</b>	<b>2</b>
2.1	Monthly reporting date coming up.....	2
2.2	Third consecutive month of zero hours.....	2
2.3	Conflict of interest.....	2
<b>3.0</b>	<b>Improved experience when adding a new client WDO .....</b>	<b>4</b>
3.1	Input address once.....	4
3.2	New hardship assessment method—no income.....	5
<b>4.0</b>	<b>Hardship portal reporting .....</b>	<b>7</b>
4.1	Report on organisation.....	7
4.2	Download report.....	8

We've made some improvement to the Hardship portal to support you in the delivery of the hardship partner program.

This first round of updates to the system concentrates on the hardship portal and delivers a number of small but effective changes for our partner organisations.

Future updates, planned for this year, will look at how the data integration between the portal and the SPER system could be improved.

# 1.0 Ability to report all work and development order (WDO) hours

You can report 1 hour even if the WDO amount remaining is less than the hourly rate.

- Users can now report the final hour for a client to finalise the WDO even where the remaining WDO balance is less than the WDO rate for this client.
- The WDO will correctly set itself to **Complete** after the final hour is submitted using the normal report actuals process.
- Note that this will not change previously reported residual amounts. You need to withdraw these WDOs using Option 2 and advise SPER Partners if the residual amount has been worked off.

Queensland Government  
SPER Hardship Portal

bonnie.oconnor@treasury.qld.gov.au  
Administrator

## View WDO

← Back to Dashboard

WITHDRAW WDO TRANSFER WDO VARY WDO REPORT ACTUALS

WDO Status: Current

Partner: Location: Case Balance: \$125.75

Original WDO Amount: \$125.75 Remaining WDO Amount: \$125.75

Activity Type: Unpaid work Activity Rate: \$30.00 per hour, up to \$1,000 per month

Contact Details  
Update details

Customer Address  
Submit new address

## Report Actuals

### Actuals for August 2023

Actual number of hours/actions: 5

Amount Calculated: \$125.75

Notes: Notes

CANCEL SAVE SAVE AND SUBMIT

WDO Status: Completed

Partner: Location: Case Balance: \$0.00

Original WDO Amount: \$125.75 Remaining WDO Amount: \$0.00

Activity Type: Unpaid work Activity Rate: \$30.00 per hour, up to \$1,000 per month

Contact Details  
Update details

Customer Address  
Submit new address

### Reported Actuals

RECORDED MONTH	YEAR	ACTUALS	STATUS
AUG	2023	5	SUBMITTED

### Notes

No notes

## This will complete the order

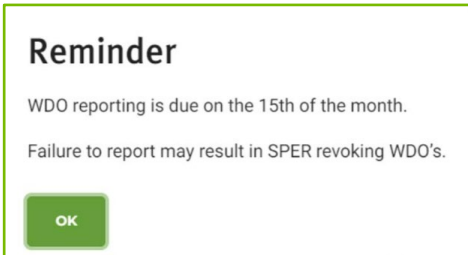
By submitting these actual values, the WDO will be completed. Actuals can not be edited once the WDO is completed. Do you wish to proceed?

NO YES

## 2.0 Reminder messages

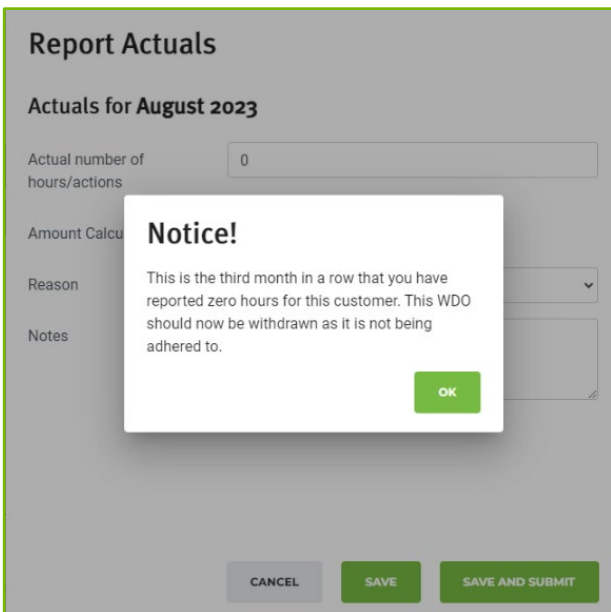
### 2.1 Monthly reporting date coming up

- A pop-up will alert users that reporting for WDOs is coming due. This pop-up appears for the week leading up to the reporting due date.
- The pop-up will only appear for users in the roles Organisation Administrator, Sponsor or Sponsor/Advocate.



### 2.2 Third consecutive month of zero hours


A new pop-up will alert hardship users when they record zero hours on a record that has already had 2 zero-hour months directly prior to the report month.



### 2.3 Conflict of interest

- To ensure that all users keep in mind conflicts of interest when assessing new clients, a reminder has been included in the customer search screen flow. Users will need to acknowledge that no conflict of interest exists to access the new client's details.

- Users will not be able to continue with their search/match until they agree to the conflict of interest statement.



## Match found for customer number:

9000000

Hardship partners must avoid real or perceived conflicts of interest. When a real or perceived conflict of interest arises, please notify SPER immediately by contacting [SPERPartners@treasury.qld.gov.au](mailto:SPERPartners@treasury.qld.gov.au).

No conflict of interest exists in this case AGREE


Enter customer's last name

You must agree to the Conflict of Interest statement to continue

- Once **Agree** is ticked, the button changes to a green tick and a pop-up confirms that users can continue.


No conflict of interest

Thank you - you may now continue




## Verify customer


← [Back to dashboard](#)




Find customer



Verify identity



View customer



## Match found for customer number:

900000

Hardship partners must avoid real or perceived conflicts of interest. When a real or perceived conflict of interest arises, please notify SPER immediately by contacting [SPERPartners@treasury.qld.gov.au](mailto:SPERPartners@treasury.qld.gov.au).

No conflict of interest exists in this case AGREE

For more information about your responsibilities with respect to conflicts of interest, check out the relevant section in your partner pack or go to [section 19AP of the State Penalties Enforcement Regulation 2014](#).

## 3.0 Improved experience when adding a new client WDO

### 3.1 Input address once

- Partners will be asked to input an address for a new client before selecting the required hardship option.
- There is no longer a requirement to add an address when assessing the WDO.

#### Steps

1. When assessing a new client, you must submit an address before accessing the hardship options.

The hardship options will be 'greyed out' until you submit an address.

Customer:

Date of birth: SPER customer number: Contact details:  
 NOT PROVIDED  
 Update details

Customer Address: \*  
 Submit new address  
Provide an updated address to continue.

Total amount owed  
**\$4,767.00**

WDO eligible amount  
**\$4,767.00**

Hardship options

**Work and Development Order**  
Assess whether the customer is eligible for a WDO.  
**ASSESS**  
Provide an updated address above.

**Deferral**  
Apply for a deferral with SPER for 3 months.  
**REQUEST**  
Provide an updated address above.

2. Once an address is submitted it will be visible during this screen flow.

You can now access hardship options.

Customer:

Date of birth: SPER customer number: Contact details:  
 NOT PROVIDED  
 Update details

Customer Address: \*  
 Submit new address  
51 BOWEN QLD 4805 Australia

Total amount owed  
**\$4,767.00**

WDO eligible amount  
**\$4,767.00**

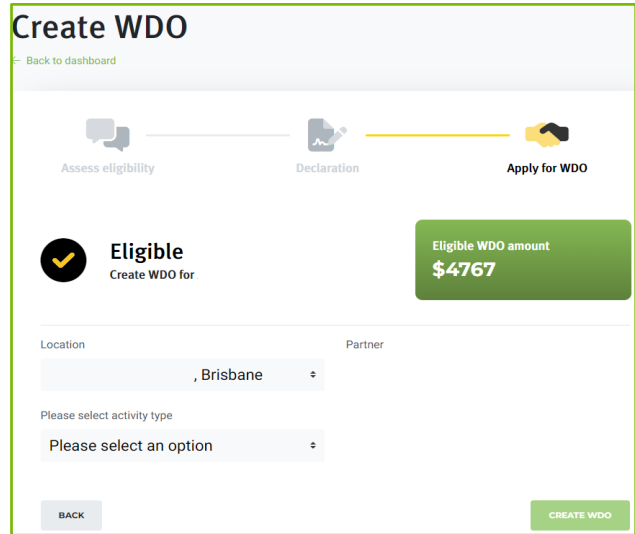
Hardship options

**Work and Development Order**  
Assess whether the customer is eligible for a WDO.  
**ASSESS**

**Deferral**  
Apply for a deferral with SPER for 3 months.  
**REQUEST**

**Steps**

- 3. There is no longer an address required in the WDO screen flow.

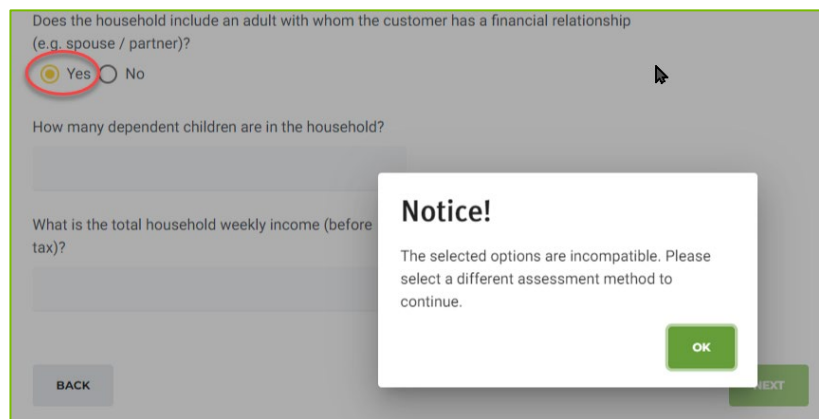
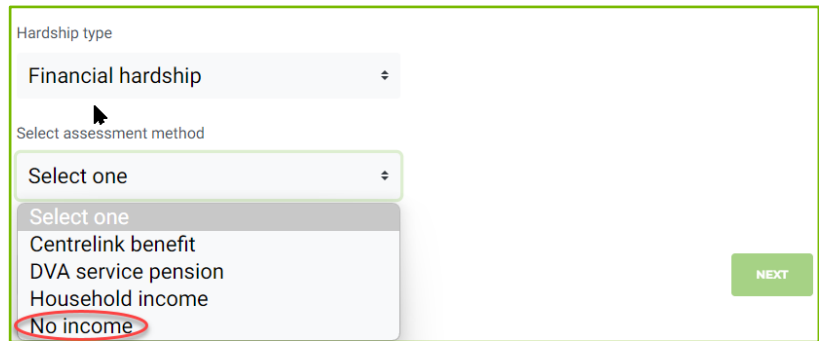


### 3.2 New hardship assessment method—no income

A new assessment method is available in recognition of the fact that some clients are in genuine hardship and unable to meet the assessment requirements (payslips or Centrelink details, because they do not receive either). The most common example would be a non-resident (e.g. from New Zealand) who is unemployed and unable to qualify for any Centrelink payments. This new assessment method will be supported by changes to the policy for deciding hardship eligibility.

**Steps**

- 1. **No Income** can be selected from the assessment methods drop-down menu.
- 2. 'No income' is only valid for a single person—otherwise use another assessment method such as 'Household income'.





**Steps**

3. 'No income' is only valid for applicants with no income at all. Low income should be assessed under 'Household income'.

Select assessment method

No income

Does the household include an adult with whom the customer has a financial relationship (e.g. spouse / partner)?

Yes  No

How many dependent children are in the household?

0

What is the total household weekly income (before tax)?

1

**Notice!**  
If income is greater than nil please choose Household income as the assessment method.

BACK NEXT

4. Verification documents will depend on the individual. You are verifying the applicant's claim to be genuinely unable to get income support if unemployed. Acceptable documents might be NZ driver licence, birth certificate or passport.

Verify customer documents

Please indicate you have sighted and will retain a copy of:

- Bank Statements for the past 3 months.
- Passport to show non-resident status - if appropriate (e.g. NZ resident, International student, etc.)
- Centrelink rejection letter - if appropriate

I confirm I have sighted and will retain a copy of the required documentation listed above.

BACK NEXT

## 4.0 Hardship portal reporting

### 4.1 Report on organisation

- Users with Organisation Administrator role can now access a report on their organisation.
- The report provides the ability to filter on relevant fields: Status, Created by, Next reporting date, Location.
- The report provides organisations with a significant amount of detail on their hardship portal. See the list of report fields available (at right).

WDO #	START DATE	STATUS	PARTNER	LOCATION	CREATED BY
	30 Jun 2023	CURR		Sandgate	@mai
	31 May 2023	CURR		Sandgate	@mai

#### Report fields

WDO  
 Start date  
 Status  
 Partner  
 Location  
 Created by  
 Activity type  
 Activity rate  
 Reporting method  
 Customer PID  
 Customer name  
 Original amount  
 Amended amount  
 Outstanding amount  
 Units  
 Next reporting due  
 Period  
 Last modified date  
 Record status  
 Record amount  
 Record units  
 Reason  
 Recent notes

## 4.2 Download report

Organisation administration staff can download their reports as .csv files to print and/or save and use as required. The .csv is straight data and may need a tidy up of column size etc.

W DO #	Start Date	Status	Partner	Location	Created By	Activity Type	Activity Rate	Reporting Method	Customer PID	Customer Name	Original Amount	Amended Amount	Outstanding Amount	Units	Next Reporting Due	Period	Last Modified Date	Record Status	Record Amount	Record Units	Reason	Recent Notes
19274	30-Jun-23	CURR	Partner	Sandgate	test@mailinator.com	UNPD	30	HOURS	8323232	Test Muse	1307	0	17	44	Sep-23		30-Aug-23	SUBMITTED	300	10		

When downloading or storing reports, hardship partners are reminded of their responsibility to comply with the Information Privacy Principles (or, for health practitioners, the National Privacy Principles) set out in Schedules 3 and 4 of the [Information Privacy Act 2009](#) (IP Act).



**Queensland**  
Government