Australian Government

Department of the Prime Minister and Cabinet

Reformed Remote Jobs and Communities Programme (RJCP)

Version History Table

Version	Start Date	Effective Date	End Date	Change & Location
1.0	16 March 2015	16 March 2015		Original document

Funding Agreement	RJCP 2013-2018 Funding Agreement
RJCP programme element	Continuous Work for the Dole
Document	**Transition to Work for the Dole**
Document Commencement date	immediate

Reforming RJCP

The reformed Remote Jobs and Communities Programme (RJCP) will commence on 1 July 2015. These reforms will provide all job seekers with opportunities to build the skills they need to find and keep a job while being actively involved in activities considered important in their community.

The reforms will be designed to meet the unique and diverse conditions of remote communities, and the needs of the people that live there.

A core component of the new reforms will be continuous Work for the Dole. The Work for the Dole activities will provide eligible job seekers with work-like experiences which help them to learn new skills and provide a pathway into work experience and real job opportunities. The reforms will also provide flexibility to ensure a job seeker's individual vocational and non-vocational needs can be met.

It is important to remember that job seekers will not be expected to participate beyond their assessed work capacity.

In remote Australia, 'working for the dole' will mean different things for different job seekers. Some job seekers may participate in a single work-like activity for 5 hours each day, while other job seekers may be 'working for their dole' by participating in a number of different activities 5 hours each day including non-vocational support, training and work experience.

This flexibility will mean that providers can take a case management approach and create work for the dole packages that best meet the individual needs of each job seeker.

As the job seeker builds their skills there will be opportunities for them to participate in hosted work for the dole activities and in social enterprises and commercial businesses via Intermediate Labour Market enterprises.

Transition to WfD
TRIM ID: D15/151288
FOI/2425/008

OFFICIAL

Page 1 of 6

Effective Date: 18 March 2015

One thing however, will be the same for all jobseekers. They will need to show up to the agreed WfD activities and RJCP providers will need to supervise the activity and monitor attendance closely.

And ultimately, the final objective remains the same – to get all remote job-seekers into a real job and to ensure that they remain in employment.

To support the reforms some changes to the existing programme will be needed. This includes changes to the payments model. All CDEP Wages recipients will be required to move onto income support, job seeker compliance changes will continue to be introduced, some existing programme elements will cease and administrative and IT changes will be made to reduce red tape and complexity.

Transition to reformed RJCP

Transition to the reformed RJCP will not be rushed. We will aim to ensure that changes result in minimal disruption to the delivery of services in communities and to employers and job seekers who are currently actively participating in structured activities.

A Transition Guide for Providers is currently being finalised and will set out a step by step guide on the transition objectives, requirements and timeframes. In recognition of the lead time to establish robust Work for the Dole projects this component of the guide has been prioritised and detailed below.

Transition to Work for the Dole

The transition to the Work for the Dole component of the reformed RJCP will be methodical and staged. We will ensure that providers have ample time and the capabilities to develop, cost, establish and maintain sustainable and relevant Work for the Dole projects.

The transition for job seekers also needs to be carefully managed.

While all eligible job seekers should be currently participating in one or more Structured Activities we know this is not always the case. At present around 65 per cent of remote jobs seekers are not being given this opportunity.

A key part of the transition process will need to be assisting these job-seekers to gradually build up their participation in Structured Activities, before moving them into continuous Work for the Dole (25 hours a week).

Departmental Assistance

Department of the Prime Minister and Cabinet (PM&C) will assist you with the transition process. We will work with you to move job-seekers into Structured Activities with support provided in four-phases outlined below.

4-phased approach and timeframe

The approach and timeframe for the transition to a reformed RJCP is outlined below. While this is the national framework, PM&C staff will localise the approach based on local knowledge, the current delivery of services and structured activities, the capabilities of providers and the unique circumstances that exist in each region.

Phase	Timeframe	Main requirements
1	Dec 2014 – March 2015	PM&C undertakes audit of structured activities occurring in each region and current job seeker participation
2	Tranche 1: 9 March – 30 June 2015 Tranche 2: 23 March-30 June 2015 Tranche 3: 13 April – 30 June 2015	*see Attachment A for regions allocated to each tranche PM&C works with the community and the provider to build Structured Activities that enable all eligible job seekers the opportunity to participate. This will include: - Provision of data to assist providers understand characteristics of job seekers and region - Provision of tools (Work for Dole in a Box, Project Samples, budget templates, regional targets) - Providers costing each activity - Purchasing goods and services and leasing assets via the Participation Account - Providers engaging job seekers and commencing them in at least one Structured Activity
3	1 July – 30 December 2015	Ongoing intensive region by region assistance is provided by PM&C to ensure: - Structured Activities are scaled up to become Work for the Dole projects - All eligible job seekers are participating in Work for the Dole project/s to meet their obligations
4	1 January 2016 – 30 June 2016	Where required ongoing assistance is provided to selected regions by PM&C to ensure that all job seekers are moved into the new model

Funding

The funding for the development and delivery of Structured Activities / Work for the Dole Activities is based on the conditions of the Funding Agreement

Current – 30 June 2015:   Provider uses the credits remaining in their Participation Account* to fund the establishment and delivery of Structured Activities (including supervisory costs where relevant)

Provider uses Activity Payments for the continual delivery of services to job seekers and the community

1 July 2015 onwards: Provider uses Work for the Dole Payment for all costs associated with the delivery of services and activities to eligible job seekers. This includes, but may not be limited to, purchase and leasing of equipment; training, supervisor costs; and, non-vocational needs of the job seeker. This Payment replaces the current Activity Payment and Participation Account funding

* PM&C will shortly be issuing a Notice (clause 40.2 of the RJCP Funding Agreement) informing providers of the intent to increase or decrease Participation Credits for each provider where required. This will allow for the re-distribution of Credits to ensure Structured Activities can be established across all remote regions. The Transition Guide for Provider outlines the other transition arrangements for the Participation Account. In summary, providers will be able to continue to purchase other goods and services for job seekers in accordance with the current Funding Agreement.

Tools

A suite of tools will progressively become available to assist providers in identifying and establishing Work for the Dole projects. These tools will be available via the Provider Portal (w/c 16th March 2015) and will include:

- Remote project samples
- Remote projects in a box
- Budget template for costing projects

PM&C staff will also develop for each provider an 'understanding your caseload' document which will help build projects that meet the needs of job seekers.

Attachment A: Phase 2 of transition to Work for the Dole – timeframe to commence transition by region

Tranche 1: commencing 9 March 2015 *12 RJCP regions*	Tranche 2: commencing 23 March 2015 *17 RJCP regions*	Tranche 3: commencing 13 April 2015 *31 RJCP regions*
Western Australia *Greater WA* Karratha Region (RJCP region 8) Port Hedland Region (RJCP region 9) *Kimberley* Fitzroy Valley Region (RJCP region 12) East Kimberley Region (RJCP region 15)	**Western Australia** *Greater WA* Ngaanyatjarra Lands (RJCP region 3) Mid West - West Region (RJCP region 5) Gascoyne Region (RJCP region 6) *Kimberley* Halls Creek/Tjurabalan Region (RJCP region 13)	**Western Australia** *Greater WA* Kambalda/Norseman Region (RJCP region 2) Yaaliku Region (RJCP region 4) Mid West - East Region (RJCP region 7) Western Desert Region (RJCP region 10) *Kimberley* Christmas-Cocos Islands (RJCP region 1) Kullarri Region (RJCP region 11) Derby/Gibb River (RJCP region 14)
South Australia Flinders and Far North Region (RJCP region 18)	**South Australia** N/A	**South Australia** Eyre Region (RJCP region 16) Far West Region (RJCP region 17) Anangu Pitjantjatjara Yankunytjatjara Lands (RJCP region 19)
Northern Territory *Central Australia* North West Alice Region (RJCP region 25) *Arnhem Land & Groote Eylandt* Wadeye Region (RJCP region 34) Maningrida Region (RJCP region 38) *Northern Lands and Tiwi Islands* Darwin Daly Region (RJCP region 35)	**Northern Territory** *Central Australia* Alice Springs District (RJCP region 23) North East Alice Region (RJCP region 24) South East Barkly Region (RJCP region 26) *Northern Lands and Tiwi Islands* North Barkly Region (RJCP region 28) Katherine Region (RJCP region 31) Tiwi Region (RJCP region 36) *Arnhem Land & Groote Eylandt* West Arnhem Region (RJCP region 37) Gapuwiyak-Yirrkala Region (RJCP region 41) Groote Region (RJCP region 42) *Arnhem Land & Groote Eylandt/Northern Lands and Tiwi Islands* Milingimbi/Ramingining Region (RJCP region 39)	**Northern Territory** *Central Australia* South East Alice Region South West Alice Region West Alice Region *Central Australia/ Nthn Land &Tiwi Islands* Far West Alice Region *Arnhem Land & Groote Eylandt* Galiwin'ku Region (RJCP region 40) *Arnhem Land & Groote Eylandt/Northern Lands and Tiwi Islands* Central Arnhem Region (RJCP region 33) *Northern Lands and Tiwi Islands* Gulf Region Ngukurr/Numbulwar Region Victoria River Region

Transition to WfD
TRIM ID: D15/151288

Effective Date: 18 March 2015

Tranche 1: commencing 9 March 2015 *12 RJCP regions*	Tranche 2: commencing 23 March 2015 *17 RJCP regions*	Tranche 3: commencing 13 April 2015 *31 RJCP regions*
Queensland *Gulf and North Qld* Palm Island (RJCP region 50) *Far North Qld* Cook region (RJCP region 54)	**Queensland** *South QLD* South West Region (RJCP region 45) *Far North QLD* Western Tablelands Region (RJCP region 52) Torres Strait Islands (RJCP region 59)	**Queensland** *South QLD* Central West Region (RJCP region 46) *Gulf & North QLD* Cloncurry Region (RJCP region 47) West Isa/ Alpurrurulam Region (RJCP region 48) Doomadgee Region (RJCP region 49) Wellesley Islands (RJCP region 51) *Far North QLD/Gulf & North QLD* Carpentaria Region (RJCP region 53) *Far North QLD* Kowanyama/Pormpuraaw Region (RJCP region 55) Central Cape Region (RJCP region 56) Western Cape Region (RJCP region 57)Northern Peninsula Area (RJCP region 58) Aurukun/Coen Region (RJCP region 60)
New South Wales *Western New South Wales* Upper Darling region (RJCP region 44)		**New South Wales** *Western New South Wales* Far West Region (RJCP region 43)

Transition to WfD
TRIM ID: D15/151288

Effective Date: 18 March 2015

Page **6** of **6**

FOI/2425/008

OFFICIAL

Remote Jobs and Communities Programme (RJCP)

Guidelines Handbook

Australian Government

Disclaimer

This Guideline Handbook is not a stand-alone document and does not contain the entirety of Providers' obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Version history table: Documents which are 4 pages or more in length will have a version listed below the title. This version will correspond with the amendments recorded within the Document Change history table. The changes made must be identified at the start of the document using the below table.

Version	Start Date	Effective Date	End Date	Change & Location
1.0	1 July 2015	1 July 2015	30 June 2018	Original document

Contents

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1. Introduction

1.1 About these Guidelines

On 6 December 2014, the Minister for Indigenous Affairs , Senator the Hon. Nigel Scullion, announced that the Remote Jobs and Communities Programme (RJCP) would be reformed to create an employment service that is better targeted to remote Australian communities, that provides real pathways to long term job outcomes, and puts an end to passive welfare.

The Australian Government through the Department of the Prime Minister and Cabinet (PM&C) manages the RJCP. As part of this, PM&C is responsible for funding, managing, and monitoring RJCP Funding Agreements.

This document provides programme details to support the RJCP Funding Agreement.

1.2 Using the Guidelines

These Guidelines have been produced solely as a web-based document on the Provider Portal secure site and not in hard copy. Updates will be posted on the Provider Portal secure site. The front page of the site will regularly advise of any changes and the date on which they are published.

Should you wish to print a hard copy of these Guidelines, you should regularly cross check your printed version with the online version. The online version will always take precedence over a printed version of these Guidelines.

1.3   About the Remote Jobs Communities Programme (RJCP)

The Government has announced its intention for the Remote Jobs and Communities Programme to be renamed the Community Development Programme in the future. This signals the Government's intention for the programme to reflect community aspirations whilst addressing its objectives of reducing passive welfare and getting people into work. Later iterations of the Guidelines will address this change.

RJCP assists unemployed remote job seekers to build employable skills while contributing to their community. The programme operates in remote areas across 60 regions.

Under the RJCP, Providers deliver Remote Services.

There are two key types of services that assist job seekers:

Basic Services – integrated case management and support for job seekers to find and keep a job and to meet their mutual obligation requirements;

Remote Employment Services (including establishment and conduct of Work for the Dole) –work-like activities, one or more of which, job seekers participate in five days a week. Activities reflect local employment opportunities and/or are relevant to community aspirations and meet community needs.

For the purposes of these Guidelines, Remote Services includes Basic Services and Remote Employment Services, which includes establishment and conduct of Work for the Dole.

The majority of job seekers will participate in Work for the Dole activities as they are the principal activities that will put an end to passive welfare, build employability skills, and assist job seekers to transition from welfare to work.

The term 'job seeker' in these Guidelines means an 'Eligible Job Seeker' as outlined in the RJCP Funding Agreement.

For the purposes of these Guidelines the term mutual obligation requirements includes 'Social Security Activity Test Requirements' or SS Activity Test Requirements'.

The **RJCP Code of Practice and Service Guarantee** is another relevant resource for Providers. This outlines the principles and standards that underpin the delivery of RJCP and what job seekers and communities can expect from service delivery by RJCP providers.

2. Basic Services

2.1 Overview

Providers are required to deliver Basic Services to all job seekers. This includes providing integrated case management and support to assist job seekers to find and keep a job, and meet their mutual obligation requirements. It also includes other suitable activities (refer 3.3 *Criteria for Participation in Work for the Dole and Special Circumstances*).

In RAC1 of the RJCP Funding Agreement job seeker mutual obligations are included in the definition of "Social Security Activity Test Requirements".

2.2 Delivery

As part of Basic Services, Providers must prepare and maintain Job Plans. Providers must support job seekers to meet the requirements outlined in their Job Plan and to help job seekers into paid work.

Providers must also deliver the following employment assistance to job seekers:

- help in searching and applying for jobs, including: providing reasonable access to JobSearch facilities, creating online resumes, and support preparing for interviews;
- providing on-the-job training, Mentoring, or Post-placement Support.

Providers are encouraged to link with non-government organisations that have existing resources, social capital, and expertise in delivering these services.

It is important that Providers maintain a minimum of monthly contact with job seekers. This includes maintaining referral and registration services, undertaking initial interviews, assessments and ongoing contact with their job seekers. It also includes managing the exit of job seekers from RJCP.

Active job seeker compliance monitoring and reporting is also central to Basic Services.

For further information about job seeker compliance refer to the *Job Seeker Compliance Framework User Guide* and *Job Plan User Guide.*

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Case Study – Basic Services

Jess attends her initial interview with her Provider who conducts an assessment (JSCI) to determine her barriers to employment, to get a better understanding of her current interests, and to ascertain her level of skills and education. She is assessed as requiring Basic Services because she is 51 and is receiving income through mining royalties.

In her initial interview, the Provider works with Jess to identify the types of jobs she would like to find and they put together her Job Plan. As Jess would like a role working with her local community, the Provider enrols her in a course to obtain her First Aid Certificate.

While Jess completes her training she works with the Provider to look for job vacancies. The Provider finds a role as a Community Care officer working with the local regional council. She is given assistance to update her resume and to write a job application. Jess is successful in gaining an interview and with the help of her Provider does research about the role and practices mock interview questions to prepare for the interview.

Jess gets the job and loves working in her new role. Whenever she has a question (for example when she was unsure about what to wear on her first day of work) she feels happy knowing she can always ask her Provider if she feels stuck. After Jess has been in her new job for 13 weeks the Provider receives an Employment Outcome Payment of $2,250. After an additional 13 weeks – once Jess has been in her new community care role for a total of 26 weeks – the Provider receives an additional $5,250.

Over at least 26 weeks the Provider offers Post-placement Support to Jess when she needs it to make sure she is able to address training and cultural barriers. The Provider receives a Basic Service payment during this 26 week period.

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2.3   Eligibility

All job seekers on a Provider's caseload are Eligible Job Seekers for Basic Services. Broadly, if an individual is on Income Support and resides in remote Australia they will be eligible for RJCP.

The eligibility of a job seeker is generally determined by the Department of Human Services (DHS), before they are referred to a Provider. However, Providers can also directly register individuals as long as this occurs within four weeks of starting, and, if appropriate, the individual has been referred to DHS to determine whether the job seeker is eligible for an Income Support Payment.

From 1 July 2015, many job seekers will be eligible to undertake Work for the Dole activities. For further information on Work for the Dole activities refer to *Chapter 3 – Remote Employment Services (Including Establishment and Conduct of Work for the Dole)*.

Job seekers who are not required to do Work for the Dole activities will receive only Basic Services, unless they agree to do Work for the Dole activities.

Work for the Dole activities offer all job seekers valuable work-like skills while contributing to community, so participating in Work for the Dole should be encouraged.

Additional services must be offered for vulnerable job seekers or job seekers with a disability consistent with the General Terms and Conditions of the Funding Agreement – see *Chapter 6 – Participation in the RJCP*.

For further information on Income Support eligibility please contact the Department of Human Services.

Supporting people who are not eligible for income support

Providers can provide Basic Services and Remote Employment Services (Work for the Dole activities) to individuals who are not Eligible Job Seekers (known as 'RJCP Ineligible Participants' under the RJCP Funding Agreement).

Where the Ineligible Job Seeker wants to participate in Services or activities, the Provider should speak with the PM&C Regional Manager. This includes seeking approval for funding to deliver services.

There may be instances where the Provider will receive payment for the provision of Basic Services or Work for the Dole activities to RJCP Ineligible Participants. At the time of any approval, PM&C will notify the relevant Provider about the details for providing Services to RJCP Ineligible Participants (and this notice will expressly authorise those details for the purposes of this Guideline).

3. Remote Employment Services (Including Establishment and Conduct of Work for the Dole)

3.1 Overview

Providers are required to establish and conduct Work for the Dole activities and place the following job seekers in those activities:

- All job seekers who meet the criteria for participation in Work for the Dole, which are specified in section 3.3 below; and
- Any other job seeker who chooses to participate in Work for the Dole.

Work for the Dole activities should be work-like reflecting local employment opportunities or be relevant to community aspirations and meet community needs.

It is important that Work for the Dole activities are safe and, where applicable, allow job seekers to fulfil their mutual obligations (in RAC1 of the RJCP Funding Agreement, these mutual obligations are included in the definition of "Social Security Activity Test Requirements").

3.2 Delivery

Providers should deliver a mix of Work for the Dole activities that:

- Establish a daily work-like routine for the job seeker, five days a week (Monday to Friday); and
- Are guided by a Supervisor.

Job seekers can be placed in one or more Work for the Dole activities, which should:

- Develop and enhance their ability to work independently;
- Improve or enhance communication skills, motivation, and dependability; and
- Where possible, provide the job seeker with experience working as part of a team.

PM&C Account Managers are available to support Providers to work with communities and job seekers to establish meaningful and engaging activities.

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Case Study – Work for the Dole

Justin is an eligible Work for the Dole job seeker with full participation requirements (25 hours a week). To receive his income support payments, Justin must show he is actively looking for work and participating in activities that will help him get into employment. These requirements, known as mutual obligation requirements, are outlined in Justin's Job Plan.

Justin is placed in a local roads construction activity hosted with the local council Monday to Friday for four hours a day. The Host Supervisor records that Justin has attended. Once he finishes up with the council each day Justin also spends one hour participating in a group project run by his RJCP Provider that focuses on building language, literacy and numeracy skills.

This project supports Justin's ability to undertake his local roads construction activity and improves Johnny's employability. The Provider records Justin's attendance. In addition to his 25 hours a week in Work for the Dole, Justin also attends regular Provider appointments, and goes into his Provider's office two days a week to look for a job as agreed in his Job Plan.

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Work for the Dole Activities

Over time, a Work for the Dole activity should build a set of skills and experience for the job seeker that provides them with a pathway to real employment.

Work for the Dole activities should be designed to meet the aspirations, capacity and needs of individuals, and wherever possible, communities. Activities should also generate outcomes to benefit the community, like stronger school attendance and improved community safety.

All Work for the Dole activities should be work-like in that they reflect the typical daily work routines and expectation that one would expect to see in any workplace in Australia. This could include set starting times, a reasonable number of hours of activity each day, lunch breaks, meeting with and reporting to Supervisors each day and clear tasks and responsibilities. All Work for the Dole activities should be delivered across a five day, Monday to Friday, working week.

A Work for the Dole activity can include a job seeker taking up non-vocational and vocational training if it is a necessary or critical component of the Work for the Dole activity or a prerequisite for a job.

Work for the Dole activities cannot:

- Generate income without the written approval of the PM&C Regional Manager (see chapter 4 for additional information on *Activity Generated Income*);
- Compete unfairly with existing organisations or businesses;
- Replace or reduce the hours of paid employment in local jobs;
- Include training for training sake, where the training provided is not linked to the activity or a job; or
- Involve the job seeker working with, or assisting in any way, an organisation that is owned or controlled by the job seeker (unless agreed by PM&C).

Providers must not deliver activities that do not comply with all laws, including those relating to workplace health and safety requirements and applicable Commonwealth policies, or activities that could reasonably be expected to bring a Work for the Dole job seeker, the Provider or the Australian Government into disrepute.

The **Remote Projects in a Box** is a suite of resources that can assist Providers to establish or expand current activities to become Work for the Dole activities. The resources help Providers design and develop activities. Each box focuses on a category of work-like experiences designed to build a job seeker's skills and employability. The resources are primarily intended as a guide and activities can be varied and tailored to local circumstances and the needs of job seekers.

For further guidance on the kinds of activities that might be delivered, see *Remote Projects in a Box* on the Provider Portal secure site.

Work for the Dole activities that support communities

Examples of activities that support school attendance:
- *Helping out in the school canteen.*
- *Supporting children with language and culture.*
- *Running school holiday or after school activities.*

Examples of activities that support community safety:
- *Maintaining community meeting places.*
- *Women's and men's groups and shelters.*
- *Animal control.*
- *Community clean up.*

Examples of activities that support culture:
- *Cultural heritage preservation e.g. cultural site.*
- *Language preservation.*

Examples of activities that support healthy living:
- *Health and nutrition classes.*
- *Assistance for the elderly.*
- *Assistance with proof of identity documents for community members.*

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Case Study – School and Work for the Dole

There is a need to get more kids in schools. Going to school and being at school every day gives every child the best chance for a good start in life.

Getting children to school is important for stronger communities.

Delivering appropriate activities in and around schools will support school engagement and attendance by kids in the community whilst assisting job seekers to gain a variety of skills and work-like experiences that could provide them with future employment prospects in the school and related sectors. Because job seekers will be at school, in regular routines, making the school a better place to be, job seekers are also promoting and encouraging parents, kids and the community to support school attendance. Duties could include:

- *A breakfast and lunch program within the school grounds to ensure children get nutritious food, do not arrive hungry or leave school grounds at lunchtime.*
- *Reading to kids, listening to reading, assisting with cultural activities and keeping the library functional.*
- *Providing aid during school outings, excursions and other activities.*
- *Organising, promoting and providing posters and other media for school attendance across the Region.*
- *Developing and producing a weekly Regional school/community radio programme and newsletter.*
- *Small building, maintenance and beautification projects.*
- *Cultural preservation activities (for example participating in cultural excursions or skills classes for school-aged children).*
- *For job seekers who are also parents of children at the school, they may also volunteer to get their kids to school as part of their participation requirements.*

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Setting Up and Managing Work for the Dole Activities

Providers should give consideration to the Guidelines and consult with communities when establishing Work for the Dole activities.

Activities must enable job seekers to meet their mutual obligations outlined in their Job Plan and provide a daily routine and work-like experience. Providers must place job seekers in activities and monitor and support them to attend.

Activities can be established by Providers or under Host arrangements within the Region. Hosts can include employers, all government organisations (Commonwealth, state or territory and local government levels) and non-government organisations.

Developing Training as a Work for the Dole Activity

Providers can include accredited and non-accredited, non-vocational and vocational training as part of a Work for the Dole activity.

Any training provided as a Work for the Dole activity must allow or assist the job seeker to participate in a Work for the Dole activity or directly meet the needs of an employer.

Examples of Work for the Dole Activity Training	
Foundation and Basic Work Skills (Pre-Vocational Training)	Vocational Training that must directly meet the needs of an Employer
• English, language, literacy and numeracy • Driver's licence • Personal, health and household management • Occupational health and safety	• Environmental and land management • Administration and bookkeeping • Computing and information technology • Child care • Social work and counselling • Construction • Health and education • Hospitality and tourism • Retail and business management • Pre-apprenticeships training linked to the needs of an employer • Local government services

Case Study – Training and Work for the Dole Activities

Rick is engaged in a Work for the Dole activity up to 25 hours per week with the local ranger programme. Rick needs a driver's licence to be able to fully participate, as well as activity specific training from time to time. Because Rick's training forms part of the ranger activity he attends a driver instruction course, and a weed control course to make up his 25 hours for the first few weeks of the activity. The Provider has structured these activities in a way that ensures Rick has a work-like daily routine, five hours each day on Monday to Friday.

3.3   Criteria for Participation in Work for the Dole and Special Circumstances

To be required to do Work for the Dole, job seekers must meet all of the following criteria:

- Be 18-49 years of age;
- Receive the full rate of Income Support;
- Not be exempt from mutual obligation requirements; and
- Not have an illness, injury or disability that would be aggravated by the work conditions.

Work for the Dole activities are the principal activities that will build employable skills, and assist job seekers to transition from welfare to work. Other job seekers, such as those with Partial Capacity to

Work or Principal Carer Parents, can choose to participate in Work for the Dole. They should be encouraged to do so where safe and appropriate to an individual's needs.

To fulfil their mutual obligation, job seekers can attend one or more Work for the Dole activities, five days a week up to 25 hours, depending on their assessed capacity to work.

They may participate alongside other job seekers:

- Who meet the above criteria for participation in Work for the Dole activities; and/or
- Who choose to participate in Work for the Dole activities.

Approved Programme of Work Supplement for Job Seekers

Job seekers participating in Work for the Dole are paid a supplement of $20.80 per fortnight to assist them to meet the additional costs of participation. The supplement is taxable, but is exempt from the income test.

The supplement is not paid on a pro-rata basis. The full payment is made for the fortnights in which the activity begins and ends, regardless of the actual number of participation hours completed in those fortnights. If a job seeker ends participation in Work for the Dole without good reason, the supplement will cease to be paid from the next payday.

Work for the Dole Activity Scheduling

Providers should deliver a mix of activities that set a daily routine for job seekers across a five day, Monday to Friday week. However, there are some special circumstances where a Work for the Dole activity which may add value to community or increase a job seeker's employability, cannot practically be run over a five day period. Some examples include intensive cattle mustering activity or a community arts festival.

Providers should submit a proposal to PM&C seeking approval for the job seeker to meet their 25 hour Work for the Dole requirement over a shorter period (for example, three longer days). The proposal should not involve a subsequent long period of inactivity for job seekers. The proposal should include:

- ✓ The hours the project will run and the number of days per week
- ✓ Reasons why the Work for the Dole activity cannot be conducted in normal working hours and why the proposed times are necessary
- ✓ How the project enables a job seeker to meet their continuous participation requirements while they build skills and develop work-like behaviours
- ✓ How the project contributes to an employment pathway for the job seeker
- ✓ Any additional risks to health and safety imposed from working longer hours or outside normal business hours and how these risks have been considered and mitigated
- ✓ Evidence the activity meets State and Federal legislative and occupational health and safety requirements, such as appropriate breaks and meal times
- ✓ Supervisory arrangements, especially outside of business hours
- ✓ Arrangements to ensure that the project does not impact on other priorities like school attendance or community safety

Once this activity is approved by PM&C, job seekers undertaking the activity are able to meet their participation requirements for a fortnight (up to 50 hours) flexibly within the fortnight. For example,

if a job seeker is undertaking a mustering activity, they may do 15 hours in the first week and the remaining 35 hours in the second week.

Where there is a clear need, a Provider may seek the approval of PM&C for the majority of a job seeker's 25 hour a week Work for the Dole requirement to be performed in a support service, such as drug and alcohol rehabilitation, or counselling for the job seeker. In these situations, the Provider will be required to monitor and confirm attendance in the support service.

Under 18 and Over 49

Providers are required to deliver Basic Services to all job seekers, including to job seekers who are ineligible to participate in Work for the Dole activities. Early School Leavers (ESLs) aged 16 and 17 years old are ineligible to participate in Work for the Dole activities. Where appropriate, Providers should encourage ESLs to go back to school or participate in vocational education and training. Paid work is also a suitable activity for an ESL. Providers will receive a Basic Services payment for all job seekers aged 16 and 17 on their caseload.

Job seekers over 49 years of age are not required to participate in Work for the Dole activities. They must be provided with Basic Services, unless they choose to participate in Work for the Dole activities. Job seekers over the age of 49 years may also choose to participate in other suitable activities that do not require supervision. Providers must ensure all job seekers are provided support to identify appropriate activities for them meet individual mutual obligation requirements.

For a summary of the Participation Requirements for all cohorts of RJCP Job Seekers, refer to the table below.

Job Seekers with a Partial Capacity to Work

Some job seekers may have vocational or non-vocational issues that prevent them from participating at a higher capacity and may be assessed as having Partial Capacity to Work (PCW) or a Temporary Reduced Work Capacity (TRWC). Limitations will generally be identified by an Employment Services Assessment (ESAt). Where there is no ESAt, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.

The Provider must review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.

Principal Carer Parents

Principal Carer Parents (PCPs) also have part-time Mutual Obligations Requirements once the youngest child in their care turns six years of age. Providers must consider a PCP's family and caring responsibilities, including the availability of child care, when creating their Job Plan.

PCPs do not have Mutual Obligations Requirements during the fortnight of the Christmas Public Holidays. PCPs must continue to meet their Mutual Obligations Requirements at all other times and during school holidays. However Providers must considers whether the PCP can access appropriate care and supervision for their child during this time.

If the PCP is required to undertake an activity but is unable to obtain suitable child care they will have a Valid or Reasonable Excuse to not undertake that activity. For more information on mutual obligations requirements and exemptions for parents please refer to the *Guide to Social Security Law*.

Summary of Participation Requirements for RJCP Job Seeker Cohorts				
All RJCP Eligible Job Seekers must be provided Basic Services as a minimum level of service				
Under 18 years old	18 -49 years old eligible for Work for the Dole	18 -49 years old ineligible for Work for the Dole	49 -59 years old	60 years and over
• Monthly appointments. • Looking for a job as agreed with the Provider. • They are not able to participate in Work for the Dole activities on a compulsory or voluntary basis. • They may undertake suitable Community Participation Activities, as appropriate. • They may participate in full-time education or training or part-time education or training in combination with other suitable activities* for at least 25 hours per week until they attain Year 12 or an equivalent qualification.	• Monthly appointments. • Looking for a job as agreed with the Provider. • 25 hours per week in Work for the Dole activities, or up to their assessed capacity.	• Monthly appointments. • Looking for a job as agreed with the Provider. • May choose to participate in Work for the Dole activities, up to their assessed capacity. • May undertake other suitable activities*, as appropriate.	• Monthly appointments. • Looking for a job as agreed with the Provider. • May choose to participate in Work for the Dole activities, up to their assessed capacity. • They may undertake other suitable activities*, as appropriate.	• Job seekers aged 60 years and over do not have participation requirements, but may choose to participate in Work for the Dole activities or other suitable activities*.
• Principle Carer Parents (PCPs) should participate in activities of around 20 hours per fortnight (and as appropriate, JobSearch). There may only be one PCP per family. • Job Seekers with a Partial Capacity to Work (PCW) of at least 15 hours per week or Temporary Reduced Work Capacity of at least 15 hours per week should participate in activities of around 20 hours per fortnight or up to their assessed capacity (and as appropriate, JobSearch).				

*Examples of suitable activities could include: LLN; driver's license training; Ranger Programme; Green Army; white card (construction); blue card (working with children); cultural activities such as attending ceremony and community meetings; and PCYC (Police-Citizens Youth Welfare Association).

Time off or breaks in Work for the Dole Activities

In most cases, job seekers receiving income support payments have mutual obligation requirements where they must show that they are actively looking for work and are participating in a range of activities that will help them into employment. Work for the Dole activities are the principle activity that offer all job seekers valuable work-like skills while contributing to community and should be offered all year round in RJCP.

There will be times when a job seeker will be permitted to have a break (or time off) from participating in a Work for the Dole activity. In this case, Providers must update the job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their mutual obligation requirements.

The job seeker will need to continue to undertake a combination of activities (through the provision of Basic Services by their Provider) to meet their mutual obligation requirements. These may include attending Provider appointments or looking for a job.

Providers should consider the individual personal circumstance of a job seeker before the Provider agrees to offer other activities for the job seeker, for a set period.   This may be necessary where the individual has caring responsibilities during school holidays or during normal business shut-down periods and public holidays, for example over Christmas or Easter.

There may also be instances where the Provider determines that the job seeker's personal situation should be referred to Department of Human Services for a review of their mutual obligations.

This 'time off' from Work for the Dole activities should not exceed six weeks over a 12 month period without approval from PM&C. Providers should carefully consider a job seekers' circumstances when agreeing to 'time off'. This includes looking at a number of elements, the job seeker's assessed capacity to work, age, skills and experience, the length of travel required to undertake requirements, family and caring responsibilities, cultural factors, vulnerabilities, history of complying with the participation requirements.

At the end of the permitted 'time off', the job seeker's Job Plan must be revised to again include the job seeker's requirement to participate in Work for the Dole.

Further guidance on helping job seekers meet their mutual obligation requirements can be found in the 'Mutual Obligation Requirements User Guide'.

In these circumstances, the Provider will be required to deliver Basic Services during the period of the 'time off' and will receive the Basic Payment until the job seeker returns to participating in Work for the Dole.

Cultural Business

There are times in some remote communities where job seekers will need a break in activities to participate in Indigenous cultural business. Indigenous cultural business relates to the cultural practices of Indigenous Australians.

Cultural business is an allowable break from meeting their mutual obligation requirements for income support recipients under the Social Security Act. The guidance available under Social Security legislation recommends that generally, a job seeker can have a short initial period, for example, two weeks break.

Initially, Providers are required to verify individual job seeker's engagement in Indigenous cultural business and report these instances to the Department of Human Services. Where the break required is longer the PM&C Regional Manager should be formally notified. They should also be notified where these arrangements are in place in a community and a high number of job seekers are involved in these arrangements.

Only the Department of Human Services can approve an exemption from mutual obligation requirements for job seekers. PM&C staff will be available to assist you to engage with the Department of Human Services about cultural business and allowable breaks. Providers should sensitively work with cultural leaders and communities to determine the length of time that may be required for Indigenous cultural business and the impact of this on the RJCP programme delivery in community and a job seeker's ability to continue to develop their work skills and look for work.

It is recommended that this consultation considers carefully the requirements of local and cultural protocols balanced with priorities of jobs, participating in mutual obligation, school attendance, and community safety and well-being.

PM&C will support Providers to work with cultural leaders and with local advisory groups, such as Indigenous Advisory Councils where established, to develop community agreed rules on how cultural business will be accommodated into the programme requirements. PM&C Regional Manager should be formally consulted prior to formalising these community level arrangements for cultural leave.

Further information on Cultural Business and other exemptions in special circumstances (e.g. caring responsibilities) can be found at http://guides.dss.gov.au/guide-social-security-law/3/2/11/40.

3.4   Supervision

In all Work for the Dole activities a Provider must ensure that supervision is appropriate, adequate, and consistent with the General Terms and Conditions of the Funding Agreement.

Where Vulnerable People are involved a Provider must ensure that supervision is continuous. That is, the job seeker must be in the line of sight of the Supervisor at all times.

Workplace health and safety requirements apply for all Work for the Dole activities. It is also important that Providers consider appropriate levels of skill/knowledge when engaging Supervisors, for example assisting them to obtain first aid certification if required.

The individual needs of job seekers are to be considered, such as the needs of Aboriginal or Torres Strait Islander persons, principal carers, persons with a disability, or people from a cultural or linguistically diverse background.

Providers should ensure that appropriate training is available for nominated Supervisors and the necessary checks are undertaken (including police checks and, where relevant, working with children or Vulnerable People checks).

Supervisors are considered employees/or subcontractors of the Provider and National Employment Standards (NES) awards apply.

Providers must ensure that Supervisor absences do not disrupt or adversely affect the delivery of Work for the Dole activities.

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Supervisors play a critical role in supporting the Provider to monitor and actively manage job seeker attendance. It is important that Supervisors undertake daily assessment of attendance and support the Providers to monitor and report on job seeker compliance.

Special circumstances apply to supervision arrangements for small communities with fewer than 10 job seekers (e.g. outstations and homelands).

3.5   Small communities with fewer than ten Job Seekers

It is recognised that special consideration is required for Providers servicing communities, outstations, and homelands where a very small number (fewer than 10 job seekers) may reside and where the dispersed or isolated nature of the Region means that ongoing monitoring of daily attendance is impractical.

In these circumstances, where there are fewer than 10 job seekers in a community or homeland, Providers may seek from PM&C approval to deliver Work for the Dole in alternative ways that provide a benefit to the individuals and the community or homeland, including through projects that are self-managed by job seekers.

In these circumstances a Provider should submit a proposal to PM&C for consideration. Proposals will be considered on a case by case basis.

The proposal should clearly outline the Work for the Dole activity, the timeframes, milestones, outcomes and how the proposal will provide a sufficient level of activity for job seekers to meet their mutual obligation requirements over a determined period. The proposal should also outline the costs of the project and the level of investment that will be made to the homeland or community.

If PM&C approves the Work for the Dole activity, the Provider is paid Work for the Dole payments for job seekers undertaking the activity to cover the cost of set up and supplies as long as they inspect the Work for the Dole activity regularly (no less than monthly) and are able to confirm that work has occurred and that job seekers have been engaged in the activities. If Providers are concerned about their ability to service small communities with fewer than ten job seekers they can speak further with their local PM&C Regional Manager.

> ## *Example – Small communities with less than ten jobseekers*
>
> *A Provider would like to deliver a Work for the Dole activity that involves building an outdoor community meeting area and cooking facilities in the homeland. The Provider would need to demonstrate how the Work for the Dole activity would provide job seekers with work-like skills and benefit the community. They would need to outline the tools and other building supplies required, and timeframes and milestones for the completion of the activity and how this meets the job seekers mutual obligation requirements.*
>
> *If there are 10 job seekers on the homeland, the Provider will need to demonstrate that an appropriate and reasonable amount of the Work for the Dole funding will be invested in materials and resources. The Provider will also need to demonstrate that the project offers sufficient hours of work to meet the job seekers mutual obligations. If each of the 10 job seekers had mutual obligations of 15 hours per week, the project should offer 150 man hours of activity each week.*
>
> *As supervision will not be provided on a daily basis, the Provider will need to set project milestones that can be measured on visits to the homeland. These visits must occur regularly, no less than once a month. During these visits the Supervisor should assess completion against milestones, job seeker safety, and ensure the ongoing appropriateness of the project. Providers are responsible for the costs of providing supervision and Basic Services to the community and will need to allocate resources from their Work for the Dole payment ($12,450) to cover this.*

4. Activity Generated Income

4.1 Overview

In principle, income from activities should not be retained by Providers, who are funded by the Government to deliver job seeker activities.

However, recognising that providers currently have a mix of existing arrangements and models in place, existing activities that generate income can be retained (be grandfathered) until 1 January 2016.

During this six month grandfathering period, PM&C will consult with providers and communities on the best way to manage activity generated income. During this period, activities that generate income can only be established, with the approval of the PM&C Regional Manager, if a fair market price is charged by the provider for the goods and services produced. Providers can, with PM&C approval charge less than the market prices, if markets are too small or incomes too low to support a sustainable business.

Where possible, income generating activities should be converted into businesses.

4.2 How Activity-Generated Income can be used

Existing activities that generate income can remain in place until 1 January 2016. During this 6 month period, Providers should start talking to jobseekers and the community about how this income could be used, or begin converting the activity into a related entity business.

PM&C may approve a transitional period that is longer than six months, for example if more time is needed to work out whether to establish a related entity business.

Over the six months transitional period, PM&C will consult with providers and communities on the best arrangements for activity generated income. In principle, activity-generated income should not be retained by Providers, who are already paid by the Government to deliver activities. Instead, job seekers participating in the activity should be given a say in how income generated from their activity is used. This will ensure that jobseekers and their communities can benefit from their economic activity.

For example, job seekers could choose to:
- Pay themselves for their efforts, immediately or over a longer time period.
- Share income with other jobseekers.

- Put the money into facilities or infrastructure for the community such as play equipment for children.
- Use the money to improve the activity.

Jobseekers may decide to put the money back into an activity so that they can produce better goods and services for themselves and their communities.

For example:
- A catering activity could provide meals for jobseekers for a small fee. Jobseekers could agree that the Provider will use this money to cover the cost of ingredients.
- Money from selling art can be used to purchase high quality art materials and retailing their work to the public.

4.3   Establishing Activities that Generate Income

Over the next 6 months, Providers must obtain the prior written approval of the PM&C Regional Manager before establishing a new activity that will generate income.

New activities that generate income will be approved by PM&C where providers charge a fair market price for goods and services. The fair market price is the price charged by other organisations or businesses in the local community for similar goods or services. This ensures that the activity does not compete unfairly with existing businesses.

PM&C will also approve activity generated goods and services being sold at or below cost-price where markets are too small or incomes are too low to be able to support sustainable businesses.

Examples – Activities that generate income:

- An activity provides curtains for families in the community for a small fee that covers some of the costs of materials. Although curtains can be purchased in town, the families that receive the curtains do not have the money to buy them.
- A catering activity makes healthy lunches for Work for the Dole participants. The Provider charges a small amount to cover the costs of ingredients. Jobseekers can get meals from local food carts but these do not sell healthy food. There are shops in town that sell healthy food but they charge prices that are unaffordable for jobseekers.
- A mowing activity helps elderly people. Although there is a gardening business in town, the elderly people cannot afford to hire them to do the job.

4.4   Converting Activities into Businesses or Social Enterprises

Providers are encouraged to convert activities that can generate significant income into sustainable businesses or social enterprises that are separate from the Provider's employment services business. These enterprises will create real jobs and have flow on benefits for economic development. Businesses that are separate from a Provider's employment services business can:
- provide real jobs
- host jobseekers
- compete with other businesses
- generate profits for the owners or reinvestment in the community.

Providers may be eligible for support under the Indigenous Advancement Strategy for these enterprises.

Up to $25 million per year has been allocated to assist Indigenous businesses access start-up funding, and for business support and mentoring.

Providers may also seek agreement from their PM&C Regional Manager for a higher number of hosted jobseekers for a period of up to two years as they are establishing the separate business (see chapter five on hosted placements).

Case Study – Turning a landscaping activity into a business

Provider X has established a landscaping activity. The Provider has used their RJCP funding to buy the necessary materials and equipment and Participants have become skilled at landscaping activities.

The local shire and several private businesses want to contract the Provider for landscaping services, including graffiti removal, minor building, beautification, gardening, lawn care and weed management.

The Provider realises that the activity could generate enough income to become a sustainable business that provides a number of real jobs and quality hosted placements for jobseekers.

The Provider receives a grant from PM&C and a loan from IBA to cover the costs of establishing the new business, including setting up business systems and leasing more equipment.

As part of the package of business support, PM&C agree that initially the Provider's new business will have 10 hosted-placements in addition to two staff who will supervise the jobseekers. In six months' time, the number of Hosted Placements will go down to five and business is expected to employ two more ongoing staff to work on paid contracts.

After two years, Desert Landscapes employs five permanent staff and regularly hosts up to two jobseekers.

In addition, the Provider contracts Dessert Landscapes to run a hosted activity for 10 jobseekers during the dry season to undertake unpaid beautification activities in remote communities. In the past, this activity would have been managed by the Provider directly.

5. Hosted Placements

5.1 Overview

Providers can arrange for Host Organisations to deliver Work for the Dole activities that provide Hosted Placements for jobseekers.

Providers can arrange for Host Organisations to deliver activities similar to those that they would run themselves. Providers can also arrange for jobseekers to be hosted by local employers in real workplaces.

A Hosted Placement in a real work environment can be an important step in a job seeker's transition from unemployment to a paid job. Experience in a real workplace can:

- Boost a job seeker's employability.
- Introduce long-term job seekers to work place norms.
- Improve a job seeker's self-esteem.
- Encourage job seekers to aspire to paid employment rather than rely on welfare.

Providers are encouraged to arrange Hosted Placements in as many local businesses, not-for-profit and government agencies as they can.

While any job seeker is eligible to participate, workplace Hosted Placements are likely to be more appropriate for job seekers with a higher work capacity and capability.

For further information on how to promote RJCP to potential Host Organisations and job seekers refer to *Chapter 11 – Marketing and Promotion*.

5.2 Delivery

Host Organisations can be not–for –profit organisations, businesses, entities related to the Provider, or Commonwealth, state, territory or local government agencies. Host Organisations can also be located in non-remote areas.

Providers must enter into contractual arrangements with the Host Organisation to define the hosting arrangements, including the number and duration of placements, supervision of the job seeker and reporting attendance to DHS.

An organisation that hosts an activity is likely to incur costs, for example costs for materials and supervision. Employers may also incur additional supervision costs when hosting job seekers. Host Organisations and Providers will be able to negotiate a payment to cover these costs.

Payments for delivering a hosted activity should be around half of the payments that would normally be received by the Provider. However, payments may be negotiated between the Provider and the Host Organisation depending on the reasonable costs incurred by the Host Organisation including:

- Size and type of Host Organisation
- Hours per week
- Supervision requirements (including appropriate reporting of attendance to the Provider)
- Additional mentoring support requirements
- Complexity of the activity and therefore training or skills development or required materials and equipment.

Case Study – Hosted Placements in a mowing business

A provider has an opportunity to win a contract from the local council to mow lawns in a community. The provider cannot get jobseekers to do this work as a part of a Work for the Dole activity because the provider wishes to retain any income generated.

The Provider sets up a related entity to do mowing and cleaning work for a local council. The company has 2 full-time employees and an agreement with the provider to host 2 jobseekers for 5 hours, 2 days per week for 6 months. The Provider hopes that the company can win more business and convert the jobseekers to employees at the end of their placement.

The Provider pays the company $1,000 per job seeker to cover the additional costs of supervising and training the job seeker during their 6 month placement.

Case Study – Men's Shed hosted activity

An organisation runs a men's shed, which is normally staffed by volunteers.

The Provider approaches the organisation to run a Work for the Dole activity on its behalf using the men's shed tools and facilities. The organisation enters into a contract with the provider to run an ongoing Work for the Dole activity for 15 jobseekers for 5 hours per day, five days per week.

The organisation hires a supervisor to teach the job seekers carpentry skills. The provider pays the organisation $6,000 per annum per job seeker to run this activity.

5.3   Hosted Placements in workplaces

An employer, including a business and government agencies, can advertise for and select job seekers for Hosted Placements within certain limits. Employers can also negotiate with their local RJCP Provider to source suitable job seekers.

Where a jobseeker is hosted in a real workplace, the following limits will apply:

- Host Organisations with up to 10 employees can offer up to two Hosted Placements.
- Host Organisations with 11 to 20 employees can offer one Hosted Placement for every five ongoing employees.
- Larger Host Organisations, including Commonwealth, State, Territory and local governments, with 20 or more employees can have four Hosted Placements plus one additional placement for every 10 ongoing employees over 20 employees. For example, an organisation with 32 staff can offer 5 Hosted Placements.

Limits will apply wherever job seekers are hosted in real workplaces, regardless of whether the Host Organisation is a business, not-for-profit –organisation or government organisation.

These limitations reduce the risk that workplace Hosted Placements displace real jobs. They will also ensure that job seekers are well supervised and surrounded by peers and colleagues as they would be in a normal workplace.

Host employers must ensure that jobseekers are working within a reasonable ratio of jobseekers to employees at all times. Large organisations are not permitted to group jobseekers into large teams that have low ratios of employees to job seekers.

Providers can have workplace Hosted Placements within a related entity but these will be subject to the same limits as other Host Organisations, as outlined in this section.

The PM&C Regional Manager will consider and approve higher numbers of Hosted Placements in a workplace (including higher ratios of job seekers to paid employees in any work team or workplace task) on a case-by-case basis, generally for temporary periods, taking into account the following criteria:

- Placements do not displace real jobs
- There is evidence of increased employability – for example, some earlier placements have been converted to real jobs in the business or elsewhere
- Whether the enterprise is a new remote enterprise and receives support from the Government's $25 million package (see supporting new remote enterprises)

These criteria are explained in more detail below.

Protecting real jobs

PM&C will be cautious when approving additional Hosted Placements in real workplaces. Real jobs need to be protected in all workplaces, both not-for-profit organisations and other enterprises.

PM&C will approve additional workplace Hosted Placements where these are unlikely to displace real jobs. For example where:

- A community organisation may wish to provide healthy food for elderly residents who would not otherwise pay for this service;
- A local council may wish to plant trees along roads but government funding has not been available for this project; or
- A landscape business may volunteer to create a recreational area for young people, using job seekers as labour and materials that they donate.

Increasing employability

Hosted Placements in real workplaces may be offered for up to six months initially. PM&C may agree to extend workplace Hosted placements for a further period, where, for example:

- The job seeker is engaged on a project that is expected to last longer than six months and there is value to the job seeker in being able to see a project through to its completion; or
- There are plans in place for the job seeker to begin seasonal work within six weeks of their workplace Hosted Placement ending. It would be less disruptive and beneficial for the job seeker to remain in the workplace Hosted Placement for the additional six weeks.

Providers should encourage government agencies or businesses with more than 50 employees to offer employment to job seekers at the end of their six month workplace Hosted Placement.

Where large employers (those with greater than 50 employees) fail to convert workplace Hosted Placements to real jobs at the end of their six months, PM&C will review and consider whether that business should continue to access Hosted Placements in the future.

Underperforming job seekers must be given a fair and early opportunity to remedy any performance issues that impact on their ability to secure permanent employment with the host employer at the end of the placement.

Providers should also encourage host employers with fewer than 50 employees to offer employment to at least some job seekers at the end of their six month workplace Hosted Placement. However, these employers will not be prevented from offering additional Hosted Placements.

To facilitate the conversion of workplace Hosted Placements into real jobs, employers can be paid a $7,500 Employer Incentive Funding amount if they employ and retain job seekers for 26 weeks (See Chapter 6.3 for additional information on *Employer Incentive Funding*).

Supporting new remote enterprises

The Government has allocated $25 million per year to support the development and expansion of remote organisations. As part of the package of support, PM&C may agree to a temporary increase in the number of workplace Hosted Placements for the first two years following a new organisation being established. To ensure organisations become sustainable and are not dependent on Hosted Placements, numbers of workplace Hosted Placements will revert to normal levels after this time.

6. Working with Employers and Employment Outcomes

6.1 Overview

A key objective of the RJCP is helping job seekers to achieve ongoing employment. To achieve this, Providers should:

- Build strong links with employers to identify ongoing job opportunities, training and work experience pathways to get job seekers into employment;
- Regularly assess the suitability of job seekers on their caseload for job opportunities with employers; and
- Support job seekers as they move into employment by providing Basic Services.

From 1 July 2015, Providers will receive Employment Outcome Payments for placing and retaining a job seeker in employment for 13 weeks and 26 weeks.

6.2 Employment Outcome Payments

Employment Outcome Payments are made to Providers to encourage them to support job seekers into employment and ensure they stay in employment.

Providers can claim an Employment Outcome where a job seeker has achieved:

- 13 weeks of employment
- 26 weeks of employment (i.e. a further 13 weeks of employment after the initial 13 week Outcome)

For each 13 week period, an allowable break in employment of four weeks is permitted. This means, for example, that a Provider can claim a 13 week Employment Outcome Payment if a job seeker is employed for 13 weeks over a 17 week period.

Allowable breaks are gaps between periods of employment, not approved absences such as sick leave.

Payments will vary depending on whether the job seeker is employed on a full time or part time basis. This is summarised in the table below.

- A Full Time Employment Outcome occurs where the job seeker is off income support or fully meets their hours based requirements;

- A Part Time Employment Outcome occurs where a job seeker works sufficient hours to reduce their Income Support by at least 60 per cent or partially meets their hours based requirements (see clause 46.3 in RAC 1). The hours of employment needed to achieve a 60 per cent reduction in Income Support will depend on the type of Income Support the job seeker receives and their hourly rate of pay.

Provider Employment Outcome Payments Table (amounts excluding GST)

	Provider		
	13 Week Employment Outcome	26 Week Employment Outcome	Total possible on achieving 26 Week Employment Outcome
Full Time Employment Outcome	$ 2,250	$ 5,250	$ 7,500
Part Time Employment Outcome	$ 1,125	$ 2,625	$ 3,750

Any payments relating to job seekers placed into jobs before 1 July 2015 are payable under the original RJCP Outcome Payment arrangements (i.e. those that applied before 1 July 2015).

Providers can claim Employment Outcome Payments for job seekers that they employ or that are employed by a related entity.

6.3   Employer Incentive Funding

An Employer is eligible for a one-off incentive payment of $7,500 (exclusive of GST) if they employ a job seeker who achieves a Full Time Employment Outcome for 26 weeks, subject to allowable breaks. Employers can use Employer Incentive Funding in any way they choose, including to cover additional training costs or as a form of wage subsidy.

An Employer can receive a payment of $3,750 (exclusive of GST) if they achieve a Part Time Employment Outcome over 26 weeks, subject to allowable breaks.

For each 13 week period, an allowable break in employment of four weeks is permitted.

An Employer cannot count a period of employment with another Employer towards their 26 week Employment Outcome.

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Case Study – Allowable Breaks

Jimmy has been employed for 10 weeks with a bricklayer working on a construction project. The project has come to an end and the company has let Jimmy go as it has no further work.

A Provider can still claim a 13 week Employment Outcome in relation to Jimmy if it can help him to secure another three weeks work within four weeks of being let go.

If the bricklayer picks up another contract and re-hires Jimmy two weeks later for a further 10 weeks, the Provider will receive an Outcome Payment after Jimmy has been employed for a total of 13 weeks.

The bricklayer will not receive a 26 week Employer Incentive payment unless Jimmy is rehired for at least an extra 16 weeks, within four weeks of having been let go.

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The Employer Incentive Funding must be claimed by the Provider and paid to the Employer.

The Provider will need to claim the Employer Incentive Funding once it appears on the 'available claims' list. This will be a manual claim by the Provider, and there is no time limit to claim.

Providers that receive Employer Incentive Funding must:

- Pay an equivalent amount to the Employer, within 10 business days of the funding being received; and
- Ensure an Employer is only paid once for each job seeker.

Providers do not need to make payments if the Employer has a contract with the Government for employment of remote job seekers, e.g. under the employment parity initiative.

Providers cannot claim Employer Incentive Funding for job seekers that they employ. Instead, Providers will receive up to $7,500 in Employment Outcome Payments.

Commonwealth, state and territory agencies are not eligible to receive Employer Incentive Funding, as these organisations do not require additional support.

An entity that is related to a Provider can claim Employer Incentive funding when they employ a job seeker, with the approval of the PM&C Regional Manager. The Provider and the PM&C Regional Manager will develop a list of related entities, which will be reviewable every six months. The PM&C Regional Manager will determine whether the related entity:

- is operating separately to the Provider and should be treated as a separate business; or
- is financially separable from the employment services business (for example the businesses are cross subsidising each other) and they should be treated as the same business.

Generally, related entities operating independently from the Provider will be treated in the same way as other employers. This is to encourage Providers to establish businesses that are independently owned and operated, and to support the development of new entrepreneurs and vibrant remote economies.

The Regional Manager will monitor employers, including related entity businesses to ensure job seekers are retained beyond 26 weeks. PM&C may notify the Provider if the Employer is not eligible to receive any further Employer Incentive funding where the Regional Manager has concerns that employers are not retaining jobseekers beyond 26 weeks in order to access repeat Employer Incentive Funding.

7. Participating in RJCP

7.1   Overview

Job seekers can expect to receive Basic Services and where eligible, Remote Employment Services (including Work for the Dole activities) when participating in RJCP.

Most job seekers have mutual obligations and if these aren't fulfilled they may face sanctions or financial penalty under the nationally applied Job Seeker Compliance Framework.

7.2   Appointments

Job seekers will have regular appointments with their Provider, at least monthly. Regular appointments allow timely review and updates to Job Plans and discussion on the ongoing suitability of activities. It is useful for the job seeker to discuss progress in relation to their Job Plan and to reinforce the job seeker's understanding of what they are required to do at appointments.

7.3   Interviews

Job seekers must receive initial interviews with their Provider. These interviews must be conducted in accordance with the RJCP Funding Agreement. An initial interview is really important for job seekers because it sets up the foundations for ongoing interaction with their Provider.

The Provider should focus on giving advice about the best ways to look for and find a job and any local opportunities that might exist. Providers should also discuss the job seeker's aspirations, goals, community needs and the opportunities available in Work for the Dole. This interview is a good time for the Provider to give advice on their Code of Practice and how to search for a job and use facilities like JobSearch.

As part of the initial interview, Providers should undertake the Job Seeker Classification Instrument (JSCI) to identify the job seeker's individual circumstance and any barriers to employment.

For further information on the use of JSCI refer to the *Managing and Monitoring Job Seeker Appointments User Guide*, the *Job Seeker Classification Instrument (JSCI) User Guide* and *the JSCI Form.*

7.4   Referral or Direct Registration

Job seekers are generally connected with a Provider by referral or direct registration.

As outlined in *Chapter 2*, the eligibility of an RJCP job seeker is generally determined by DHS before they are referred to a Provider.

Providers may also directly register other individuals as long as it is within four weeks, and as long as they have referred the individual to DHS to determine the job seeker's eligibility for an Income Support Payment.

Job seekers can also be transferred between Regions if they relocate. In these instances, the Provider should immediately contact the job seeker and commence providing services for them.

7.5   Contacts

Job seekers must meet monthly with their Providers to discuss their progress and review the activities in their Job Plan. For some job seekers more regular contact may be required.

Providers must tailor the timing, location, and duration of contact to individual job seekers. Contact must be face to face, unless the job seeker resides in an area affected by extreme weather or a natural disaster, is in full time training, education or employment, or is participating in an activity outside of their community.

The Provider should ensure that any changes are updated in the RJCP IT system and Job Plan. It is important that after completing each activity a review is undertaken to track progress towards overcoming identified vocational barriers and non-vocational barriers to employment and assistance in identifying appropriate job opportunities is provided.

7.6   Assessments

An assessment should be conducted with a job seeker at the initial interview. This assessment should make reference to a job seeker's non-vocational barriers, literacy and numeracy needs, existing qualifications, work and voluntary experience as well as any resumes or previously written job applications.

Assessments must be conducted by the Provider when a job seeker completes an activity, has a change in personal circumstances or discloses information to the Provider about changes to their skills or barriers to employment.

For further information on the use of Employment Services Assessment (ESaT) refer to the *ESAt User Guide.*

7.7   Job Seeker Compliance

Job seekers receiving RJCP employment services generally have mutual obligation requirements and are subject to job seeker compliance arrangements. These arrangements aim to encourage job seekers to participate in activities and Provider services.

Providers have a significant role in overseeing mutual obligation requirements for job seekers by monitoring participation and, where job seekers are not compliant, making decisions about utilising the compliance framework or re-engaging job seekers through other strategies.

Where Providers determine it appropriate to utilise the job seeker compliance framework they will generally initiate the process by reporting the incident to the Department of Human Services. Consistent with the *Social Security (Administration) Act 1999*, the Department of Human Services is responsible for determining under Social Security law whether or not to impose a failure or penalty for non-compliance with activity test requirements (mutual obligations).

Under the *Social Security (Administration) Act 1999*, financial penalties may be applied on those who fail to meet their requirements without good reason, and again, these decisions are made by the Department of Human Services. However, Providers have a number of strategies they can use to engage job seekers, such as giving a job seeker another chance to attend an appointment or letting them make up time missed from an activity, if they believe this will be a more effective way of re-engaging the job seeker than compliance action.

For further information refer to *the Job Seeker Compliance User Guide* and *Comprehensive Compliance Assessment and Compliance Activities User Guide.*

7.8   Job Plan

The Job Plan outlines the items that will satisfy the job seeker's mutual obligation requirements and help get them into paid work.

All eligible RJCP job seekers must have a current Job Plan in place at all times. Generally Job Plans are created at the initial interview to enable commencement in RJCP services. Providers have delegation to require a job seeker with mutual obligation requirements to enter into a Job Plan, and approve and vary the terms. Providers must explain the purpose of the Job Plan and the job seeker's rights and responsibilities under it.

Job seekers without Mutual Obligation Requirements who volunteer for RJCP Provider Services will be required to enter into a RJCP Ineligible Participant Job Plan to commence services.

The Job Plan must be recorded in the IT System. Providers can choose whether job seekers agree to their Job Plan online or to sign a hard copy from 1 July 2015.

The Job Plan must consider the job seeker's individual circumstances, including whether they have part-time or full-time mutual obligation requirements.

Mutual obligation requirements need to be outlined in the Job Plan for the requirement to be enforceable. Penalties can then be applied by the Department of Human Services (DHS) under the job seeker compliance framework where those requirements are not met by job seekers.

Providers should advise job seekers of the consequences of failing to meet their requirements in the Job Plan and the potential impact on the job seeker's income support payment of the job seeker

failing to give prior notice (with a Valid Reason) when they cannot attend appointments or participate in activities.

Maintaining Job Plans for Job Seekers

Providers must ensure that a job seeker has a current and up-to-date Job Plan at all times. Job Plans are generally updated when the job seeker's circumstances change and as they progress along their pathway to employment, in particular:

- When activities in the Job Plan are completed or expire;
- If the job seeker's circumstances change;
- If a job seeker's participation requirements change;
- When a job seeker has a Comprehensive Compliance Assessment;
- When a job seeker undertakes Compliance Activities to waive an eight week non-payment penalty.

For further information about Job Plans refer to the *Job Plan User Guide.*

Recording Attendance in the Activity Diary

Providers must use the Activity Diary to record activities the job seeker undertakes to meet their requirements. Providers must enter job seekers' attendance in those activities in the Activity Diary (for further information on the Activity Diary refer to *Chapter 10* of these Guidelines).

This will be closely monitored by PM&C, as use of the Activity Diary will be the principal mechanism for reviewing achievement of job seeker attendance in activities and for calculating monthly Provider payments. For further information on payments refer to *Chapter 8 – Payments*.

Job Seekers with Disabilities

Providers must provide tailored assistance to job seekers with a disability. This assistance must take into account the job seeker's capacity for work and participation in RJCP activities.

In Australia, definitions of a disability are based on the World Health Organisation's (WHO) International Classification of Functioning, Disability, and Health (ICF), which uses 'disability' as an umbrella term for any or all of the following components:

- Impairments—problems in body function or structure.
- Activity limitations—difficulties in executing activities.
- Participation restrictions—problems an individual may experience in involvement in life situations.

For information on delivering services to Disability Support Pension recipients, refer to the *Disability Support Pension Recipients Compulsory Requirements User Guide.*

Vulnerable Job Seekers

The term 'vulnerability' relates to a job seeker's capacity to comply with their participation requirements. DHS will only record a Vulnerability Indicator on a job seeker's record if appropriate evidence suggests the vulnerability could pose a significant barrier to the job seeker's ability to comply with their requirements.

A Vulnerability Indicator is intended to ensure both Providers and DHS are aware of a job seeker's circumstances. A Vulnerability Indicator does not exempt a job seeker from the activity test or mean that the Job Seeker Compliance Framework cannot be applied for non-compliance, where the Provider chooses to use it. However, being aware of vulnerabilities is useful for Providers when negotiating the job seeker's activities and Job Plan to help determine if a job seeker will have any trouble meeting certain participation requirements.

'Vulnerability' for the purposes of the Vulnerability Indicator is:

- A diagnosed condition or documented personal circumstance that currently impacts on the job seeker's day to day life.
- Temporary, episodic or ongoing.
- May impact to varying degrees on the job seekers capacity to comply with their requirements.

A Vulnerability Indicator is not:

- The same as a disability, though disability may contribute to vulnerability.
- An exemption – requirements still apply and need to be met.
- A valid reason for failing to meet a requirement in and of itself.
- Set in concrete – it is subject to review.

A Vulnerability Indicator should be considered when:

- Setting participation requirements for a job seeker.
- Determining the most appropriate action to take following non-compliance.
- Considering a job seeker's reason for being unable to comply with a requirement.

8. Payments

8.1 Overview

Providers will be paid under an outcomes-based payment model. This means Providers will be expected to ensure remote job seekers are not just signed up, but also attending their Work for the Dole activities, five days a week.

The programme is supported by a simplified set of payments:

- **Basic Services Payments** which are payable for Basic Services to job seekers who are not required to participate, or who have not chosen to participate, in Work for the Dole (these job seekers are called '**Basic Participants'** in the RJCP Funding Agreement);
- **Work for the Dole Payments** which are payable for job seekers undertaking both Basic Services, such as attending Provider appointments and Work for the Dole activities (these job seekers are called **'WfD Participants'** in the RJCP Funding Agreement);
- **Employment Outcome Payments** which are payable where job seekers achieve 13 and 26 week Employment Outcomes;
- **Employer Incentive Funding** which is payable to Employers where job seekers have been employed by one Employer for a 26 Week Period;
- **Ancillary Payments** where applicable, from time to time, under RAC1 of the RJCP Funding Agreement; and
- **Funding in relation to Strengthening Organisational Governance** which is one off payment for becoming incorporated, if the incorporation requirement set out in the RJCP Funding Agreement applies to Providers.

8.2   Basic Services Payments

Paid monthly to Providers based on total number of job seekers 'Basic Participants' (excluding job seekers in Work for the Dole activities) recorded in the IT System.

Payment type	Annual Payment Value (GST Ex)	Monthly payment (GST Ex)
Basic Services Payment (Excludes job seekers participating in Work for the Dole)	$ 4,000	$ 333.33

8.3   Work for the Dole Payments

Work for the Dole Payments

Payment type	Work for the Dole Placement type	Annual Payment of	Monthly Payment of
Work for the Dole payment (excluding GST)	Provider placement*	$ 12,450	$ 1,037.50

*Where there is a hosting arrangement in place, a negotiated payment must be made to the host organisation from the $12,450 Work for the Dole payment. Typically, this should be around half the amount that would normally be received by the Provider.

From 1 July 2015 to 31 December 2015

(which is known as the "Start-Up Period")

Providers will be paid a monthly Work for the Dole Payment of $780 (exclusive of GST) per job seeker. This amount has been calculated to be equivalent to paying the full Work for the Dole payment to 75 per cent of all job seekers in the RJCP IT system. Assuming that Providers do not find sufficient activities for 75 per cent or more of their eligible Work for the Dole caseload, they will receive this one-off flat rate payment during this period, allowing Providers sufficient time and funding to build up the necessary number of activities needed to engage all job seekers in Work for the Dole.

A supplementary amount will be paid to Providers who overachieve by getting more than 75 per cent of job seekers meeting their full Work for the Dole attendance requirements five days a week. Providers will be paid for achieving attendance above 75 per cent, as per the table below.

Start-up Period Payment Model Example
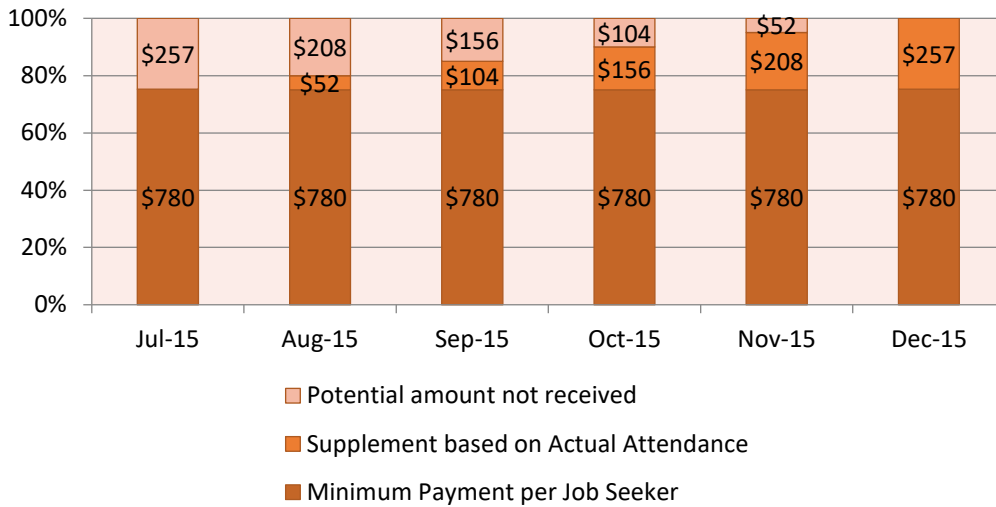
Full attendance requirements are met when all job seekers attend all Work for the Dole activities up to their 25 hours per week (or assessed capacity), and where the Provider takes all actions required under the RJCP Funding Agreement in relation to non-attendance.

Start-up Period Payment Examples

A Provider has 100 Work for the Dole (WfD) eligible job seekers on their caseload.

Scenario 1: The Provider has placed 70 WfD eligible job seekers into activities and these job seekers all meet their full attendance requirements. In the start-up period the Provider would receive a payment of $78,000 (100 x $780), equal to 75 per cent of the job seekers in the Provider's caseload being placed in an activity and meeting their requirements. From 1 January 2016, the Provider would only receive a payment of $72,625 (70 x $1037.50) for the 70 job seekers who met their full attendance requirements.

Scenario 2: The Provider places 85 WfD eligible job seekers into activities who either meet their full attendance requirements or the Provider takes appropriate action using the Job Seeker Compliance Framework. In the start-up period the Provider would receive the minimum monthly payment of $78,000 (100 x $780), as well as a supplementary amount for achieving above 75 per cent. The Provider would receive a supplement of $10,187.50; the difference between the minimum monthly start-up payment and the payment they would receive post January for actual achievement. In total the Provider would receive $88,187.50 for that month (equivalent to 85 x $1037.50).

Scenario 3: The Provider places all 100 WfD eligible job seekers into activities but those job seekers only fulfil 90 per cent of their attendance requirements. In the start-up period the Provider would receive the minimum monthly payment of $78,000 (100 x $780), as well as a supplementary amount of $15,375 for the achievement above 75 percent. The total payment they would receive of $93,375, equals payment for the achievement of 90 per cent applying the post January arrangements for actual achievement (90 x $1037.50).

From 1 January 2016

Providers will be paid a monthly payment for the actual attendance of job seekers (RJCP Participants) in Work for the Dole activities as recorded in the RJCP Activity Diary.

It will be important for Providers to manage their caseload to optimise attendance levels, using the Job Seeker Compliance Framework when needed when a job seeker does not attend an activity without good reason (refer *7.7 Job Seeker Compliance*).

Providers will be paid at the full rate, irrespective of whether the job seeker has a partial capacity to work. This recognises that often job seekers with a partial capacity to work require the same level of servicing as job seekers with a full capacity. So, if DHS assess that a job seeker has the capacity to perform 15 hours a week the Provider will still receive the full Work for the Dole payment.

Providers will be paid Work for the Dole Payments if:

- They have placed the job seeker in enough activities to meet the participation requirements in their Job Plan (up to 25 hours per week);
- Where a job seeker did not attend, the job seeker had good reason (known as a Valid Reason and/or gave prior notice consistent with the definitions outlined in the Job Seeker Compliance Framework); or
- The Provider took all reasonable action in relation to non-attendance (including submitting a Participation Report to DHS if appropriate) and following this action were able to re-engage the job seeker back into Work for the Dole activities within 14 days; and
- Where the job seeker has an approved absence in accordance with Social Security Act/or Job Seeker Compliance framework.

It is important that Providers actively manage job seekers and immediately address non-attendance. Assisting job seekers to build skills and daily routine is central to getting them on a pathway to work.

For Providers to receive Work for the Dole Payments they will need to actively engage and manage job seeker compliance. This means using all the tools at their disposal.

When job seekers are on 'time off' or a break from Work for the Dole the Provider will receive the Basic Services payment for that job seeker, for that period (Refer 3.3 *Criteria for Participation in Work for the Dole and Special Circumstances*).

Managing Attendance

Case Study – Individual

Elizabeth must attend her Work for the Dole activity of gardening at the local primary school for 25 hours per week, across five days:

- *Elizabeth attends her activity on the Monday and Tuesday for the whole five hours;*
- *On Wednesday Elizabeth is unwell and is unable to attend her activity. Elizabeth calls her Provider to let them know she is unwell and visits the doctor;*
- *On Thursday Elizabeth returns to the activity and completes her five hours; and*
- *On Friday Elizabeth does not show up and the Provider Supervisor knows that she has gone to watch the local football carnival. Elizabeth does not give her Provider any notice or warning, or an acceptable excuse for not attending.*

In this case the Provider would have their Work for the Dole Payments reduced for the one day that Elizabeth did not attend without a Valid Reason (the football carnival); unless the Provider took all reasonable action in relation to non-attendance (submitting a Participation Report to DHS) and was able to re-engage the job seeker within 14 days.

Mon - Tue 5 hours per day	Wed sick day	Thurs 5 hours	Fri football carnival
Provider will be paid for attendance in all these circumstances			Provider will have payment reduced in this circumstance unless a valid PR has been lodged

Case Study – Community Level

A Provider has 20 job seekers placed in Work for the Dole activities in one month.

- *15 of the job seekers attend their activities up to their assessed capacity to work. The Provider registers the job seekers as 'Attending' in the RJCP IT System;*
- *Three of the job seekers do not attend for six days, due to flooding in their community, but otherwise attend up to their required participation. For each of the six days non-attendance the Provider registers the job seekers as 'Did not Attend Valid' in the RJCP IT System; and*
- *Two of the jobs seekers do not attend any of their Work for the Dole activities for the month. They do not make contact with the Provider and give no prior notice or valid reason. The Provider has not re-engaged these job seekers. The Provider registers each job seeker as 'Did not Attend Invalid' every day they did not attend in the RJCP IT System and, when contact cannot be made with the job seekers, submits a Participation Report to DHS.*

If all 20 job seekers had attended for their required participation, the Provider would have been paid the full Work for the Dole Payments for all of these job seekers. However, in this instance the Provider will get paid for full Work for the Dole Payments for 18 of the job seekers. This includes:

- *The 15 job seekers who attended their activities up to their required participation; and*
- *The three job seekers who did not attend six days because flooding meets the special circumstance exemptions in the Job Seeker Compliance Framework.*

The Provider will not get paid Work for the Dole Payments for the two job seekers who were registered as 'Did not Attend Invalid', unless the Provider has:
- *Lodged a Participation Report to DHS for those days; and/or*
- *Re-engaged the job seekers within 14 days.*

If the Provider does not record attendance for the job seekers in the Activity Diary, the Provider will not get paid Work for the Dole Payments.

For job seekers that have not been re-engaged after 14 days as a result of the compliance action or alternative means to re-engage the job seeker, the job seeker will remain on the Provider's case load for an additional 14 days before they will be exited by the system.

15 full time attendees	3 non-attendees (flooding)	2 non-attendess with a PR less than 14 days	2 non-attendees with PR more than 14 days

Provider will be paid Work for the Dole Payments for attendance in all these circumstances	Provider will have Work for the Dole Payments reduced in this case.

9. Conducting Services

9.1 Overview

Providers are responsible for delivering Services in accordance with the RJCP Funding Agreement and these Guidelines. Services should be also delivered in line with the Service Guarantee and Code of Practice.

This chapter provides guidance to assist Providers to conduct services.

Information includes:

- Risk management
- Customer feedback
- Dispute resolution

For further information on conducting services in accordance with the RJCP Funding Agreement refer to the *User Guides*.

9.2 Location and Level of Services

Providers are responsible for delivering Services within the allocated Region(s). Providers are required to maintain at least one full time Site (that is open Monday to Friday from 9am-5pm on business days, or as otherwise agreed with PM&C) within each Region and any additional Sites required to deliver sufficient services.

Sites must be open on business days and times consistent with the Activity Schedule and be accessible to people with disability.

9.3 Code of Practice

Providers are obliged to deliver services in line with the Code of Practice and the Service Guarantee, which must be available at their offices for job seekers and the public.

9.4 Personnel

PM&C is entitled to, on reasonable grounds, request Providers remove personnel from work on the services (for example, in the event of actual or suspected serious misconduct).

9.5   Sub-Contracting

Subcontractors are permitted with prior written approval from PM&C. Subcontracts must bind subcontractors to, with respect to PM&C, the RJCP Funding Agreement and relevant workplace health and safety provisions.

Subcontractors may be engaged to perform any of the Provider's obligations under the RJCP Funding Agreement. Hosts can only offer activities in accordance with these Guidelines.

9.6   Serious Incidents

Providers must notify PM&C immediately if a serious incident occurs or almost occurs (that is, any circumstances that could have resulted in the occurrence of a serious incident).

A serious incident is an incident that occurs during, or from Provider activities that results in:

- Death or an injury for which medical attention was sought or ought reasonably to have been sought; or
- Police involvement (including drawing the attention of the police).

If a serious incident occurs Providers must submit a serious incident report to PM&C within 24 hours.

For further information on insurance refer to the *Insurance Manual and Insurance for Specific Activities under the RJCP User Guide.*

Providers must then provide a detailed written report to PM&C within 10 business days. The written report must include:

- A description of the incident and injury;
- What action has been taken to manage the incident;
- What the Provider has done to reduce the risk of the incident happening in the future;
- How the Provider will minimise disruption to services or activities; and
- Any other details of the incident that the Provider considers relevant, or as requested by PM&C or the insurance broker.

PM&C will then advise what other actions Providers need to take.

9.7   Use of Interpreters

If required, Providers must provide an interpreter to facilitate communication with job seekers.

If a job seeker requests the use of an Interpreter and the Provider refuses one, they must keep a record outlining the reason for their decision.

The provision of interpreters should be consistent with the General Terms and Conditions of the Funding Agreement.

9.8   Police Checks and Working with Vulnerable People

Providers may be required to conduct Police Checks for Eligible Job Seekers and RJCP Ineligible Participant engaging in some activities, particularly activities involving Vulnerable People. A

Vulnerable Person is a person who is unable to fully take care of themselves or is unable to protect themselves against harm. This could be because of age, illness, trauma, disability or any other reason.

Specifically, activities that require Police Checks include those where:

- Legislation requires police checks to be conducted;
- The activity is subject to industry accreditation requirements, industry standards or a legal requirement that the activity can only be carried out by people who have not been convicted of particular crimes;
- The activity is specified by PM&C as requiring Police Checks; or
- It is an activity in which the Eligible Job Seeker, RJCP Ineligible Participant, the Provider, Supervisor or Mentor will have regular or unsupervised contact with children, the elderly or other classes of Vulnerable People, and for which it would be considered wise by a reasonable person that a Police Check be conducted.

Depending of the nature of the activity it may be necessary for a Provider to get a Working with Children check as well as a criminal records check, as only certain information will be provided in each.

A Provider should have activities available that do not require a Police Check to be undertaken.

These activities can be used to meet the needs of an Eligible Job Seeker who does not consent to a Police Check or for whom police check results indicate an issue of concern or unacceptable risk.

When a Police Check is required it is to be completed:

- Prior to involving a Supervisor or Mentor in work that involves any contact with a Vulnerable Person, and once every two calendar years during the period that the person is engaged in work with Vulnerable People; and
- Prior to involving an Eligible Job Seeker or RJCP Ineligible Participant in activities that involves any contact with a Vulnerable Person.

For further information on conducting Police Checks refer to the *Police Checks User Guide.*

9.9   Managing Risk

Workplace Health and Safety

Under the RJCP Funding Agreement, Providers are required to ensure all activities are conducted within Commonwealth, State and local government laws and by-laws regarding workplace health and safety.

Insurance

Providers must have public liability insurance, workers compensation, motor vehicle insurance, personal accident insurance and professional indemnity insurance.

For personal accident insurance Providers must have insurance in accordance with the RJCP Funding Agreement, except where activities are covered by PM&C insurance. Refer to the *Insurance for specific Activities under the RJCP User Guide* for further information.

Conflict of Interest

A Provider's executive staff members and board members are required to sign Conflict of Interest declarations which must be lodged in the Provider's conflicts register.

If a Conflict of Interest arises, the Provider must notify PM&C immediately, and take action to resolve the Conflict of Interest.

Fraud

Providers must not engage in fraudulent activity and must take all reasonable steps to prevent fraudulent activity.

9.10 Customer Feedback

Feedback and complaints should be dealt with appropriately by a senior staff member.

Providers are required to keep a Customer Feedback Register.

Providers should establish a customer feedback process to manage feedback and complaints about services. The customer feedback process should:

- Be consistent with the RJCP Funding Agreement, Guidelines, Code of Practice and Service Guarantee;
- Inform people they may also lodge a complaint with PM&C via our Customer Service Line;
- Incorporate a Customer Feedback Register; and
- Be communicated to new job seekers.

9.11 Dispute Resolution

If a Provider has any concerns or disputes in relation to RJCP they should first contact their PM&C Regional Manager.

If the issue cannot be resolved at this stage, it will be handled in accordance with clause 43 of the General Terms and Conditions of the Funding Agreement.

If the issues remain unresolved, the job seeker can lodge a complaint with the Commonwealth Ombudsman on 1300 362 072.

9.12 Administration and Governance

Providers must carry out their business in keeping with all relevant statutes, regulations, by-laws and requirements of any Commonwealth, State, Territory or local authority and any of PM&C's policies as advised in writing by PM&C.

Providers must provide to PM&C immediately upon receipt, a copy of any notice requiring them to show cause why they should not come into any form of external administration and any record that the Provider has or will come under one of the forms of external administration.

10. Information Technology (IT) and Records Management

10.1 Overview

Employment & Community Services Network (ECSN) is the gateway to access IT applications to manage and deliver RJCP services including:

- The RJCP Provider Portal secure site;
- The Learning Centre; and
- The RJCP IT system.

This chapter provides information about those IT tools. For further information Providers must refer to the supporting IT Reference materials provided on the RJCP Provider Portal secure site; as well as the RJCP IT system User guide published on the Learning Centre.

10.2 Employment & Community Services Network (ECSN)

ECSN is the gateway to access IT tools to manage and deliver Services.

The Provider Portal Secure Site

The Provider Portal secure site is a tool for Providers to find information and advice on delivering RJCP. The Provider Portal secure site hosts key documents including the RJCP Funding Agreement, Guidelines and User Guides. Providers can access the Provider Portal secure site via the ECSN login page.

The Learning Centre

The Learning Centre is an online training facility for Providers and PM&C staff. The Learning Centre provides training for employment services programmes and includes a range of valuable, special interest modules.

10.3 RJCP IT system

The RJCP IT system has been specifically designed for the Remote Jobs and Communities Programme. Providers must conduct Remote Services using the online RJCP IT system. The RJCP IT system is an internet based system that is accessed from the Internet browser.

The RJCP IT system provides a number of tools to support Providers:

- The Activity Diary;
- Job Seeker JobSearch App;
- Work for the Dole Supervisor Mobile App; and
- Calendar.

Providers must conduct RJCP Services using the RJCP online IT system.

The RJCP IT system supports the administrative processes required to manage the RJCP. The RJCP IT system is designed around RJCP workflows and provides step-by-step guidance through these processes, including:

- A referral process that allows job seekers referrals from the Department of Human Services as well as directly by a Provider;
- A noticeboard that keeps Providers up-to-date with the important events with the job seeker and activity participation;
- A claims and payments feature.

Providers must comply with PM&C IT policies as detailed in the RJCP Funding Agreement and any directions from PM&C in relation to IT.

Activity Diary

The Activity Diary is a tool in the RJCP IT System that assists Providers in the management and servicing of job seekers on their caseload and their activity-related mutual obligation requirements. Providers can use the Activity Diary to:

- Record job seeker activity requirements in activities, both activities in the job seeker's Job Plan and in Activity Management;
- Issue formal notification of requirements and any rescheduled requirements;
- Create attendance lists for activity supervisors;
- Record attendance of individual activity days;
- Link activity non-attendance to the job seeker compliance framework;
- Automatically link job seeker attendance at activities to Activity Management;
- Automatically link to Provider payments from 1 January 2016; and
- Automatically link to activity summary screen and job seeker summary screen.

For further information on the Activity Diary please refer to the *Activity Diary Supporting Document*.

Job Seeker JobSearch App

The job seeker diary is a central place for job seekers' appointment information. The diary is linked to the online calendar, but is for individuals. A job seeker's diary will only display the appointments of

that job seeker, whereas the online calendar is a tool to help Providers manage all Job Seekers on their caseload and their upcoming appointments.

By looking at a job seeker's diary, Providers can see all of their past and upcoming Appointments. Providers may need to use diary information as evidence for submitting a Participation Report at a later date, such as looking to see how many appointments a job seeker has not attended without a Valid Reason or a Reasonable Excuse.

Job seekers are now able to access the benefits of the Australian JobSearch website on their mobile devices (mobile devices will require advanced operating systems with working internet connectivity) via the JobSearch Job Seeker Mobile App.

The JobSearch Job Seeker Mobile App allows job seekers to access features from the website quickly and conveniently. Job seekers will be able to:

- Search for jobs based on their location, find a Provider and save jobs onto their mobile devices;
- Manage their own dashboard by setting up notification preferences so they can receive job alerts or messages from their Provider;
- View their Provider appointments, add personal events and sync with their device's personal calendar;
- Send their latest resumes and cover letters directly to their employers; and
- Agree, view or forward their Job Plan on their mobile devices.

Further information on the Australian JobSearch Job Seeker Mobile App can be found on the Provider Portal secure site and the Learning Centre.

Work for the Dole Supervisor Mobile App

Work for the Dole Supervisors will be able to record and lodge job seeker attendance in the Activity Diary on their mobile devices (Mobile devices will require advanced operating systems with working internet connectivity) via the Supervisor Mobile App. This allows them to submit the attendance of job seekers in real time, reducing paperwork, informing Providers as soon as attendance is submitted by Supervisors.

Calendar

An important part of the RJCP IT System that Providers will use to manage their connection with a job seeker is the calendar. The calendar is used to book a number of different types of appointments with job seekers and helps them to keep track of any appointments that job seekers may have with their Provider on any given day.

Following scheduled appointments, Providers can record an appropriate result against each appointment in the calendar to reflect the attendance of the job seeker. This result reflects the decision the Provider made about the job seeker's attendance and the next steps for the job seeker's servicing. The calendar also helps Providers to connect with DHS and share information on a job seeker's participation and regular servicing.

10.4 Making a Claim Payment for an Employment Outcome

To claim payment for an Employment Outcome Payment, Providers must record when an Eligible Job Seeker has started in work in the RJCP IT system. Our IT system will automatically pay Providers the appropriate Employment Outcome Payment where the requirements of an Outcome have been met.

The RJCP IT System will check whether a Provider is entitled to an Employment Outcome Payment by confirming an Eligible Job Seeker's work hours declared to DHS on the Job Seeker Employment Hours Result (JEHR) System or the job seeker's rate of Income Support Payments via the Job Seeker Rate Reduction Result (JRRR) System.

Automated special claims can be lodged in cases where a Provider disputes an auto-payment. Documentary Evidence will be required to support any special claims.

A payment for a Part Time Employment Outcome, once paid, cannot be upgraded to a Full Employment Outcome Payment. A payment for Part Time Employment Outcome will not be automatically paid to Providers until 42 days after they become available to allow Providers time to place a special claim for payment for a Full Employment Outcome should they have sufficient supporting evidence.

A Provider may claim an Upgrade from a 13 Week Employment Outcome Payment to a 26 Week Employment Outcome Payment if the requirements outlined in clause 46.3 of RAC1 to the RJCP Funding Agreement are met. A Provider must provide a job seeker with additional Remote Services to be eligible for an Upgrade. These must be:

- Identifiable and documented; and
- Directly responsible for the increase in hours or earnings from the Employment.

An Upgrade is not available where:

- A job seeker has arranged their own increase in hours or earnings; or
- A job seeker's earnings or hours are already sufficient to achieve a Full Employment Outcome.

Employment Outcome Payment claims resulting from an Upgrade to Employment will be automatically paid to Providers where the IT system can confirm the requirements of an Employment Outcome have been met.

Employer Incentive Funding will not be auto-paid to Providers in the same way as Employment Outcome Payments. Employer Incentive Funding will appear on the 'available claims' list once the Provider has received payment for a 26 Week Employment Outcome. Employer Incentive Funding must be manually claimed by the Provider.

10.5 Records Management

Providers must manage records in line with the RJCP Funding Agreement.

- RJCP Funding Agreement Records – includes records created during the course of providing Services such as participant services records and the Customer Feedback Register;
- Commonwealth Records – includes records provided to Providers by PM&C such as the Job Plan template or information about a participant; or
- Provider Records – includes records in existence prior to the RJCP Funding Agreement commencing except for any Commonwealth Records.

For further information on Records Management Instructions (RMI) and records management refer to the *Records Management Instructions User Guide.*

11.   Marketing and Promotion

11.1 Overview

Providers are expected to promote activities to the community and to job seekers in order to maximise the engagement of job seekers and to promote the programme to potential Hosts.

Providers must seek approval from PM&C before undertaking any public relations initiatives directly relating to RJCP.

11.2 Contractual Obligations

As referenced in clause.51 of the General Terms and Conditions of the RJCP Funding Agreement, Providers must:

- In all publications, promotional and advertising materials, public announcements and activities in relation to the Services, and any products, processes or inventions developed as a result of the Services, acknowledge the financial and other support received from the Australian Government;
- Ensure that all advertisements, promotional activities and any other public relations matters in relation to the RJCP Funding Agreement are consistent with the requirements set out in these Guidelines.

11.3 General Requirements

All advertisements, publicity, and promotion of the services must:

- Be approved in advance by PM&C;
- Refer to RJCP;
- Acknowledge financial and other support provided by the Australian Government. Australian Government funding can be acknowledged using this text statement:

"This initiative is supported by the Australian Government."

The Australian Government logo is not to be used on materials developed by the Provider.

11.4 Promotions of Work for the Dole to Prospective Hosts

A Provider may find it useful to advertise in the local community to seek activity proposals from potential Hosts, or to promote the RJCP or activities. Advertising may include:

- Local newspapers
- Television
- Radio
- Leaflet drops
- Cold canvass letters
- Telephone calls

Providers may find that running forums and information sessions for Work for the Dole is a good way of letting potential Hosts know about the benefits of sponsoring a Work for the Dole activity.

Information sessions are a good opportunity to network and build relationships to encourage a diverse range of Work for the Dole activities. Many Providers find that if they have a wide range of activities, it is much easier to ensure a participant will attend their Work for the Dole activity.

11.5 Participant or Host Consent to Publicity

The Australian Privacy Principles (APPs) prohibit the use of personal information of individual participants in publicity material without the written consent of the individual participant (unless one of the other exceptions set out in APP6 is available, refer: http://www.oaic.gov.au/images/documents/privacy/applying-privacy-law/app-guidelines/chapter-6).

A Publicity Consent Form is available on the Provider Portal secure site for the purposes of gaining such consent.

If a Provider wants the media to contact or interview a participant then Providers must obtain written consent from the participant (a sponsor can do this on behalf of a Provider). Participants are free to speak to the media or other third parties.

If the media approaches a Provider seeking access to a participant, Providers should advise PM&C about the purpose of the approach and seek the participant's agreement. Remember, any written public comment about Work for the Dole must first be approved by PM&C. Contact PM&C for approval.

Photographing Participants

At activity functions (e.g. graduation ceremonies) or during the activity, Participants may be asked by Members of Parliament, Senators, their staff or others to be filmed and/or photographed. This footage and/or photographs may be used to promote the benefits of RJCP as a whole or the benefits of a particular activity.

To protect participant privacy (and by so doing adhere to the Australian Privacy Principles (APPs), information about individual participants including film footage and/or photographs, cannot be used without their written consent. Participants must fill in a Publicity Consent Form before photography or filming takes place for any publicity. A separate Publicity Consent Form for Minors is available and should be used to obtain consent to photograph or film any minors.

Providers must ensure that their Hosts (and all other subcontractors) also implement these procedures.

Requests for Information from Third Parties

If Providers are approached by persons (e.g. students) or organisations conducting research projects who are seeking access to Work for the Dole activity sites or premises, Providers must first contact PM&C to obtain consent. If consent is given, permission must also be obtained from the Host Organisation in writing. Providers must also liaise with their PM&C Account Manager before providing responses to information requests from external sources.

The written agreement of each participant must also be obtained prior to any interviews and/or surveys conducted as part of a research activity. A Publicity Consent form must be completed for each participant.

Participants must be given the reason why the information is to be collected and to whom it will be disclosed. The information collected can only be done so in a manner consistent with the Australian Privacy Principles (APPs).

If a Provider is approached by a MP or Senator or the media regarding publicity they should seek advice from PM&C before making any commitment.

11.6 Promotional Activities

Sharing Success

Providers are encouraged to share good news stories highlighting the positive experiences of Indigenous job seekers and the efforts of Providers to support them in finding employment. Stories may also highlight the positive impact that RJCP is making within communities. Good news stories are often promoted on PM&C's website: www.indigenous.gov.au.

Submit your story ideas to indigenous.gov.au@PM&C.gov.au.

Twitter posts that reference RJCP activities should include #IndigenousJobs. Where possible, posts should tag @indigenous_gov and include #ClosingtheGap.

Facebook posts that reference RJCP activities should include #IndigenousJobs and #ClosingtheGap. Posts should tag @indigenous.gov.au within the text.

12.   Performance

12.1 Overview

Providers need to meet a range of Key Performance Indicators (KPIs), Performance Measures and Performance Targets that measure compliance, quality and the effectiveness of a Provider's Service delivery.

Poor performance against KPIs is a serious matter. The RJCP Funding Agreement sets out different consequences that can be applied if there is poor performance by a Provider.

The KPIs apply to all RJCP Regions, although individual Regional Employment Targets under KPI 3 are set for each Region to reflect local employment conditions.

In the event of a natural disaster or other unforeseen events that may affect the Providers' ability to deliver parts of the programme, PM&C will determine suitable substitute performance measure and Performance Targets and their duration.

The following information in section 12.2 is a summary only. Further information about performance, including assessment and ratings systems is available in the *RJCP Programme Management Framework Guidelines.*

KPI 1: Delivery of services in accordance with the RJCP Funding Agreement

Performance Measure	Performance Targets
Basic Services	100 per cent of Eligible Job Seekers have been provided with monthly contact which complies with Clauses 6, 7, and 8 of RAC 1.
Helping Eligible Job Seekers find and retain a job	100 per cent of all Eligible Job Seekers have an individualised Job Plan that complies with the requirements set out in the RJCP Funding Agreement.
	In each six month period, at least 15 per cent of Eligible Job Seekers identified as lacking a driver's licence sit for a driver's licence assessment.
	100 per cent Eligible Job Seekers identified as requiring literacy, language or numeracy training in the Job Seekers Classification Instrument (JSCI) or Employment Services Assessment (ESA) received such training.
	100 per cent of Eligible Job Seekers placed in employment are provided with quality Post-placement Support in accordance with RAC 1.
	Eligible Job Seekers were supported to apply for vacancies and Paid Work Assignments.
General Provider Performance	Provider has managed customer feedback in line with the RJCP Funding Agreement and Guidelines and has improved practices in response to complaints.
	All Eligible Job Seeker non-attendance is handled swiftly and appropriately in accordance with Guidelines and the RJCP Funding Agreement.
	Providers comply with operational, financial and record-keeping requirements outlined in the RJCP Funding Agreement and Guidelines. No Breach Notices are issued by PM&C.* *Please note, if a Breach Notice is later retracted, the Breach Notice will not count against Provider performance.

KPI 2: Availability, attendance and appropriateness of activities for Work for the Dole Participants

Performance Measure	Performance Targets
Availability of activities for Work for the Dole Participants	100 per cent of Work for the Dole participants have been placed in one or more activities, sufficient to meet their participation requirement.
Attendance of Work for the Dole Participants	100 per cent attendance required of all Work for the Dole Participants in activities (in line with their participation requirements).
Appropriateness of activities	100 per cent of activities are appropriate to Work for the Dole Participants, local labour market, and the community.
Hosted Placements	The Provider has made significant efforts to broker and place Work for the Dole Participants in quality Hosted Placements with local employers.

KPI 3: Achievement of the Regional Employment Target

Performance Measure	Performance Targets
Regional Employment Target is met	100 per cent of the Regional Employment Target is met.

12.2 Setting and Assessing the Regional Employment Target

Setting the Regional Employment Target

Regional Employment Targets set the required number of Eligible Job Seekers who achieve 26 Week Employment Outcomes during a specific 6 month period.

For example, if the target is for 1 January 2016 to 30 June 2016, the target is for the number of Eligible Job Seekers who achieve a 26 Week Employment Outcome during this period.

Regional Employment Targets are individually set by PM&C to ensure they take account of the specific context of each Region.

To ensure that Regional Employment Targets remain appropriate over time, Regional Employment Targets will be reviewed and reset every six month according to demographic, labour market and economic circumstances.

When determining a Region's Regional Employment Target, the following factors are considered:

- Previous Performance;
- Performance in comparable RJCP regions;
- Current and future labour market opportunities;
- Seasonality in the labour market;
- Job Seekers disadvantage and concentration of all Job Seekers in the region;
- Discreteness of region and opportunities for mobility.

To be counted towards achievement of the Regional Employment Target, the Provider must have received the 26 Week Outcome Payment.

PM&C Regional Managers will formally notify Providers of each period's Regional Employment Target at least six months in advance of the start of the period.

Assessing the Regional Employment Target

Providers' achievement against Regional Employment Targets will be formally assessed during the Onsite Reviews every six months.

Due to the six-month lag between job seekers commencing employment and reaching a 26 Week Employment Outcome, the first Regional Employment Target can only be assessed during the July-August 2016 review.

For the purposes of the January-February 2016 review, Providers will receive an indicative assessment based on the likelihood of meeting the first Regional Employment Target when it is formally reviewed during the July - August 2016 review.

Case Study – Regional Employment Targets

The first Regional Target for Provider X is 47 job outcomes.

Based on the Provider's historical performance in converting placements to 26 Week Employment Outcomes, Provider X is likely to need to place at least 102 Eligible Job Seekers into Employment between 1 July 2015 and 31 December 2015 to achieve 47 Employment Outcomes.

Alternatively, the Provider could increase the amount of support they provide to Eligible Job Seekers, making it more likely Eligible Job Seekers will achieve 26 Week Employment Outcomes. This will allow them to reduce the number of Commencements they need to achieve these 47 Employment Outcomes.

Provider X's performance against these targets will be assessed as follows:
- *Indicative assessment against the first Regional Employment Target: January/February 2016*
- *Achievement of the first Regional Employment Target: Assessed July/August 2016*

13.   Provider Compliance

13.1 Overview

Providers must conform to any applicable obligations under:

- The RJCP Funding Agreement;
- The Guidelines, instructions, policies and procedures;
- Industry regulations, standards and codes; and
- Commonwealth, State and Territory laws, regulations, standards and codes.

13.2 Compliance Goals

PM&C's compliance goals are for Providers to be fully compliant with the RJCP Funding Agreement, Guidelines and policies, and any laws, regulations, standards and/or codes set by any relevant Governments or industry bodies.

In order to achieve this, PM&C will:

- Ensure all Providers are given the information they require to voluntarily comply with all of their compliance obligations; and
- Establish a robust monitoring and correction system to detect cases where this is not occurring and take appropriate corrective action.

13.3 Compliance and Assurance Approach

Providers are responsible for their performance and compliance. Providers must also have in place their own governance and control systems that support their performance, delivery of quality services and accuracy of payments consistent with the RJCP Funding Agreement and relevant Guidelines.

PM&C acknowledges that the majority of Providers are willing and able to comply with their obligations under the RJCP Funding Agreement and the Guidelines; however:

- Some Providers may engage in inappropriate activities which do not meet these requirements or be inadvertently non-compliant due to poor governance or procedures; and
- Some Providers will require training, corrective action or other more serious remediation to address entrenched non-compliance issues.

13.4 Compliance Issues for Particular Consideration

The following compliance issues may be areas for particular attention under the monitoring systems described in the *Programme Management Framework Guidelines*.

Category	Compliance questions
Workplace Health and Safety	Are Providers ensuring workplace health and safety risk assessments are conducted prior to activity commencement?
	Are activities being adequately supervised by suitably trained and qualified staff?
	Are job seekers being briefed on emergency procedures and work place health and safety requirements?
Governance structures, staffing and internal reporting	Are governance structures and internal reporting arrangements appropriate / adequate?
	Are internal risks controls in place, and are they adequate?
	Has there been a high level of staff or management turnover?
Claims	Are the claimed Employment Outcomes Payments and job seeker attendance reported in the Activity Diary accurate?
	Is there a discrepancy in patterns of claims compared to previous review periods? - Variations in the patterns of claims, or in the Provider's performance, compared to previous assessment periods. - Higher than normal levels of claims compared to comparable RJCP Providers. - Claim patterns within period indicate possible breaches.
Application of Attendance Categories	Have Eligible Job Seeker attendance categories been applied correctly?
Assets	Have any Assets that have been partially or wholly funded by the Commonwealth Government been encumbered or disposed of without PM&C approval?
	Are all Assets safeguarded against theft, loss, damage or unauthorised use?
	Are all Assets used for RJCP insured to their full replacement value?
	Are all Assets in good working order?
	Are all registrations and/or licencing of Assets up to date?
	Is there an Asset register and Asset Disposal Plan?
Conflicts of interest	Are there any conflicts of interest between the Provider and any organisations associated with activities or Hosted Placements?

Category	Compliance questions
Customer feedback	Are there any valid complaints and/or poor feedback from Eligible Job Seekers, RJCP-Ineligible Participants, stakeholders or communities about manipulative, poor service delivery or potentially non-compliant behaviour?
	Does the Provider meet RJCP Funding Agreement requirements with respect to Customer Feedback?
Financial management	Have all Funding been managed in accordance with Guidelines and the RJCP Funding Agreement?
	Have all Funding transfers to Employers and subcontractors been executed in accordance with Guidelines and the RJCP Funding Agreement?
Contracts	Are all contracts with subcontractors, Employers and Hosts in accordance with Guidelines and the RJCP Funding Agreement?
General quality of record keeping	Does the Provider comply with requirements in Guidelines and the RJCP Funding Agreement with respect to: • Documentary Evidence • Eligible Job Seekers files • Digital records • Timeliness of reporting and Records management?

14.   Performance and Compliance Strategies

14.1 Overview

The Programme Management Framework outlines how performance and compliance issues will be prevented, monitored, identified, reported and remedied both at a Provider and programme level.

The approach centres on four risk-based strategies to manage performance, compliance and the issuing of breaches and application of corrective actions:

- Prevention and Deterrence
- Monitoring, Assessment and Detection
- Response and Correction
- Evaluation and Reporting

14.2 Prevention and Deterrence

Prevention and deterrence are the first lines of defence against poor performance and non-compliance. To encourage strong performance and compliance, PM&C will:

- Communicate responsibilities and expectations clearly to Providers through documents like the RJCP Funding Agreement, the Guidelines and the Programme Management Framework Guidelines;
- Provide training and education, and encourage Providers to seek out training and education opportunities;
- Support Providers to share best practice, lessons learned and success stories and recognise excellence in performance.

14.3 Monitoring, Assessment and Detection

PM&C will take a risk-based approach to monitoring and assessment of the work of Providers with a view to detecting instances of poor performance or non-compliance. We will use the processes outlined below to achieve this.

Onsite Provider Performance and Compliance Reviews (Onsite Reviews)

PM&C staff will undertake six monthly, onsite reviews which assess a Provider's performance against KPIs, Performance Measures and Performance Targets. These will assess Provider compliance against the requirements of the RJCP Funding Agreement and Guidelines.

PM&C reserves the right to conduct onsite reviews more frequently according to each Provider's previous performance and compliance history and risk profile.

Desktop Monitoring of IT systems

Desktop monitoring will be undertaken both at the PM&C Regional Network and National Office level. It may be done as frequently as PM&C deems necessary. The monitoring will facilitate early detection of performance and compliance issues especially around:

- Placement of Work for the Dole Participants in activities; and
- Attendance of Work for the Dole Participants in activities.

Regular Liaison with Providers

PM&C staff will regularly liaise with Providers to monitor performance or compliance and to support Providers to meet their obligations. These meetings may be face-to-face, onsite at an activity, offsite, via phone or internet. PM&C will give notice to allow Provider to prepare.

Spot Checks

Without notice, PM&C staff may perform a formal spot check to assess one or more areas of performance and/or compliance. These may include, but are not limited to:

- Work for the Dole Participant attendance
- Contact and Appointment diary
- activities
- Community engagement
- Employer engagement
- Record and financial management

Surveys of Community Leaders and/or Elders, Employers, and/or Job Seekers

PM&C staff may conduct questionnaires of community leaders, elders, Employers and job seekers at any time. Any survey will be organised by and conducted by PM&C or at PM&C's expense.

Financial Reports and Audits

Financial statements provided to PM&C in accordance with the RJCP Funding Agreement may be used as evidence of poor performance or compliance breach, including fraud.

Where the Provider has audited financial statements, these must also be provided to PM&C and may also be analysed to determine whether breaches have occurred.

Targeted Assurance Reviews

PM&C may undertake Targeted Assurance Reviews, in response to areas of emerging or identified compliance and/or fraud risks at any time. Target Assurance Reviews may involve:

- One Provider
- A small group of Providers
- Specific RJCP Region(s), and/or
- A specific element of the programme

Customer Feedback and Tip-offs

Feedback from customers of RJCP Providers (including job seekers, community representatives and employers) is an important indicator of a Provider's performance.

Such feedback, whether received and handled by the Provider, PM&C or a third party such as the Commonwealth Ombudsman will be used to monitor and assess Provider performance and compliance.

14.4 Response and Correction

Where poor performance or non-compliance has been identified, PM&C will assess the severity and the appropriate corrective action to be applied, having regard to any extenuating circumstances.

Corrective actions can include helping a Provider to improve, intervening in service delivery, imposing additional performance requirements or (in worst cases) terminating the RJCP Funding Agreement. PM&C will ensure its corrective actions:

- Are proportionate to the severity of the breach and are taken in good faith;
- Take into account the capacity and motivation of the Providers to return to compliance or satisfactory performance;
- Signal the seriousness with which PM&C views the performance or compliance issue.

Once the breach has been categorised and corrective actions have been determined, PM&C may issue:

- A Show Cause Notice, which gives the Provider an opportunity to demonstrate why corrective action should not be taken in respect of a breach; or
- A Breach Notice, which outlines that a breach has occurred and what corrective actions PM&C will take (if any) in respect of the breach.

14.5 Evaluation and Report

The framework will allow us to learn lessons from instances of non-compliance to improve the overall management of the programme.

The Programme Performance and Compliance Risk Assessment will provide the Department with an indication of the effectiveness of the compliance and fraud controls being applied across the programme. These controls should be proportionate to their respective risks, and be adjusted as the inherent levels of these risks change over the life of the programme.

By utilising both proactive and reactive strategies to seek continual improvement, PM&C will be able to effectively prevent and deter non-compliance, accurately monitor levels of compliance, and react swiftly to non-compliance, preventing significant losses and harm to PM&C.

Australian Government

Activity Management and using the Activity Diary

Document change history

Version	Start date	Effective date	End date	Change and location
1.0	01 07 15	01 07 15	30 06 18	Original version of document

Explanatory Note

All capitalised terms have the same meaning as in the Remote Jobs and Communities Programme 2013–2018 (RJCP) Funding Agreement. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

The terms 'job seeker' and 'eligible job seeker' in this User Guide means an Eligible Job seeker as defined in the Funding Agreement.

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of a Provider's obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by the Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Activity Management and Using the Activity Diary

Policy Intent

From 1 July 2015, the RJCP payment model is based on outcomes and on-going participation in work like activities. Under the new payment model, providers are paid according to their abilities to manage job seekers in Work for the Dole activities and record their attendance in the Activity Diary. From 1 January 2016, payments are linked directly to actual attendance in Work for the Dole activities each day, as approved in a Job plan (See *Services Payments Toolkit* for additional information).

Providers must place job seekers in Work for the Dole activities and monitor and support them to attend. It is essential that job seeker participation is monitored closely and where job seekers are not meeting their requirements, this is followed up quickly so the job seeker can be re-engaged.

The Activity Diary is a tool in the RJCP IT System which assists providers in the management and servicing of job seekers on their caseload and their activity-related mutual obligation requirements.

The Activity Diary enables providers to utilise the RJCP IT System in order to manage this participation and attendance and assist activity supervisors to monitor job seeker attendance as well.

Quick Tip
The Activity Diary is accessed from the ACTIVITY MENU in the RJCP IT system.
Simply click on Activity from the left menu panel of the screen.

Operational Process

Negotiating and agreeing activity participation with job seeker

From 1 July 2015, all remote job seekers aged 18-49 are required to participate in continuous Work for the Dole (WfD) activities to their full activity-tested capacity, up to 25 hours per week, 12 months per year.

At a scheduled appointment with a job seeker, providers must identify and organise the activity (or activities) that the job seeker will participate in. Providers must identify and negotiate activities with the job seekers that are reasonable and appropriate for the job seeker according to their individual circumstances.

A job seeker must be placed in one or more activities that:

- Establish a daily work-like routine for the job seeker;

- Develop and enhance their ability to work independently;

- Improve and enhance communication skills, motivation, and dependability; and

- Where possible, provide the job seeker with experience working as part of a team.

Work for the Dole Activities must enable job seekers to meet their mutual obligations outlined in their Job Plan and provide a daily routine and work like experience.

Quick Tip
To find out more about Work for the Dole Activities check out Chapter 3 Remote Employment Services (Establishing and Conduct of Work for the Dole) of the Guidelines Handbook.

Updating the Job Plan

The Job Plan outlines the activities that will satisfy the job seekers' mutual obligation requirements and help get them into paid work. Providers must ensure that a job seeker has a current and up-to-date Job Plan at all times.   All Job Plans must be recorded in the RJCP IT system.

The Job Plan is easily accessed from the Job Seeker Menu on the left hand side of the RJCP IT System screen.

The Job Plan is important because mutual obligations are outlined in the Job Plan making these requirements enforceable. Penalties can be applied by the Department of Human Services (DHS) under the job seeker compliance framework where those requirements are not met by Job seekers.

It is important for the Job Plan to contain an appropriate level of detail to ensure that the job seeker has a clear understanding of what is required of them and when they need to undertake the activity. Please refer to the RJCP Guideline Handbook Section 7.8 for detailed advice about Job Plan.

A robust Job Plan will also support the submission of a Participation Report (PR) if the job seeker subsequently fails to meet their requirements. Where updates need to be made to the Job Plan, these should be discussed with the job seeker and agreed to again. Providers can choose whether job seekers agree to their Job Plan on line or to sign a hard copy.

Provider must use the RJCP IT User guide located on the Department of Employment Learning Centre for step-by-step instructions on creating a Job Plan.

Where the provider and job seeker have agreed on the activity, the job seeker's Job Plan must be updated to include the activity and the start and finish dates of the activity. Providers should also include:

- The physical location/address of the activity;

- The activity start and end dates ; and

- Any other details about what is required of the job seeker as part of the activity, for example, if specific clothing or safety equipment is required.

- When including activities in the job seeker's Job Plan, providers must link them to a job seekers existing Activity Placement* by clicking the *'Link Activity Placement'* button.

If the job seeker does not have an Activity Placement, providers can add one by clicking the '*Make Activity Placements'* button.

*Activity Placements refer to the Activities job seekers have been placed into on the RJCP IT system using the 'Add Activities' screen.

Quick Tip
Use the *IT system: Provider Reference Guide* on the Provider Portal for a simple step- by-step guide to 'Creating a Job Plan' in the RJCP IT system.

Updating Activity Management

The RJCP IT system provides a simple and quick tool for administrating Work for the Dole activities and referring individual job seekers into one or more activities as outlined in their Job Plan. Activity Management refers to the section of the RJCP IT system which contains all Activity processes.

A job seeker referral to an activity (including Work for the Dole activities) is known as an 'Activity Placement'.

To add a new Activity into the RJCP IT system, navigate to the 'Add Activity' screen to create the details of the activity.

- Once the activity has been created, navigate to the 'Add Placement' screen;

- Enter the job seeker ID and the Activity ID

- Select the location for the activity placement

- Select the Job Plan activity that the job seeker will be placed into from the list of activities already created. When providers click 'next' it will link the Job Plan activity to the activity placement.

- Review the Activity Placement and ensure the information is correct. Click 'submit'.

Providers can view the job seekers Job Plan from this page. To do this select the 'Job Plan' button at the bottom of the page.

Quick Tip
Providers can benefit from using an Activity Placement. Once an activity is entered into Activity Management, the activity location/address will be automatically populated into the Activity Diary.

Scheduling job seeker attendance in the Activity Diary

The Activity Diary enables providers to manage participation and attendance in all Activities, including Work for the Dole. Providers must use the Activity Diary to record the attendance each job seeker undertakes to meet their mutual obligation requirements; according to their job plan.

Provider management of the Activity Diary is closely monitored by PM&C. Monthly Work for the Dole payments are linked directly to actual attendance in Work for the Dole activities each day.

The Activity Diary enables RJCP providers to:

- Record job seeker required hours in both Work for the Dole and Supporting activities;
- Issue Formal Notification of requirements and any rescheduled requirements;
- Create attendance lists for activity supervisors;
- Record attendance of individual activity days;
- Link activity non-attendance to the job seeker compliance framework;
- Automatically link to Activity Summary screen and Job Seeker Summary screen.

Providers must place job seekers in Work for the Dole activities and monitor and support them to attend. It is essential that job seeker participation is monitored closely and where job seekers are not meeting their requirements, this is followed up quickly so the job seeker can be re-engaged.

Monitoring Activities

Regular contact appointments can be used to ensure that job seekers are meeting their mutual obligation requirements and are actively engaged in their Work for the Dole activities. These contacts give providers the opportunity to discuss the job seeker's progress and engagement in the Work for the Dole activity and check that the Work for the Dole activity is still appropriate for the job seeker, taking into account any recent changes in circumstances. Where there are any changes required these need to be updated in the job seeker's Job Plan and Formal Notification issued to the job seeker.

Providers should pay close attention to the Noticeboard to alert them about changes to activities and take action when required. Activity placement Noticeboard messages to be aware of include:

- 'ETS' (Expected to Start) Activity Placements';

- 'Nearing completion of Activity Placement'; and

- 'Job Plan Compulsory Activities Expired'.

Where a Job Plan has been negotiated with the job seeker over the phone and their Job Plan has been sent to their Australian JobSearch account to agree to, providers should monitor the Noticeboard message 'Job Plans Pending Approval on AJS' to ensure that the job seeker agrees to their updated Job Plan.

Navigating to the Activity Diary

To begin using the Activity Diary:

- Navigate to the 'Activities' section of the RJCP IT System; and

- Select 'Activity Diary'.

Searching for an activity or job seeker in the Activity Diary:

Providers can search by:

- Job seeker ID (JSID): which will display the job seeker summary screen. The job seeker Summary screen will display a list of activities the job seeker is participating in; or

- Activity ID: which will display the Activity Summary screen. This will provide details of all job seekers in the provider's organisation participating in that activity.

Quick Tip
For detailed step-by-step advice refer to RJCP IT user guide located on the
Department of Employment Learning Centre

Viewing Activity Attendance Summary information.

To begin using the Activity Diary to monitor and manage a job seeker's activity requirements, providers can use:

Activity Summary:

In the Activity 'Summary Screen' Providers can view the number of hours attended in a specific WfD activity

- View the Activity Details

- View the number of job seekers referred into the activity and how many hours are planned

- A list of the job seekers who are currently placed in the Activity

- Display how many hours have been completed

- Breakdown of results for the recorded attendance

To view the Activity Summary screen.

- Select the job seeker using the radio button; and

- Select the "View Hours and Attendance" button under the listed job seeker.

Job seeker Summary:

In the Job Seeker 'Summary Screen' Providers can view the number of hours a particular job seeker has attended in their WfD activity/s

- View how many hours are planned

- Display how many hours have been completed

- Breakdown of results for the recorded attendance

- Indicating how many hours are required to meet the job seekers Mutual Obligation and how many hours of that requirement are remaining

- The above will also provide a breakdown on participation on RJCP Work for the Dole Activities and participation in other RJCP Supporting Activities

To view the Job Seeker Summary screen.

- Select the activity using the radio button; and

- Select the "View Hours and Attendance" button under the listed job seeker.

Recording job seeker attendance

Confirming the Activity date and location

Once "View Hours and Attendance" has been selected, providers will be directed to the 'Hours and Attendance screen' where they will need to confirm the dates and location of the activity. To choose the date, providers need to:

- Select the calendar in the 'From Date' field; and

- Select the date from which the Activity Diary will be utilised for the job seeker. This will change the fortnightly view to show the next 14 calendar days.

Providers must also confirm the location of the activity.

- If the activity is only in the job seeker's Job Plan, providers will need to enter the physical location of the activity in the 'Location' field before they can proceed any further.

- If the activity is already in Activity Management, the location will be auto populated. This location cannot be updated from the Activity Diary—the location is derived from information in Activity Management.

Once the date and location has been confirmed, select 'Refresh'

Entering start times, end times and breaks of activity and check total planned hours

Select the start and end times for each of the dates in the fortnight that the job seeker will be required to participate in the activity.

> **Quick Tip**
> **When selecting the activity dates and entering times, providers should ensure that they reflect the details in the job seeker's Job Plan**

When providers enter the start and end times for the activities, a break of half an hour will be defaulted for each day. The break period can be updated as required.

When the dates and times have been entered, select 'Submit' to save.

The 'Total Planned Hours' field in the Activity Diary will show the number of hours the provider has set as required for the job seeker to participate in for the next fortnight. This is based on the start and end times that have been recorded in the Activity Diary. Providers should ensure that the total planned hours is appropriate for the job seeker and reflects their mutual obligation requirements.

Issuing notification from Activity Diary

In addition to issuing Formal Notification using the job seeker's Job Plan (provided all details are included), providers must issue Formal Notification from the Activity Diary. This will also support the submission of a Participation Report (PR) if the job seeker subsequently fails to meet their requirements.

Once all times are entered for the fortnight and saved, within the 'Schedule Details' (at the bottom of the Activity Diary)

- select the start and end date you wish to generate a notification for,

- and select the schedule option 'Activities' or 'Both' and

- press the "Create Notification" button.

This will generate the job seeker's Activity Timesheet, with the following details:

- Job seeker details (ID and name);

- Period (activity start and end dates);

- The activity name, location, dates of participation, start time and end time; and

- Compliance warning.

Providers can print and mail or hand the Formal Notification to the job seeker to notify them of their requirements.

Notification from Online Diary

Formal Notification can also be generated from the Online Diary, using the job seeker Requirements Weekly or Fortnightly notifications.

These display all activities and appointments a job seeker is scheduled to attend in the next week or fortnight (note, start date is upcoming Monday).

Bulk Updating Activity Requirements

To bulk update times:

- Search by Activity ID; you will be presented with the Activity Summary Screen.
- Select the 'Bulk Update' button—this will only be available when one or more job seekers are active within the corresponding activity.

Providers will be directed to the Activity Bulk Time Entry page where they will need to:

- Select the update mode;
- Select the date range;
- Select an update mode option *'Apply to all job seekers on activity'* or *'apply only to one job seeker'*; and
- Enter the times for the activity. Providers will need to enter the times for each day (Monday to Friday) and then apply these times to a certain date range (up to six months) by selecting the start and end date and clicking submit.
- Select the Overwrite Mode—this will allow providers to confirm if they want to overwrite all times including those rescheduled;

When all changes have been made, select 'Submit' to save.

How to reschedule activity requirements and record attendance results

It is important for Providers to record job seeker attendance (on the same day as the activity) in the Activity Diary as monthly provider payments are directly linked to the attendance information recorded.

Select the appropriate activity day

Search for the Activity Diary that needs attendance results recorded.
Find the activity date that will be updated.

Reschedule Activity day

Providers may choose to reschedule an activity day where the job seeker calls prior with a reason for not being able to attend that the provider accepts as valid. Rescheduling may also occur where the provider needs to change the activity day, for example, if the supervisor is ill on that day.

   To reschedule:

- From the 'Status' column, select 'Reschedule' from the drop down menu.

- Select the new date and/or time that the activity is being rescheduled.

Providers will need to record a reason for rescheduling the activity from the drop down list before proceeding:

- o Valid reason (Jskr initiated) – medical/health
- o Valid reason (Jskr initiated – work related
- o Valid reason (Jskr initiated) – transport issues
- o Valid reason (Jskr initiated) – caring duties
- o Valid reason (Jskr initiated) – cultural
- o Valid reason (Jskr initiated) – personal/external
- o No valid reason – flexibility utilised
- o Provider initiated reschedule
- o Jskr now exempt from requirements

Select 'Submit' to save the change.

Details of the rescheduled activity will be shown in the Activity Diary so providers will be able to see the history of these rescheduled activities.

It is important to issue Formal Notification to the job seeker of their new requirements. Based on the timeframes for rescheduling the activity, providers can issue printed Formal Notification, using the 'Print Reschedule' button or notify the job seeker verbally of their new requirements.

To ensure that the job seeker is given the opportunity to comply with their mutual obligation requirements, they must be issued with Formal Notification. All notification must include the name and location of the activity, the days and start/end times for each day, a compliance warning and information on what the job seeker should do if they are unable to attend. In addition to the Job Plan, providers can issue Formal Notification to the job seeker from the Activity Diary – both for initially set requirements and any rescheduled requirements. Formal Notification can also be created from the Online Diary for either weekly or fortnightly activity and appointment requirements, provided these are scheduled in either the job seeker's Online Diary or Activity Diary.

Quick Tip

Remember when rescheduling activities:
- **Activities can only be rescheduled within 14 calendar days (or 10 business days) of the original activity date.**
- **An activity cannot be rescheduled after the incident—it needs to occur before the activity date/time.**

Recording Attendance Results

Once the date/time of the activity has passed, providers should ensure they update the attendance results as soon as possible.

From the 'Status' column, select the appropriate result from the drop down menu. The options are:

- **Attended** – the job seeker has arrived on time at the correct location, and has behaved appropriately, treated staff and others with respect and stayed for the duration of the activity.

- **Did Not Attend – Valid Reason (DNAV)** – the job seeker has not attended their activity but the provider has accepted their reason for being unable to attend.

- **Did Not Attend – Discretion (DNAD)** – the job seeker has not attended their activity and the provider did not accept their reason for not attending (or one could not be determined as no contact could be made), but the provider does not think that action should be taken under the compliance framework.

- **Did Not Attend – Invalid (DNAI)** – the job seeker has not attended their activity, has not given prior notice of their inability to attend, and does not have a valid reason (or one could not be determined as no contact could be made) and the provider thinks that action should be taken under the compliance framework through the submission of a No Show No Pay PR.

- **Rescheduled** – the job seeker gave prior notice of their inability to attend and had a valid reason, as accepted by the provider, and they have agreed to reschedule the job seeker's activity. This may also be recorded if the provider has initiated the reschedule.

- **Cancelled** – the provider has had to cancel the job seeker's activity (for example, due to the organisation ending the activity) Providers must notify job seekers of any cancellations to ensure no confusion is caused.

Providers can enter the bulk results for a fortnight. For example, for jobseekers who didn't attend over a number of days, select a result (DNAI, DNAD and DNAV) and select "Bulk Update (Fortnight)'.

Recording partial attendance.

Job seekers must attend all of the hours scheduled in the Activity Diary on a specific day.

If a job seeker leaves early or arrives late without a valid excuse then the Provider must record a Did Not Attend result. As outlined above, the result used will depend on whether the Provider has accepted the reason for the job seekers not being able to attend.

The Provider should also enter information in the job seeker's comments screen explaining the job seeker attended for only part of their requirements. Please refer to the CDP Guidelines Toolkit - Service Payments for an explanation of how Activity results impact on Providers payments.

Saving results

Once providers have entered activity results, they need to select 'Submit' to save.

Important to note:

> **Quick Tip**
> **Once activity results have been entered, the 'Total Attended Hours' field will populate the number of hours where an 'Attended' result was recorded.**
> **This will assist providers to see if their job seeker is meeting their mutual obligation requirements.**

Monitoring Attendance

It is important that attendance results are updated in the Activity Diary to maintain a record of the job seeker's attendance history and link any non-attendance to action under the job seeker compliance framework, where appropriate.

It is also important for Providers to record job seeker attendance (on the same day as the activity) in the Activity Diary as monthly provider payments are directly linked to the attendance information recorded.

> **Quick Tip**
>
> **Providers should refer to the Noticeboard message 'Activity Diary results require update' to see a list of job seekers who have had an activity day scheduled in the Activity Diary that has passed and no result recorded yet.**

Providers should ensure that they check Noticeboard messages regularly to enable them to quickly update results and take any action that is appropriate under the compliance framework.

Managing Activity Supervisor Relationships

Providers and supervisors should maintain effective communication to achieve the best outcome for job seekers participating in activities as part of their mutual obligation requirements. This will allow providers to discuss their job seeker's attendance and behaviour at activities and any possible changes in circumstances.

Work for the Dole Supervisor mobile application

The WfD Supervisor mobile app is designed for WfD supervisors to update jobseeker attendance against an activity. Supervisors can use the app to update attendance and hours for individual job seekers, which will link real time information to the Activity Diary on the RJCP IT System. Providers will be expected to maintain the Activity Diary. They can do this by using information that is provided from the WfD Supervisor mobile app, as well as, by adding information directly into the IT system. The mobile app requires mobile coverage and in some areas will not be an appropriate tool. In these cases, providers will be required to record attendance data and add information directly into the IT system.

> **Quick Tip**
>
> **Activity supervisors can download the Supervisor Application to assist in managing job seeker attendance.**
>
> **This is iPhone, iPad and Android compatible.**

How to manage non-attendance at activities

1. Attempt to contact

When a job seeker fails to attend their activity without giving prior notice of a valid reason, the provider must attempt to contact the job seeker at least once on the day they become aware of the non-attendance to determine if the job seeker had a Reasonable Excuse for not attending.

2. Determine if Reasonable Excuse exists

Where contact *can be made* with the job seeker, the provider will need to determine if Reasonable Excuse exists. To determine this, providers must consider:

- Whether a member of the public would consider the explanation given by the job seeker to be reasonable; and

- The job seeker's ability to have given prior notice.

3. Reasonable Excuse does exist

If Reasonable Excuse does exist, providers should record a DNAV result in the Activity Diary and determine the best way to re-engage the job seeker.

Providers may choose to submit an Allowable Absence Record to document the strategy being used to re-engage the job seeker.

4. Reasonable Excuse does not exist or contact could not be made with the job seeker

If Reasonable Excuse does not exist, or the provider was *unable to make contact* with the job seeker to determine if they had a Reasonable Excuse, providers need to take action under the compliance framework.

When deciding what action to take next, providers should take into consideration the job seeker's individual circumstances, their attendance and compliance history, their motivation to find employment and what the best strategy would be to re-engage the job seeker.

Using Discretion

If the provider chooses to use discretion and re-engage the job seeker another way, they should record a DNAD result in the Activity Diary and document the re-engagement strategy being used, for example, that the job seeker will make up the missed hours on another day.

Utilisation of the job seeker compliance framework

Where the provider believes that a potential financial penalty should be considered for the non-attendance, they need to record a DNAI result in the Activity Diary for the activity day not attended and submit a No Show No Pay PR.

When the provider records a result of *DNAI* the job seeker needs to be re-engaged within 14 days to receive the monthly provider payment for that job seeker.

A DNAI result will create a draft No Show, No Pay PR (specifically a NFAA PR – Failure to attend an activity in the job seeker's Job Plan) for that incident date. A draft NFAA PR will only be created if the activity has a Job Plan code; therefore it is important that activities in a job seeker's Job Plan are linked to Activity Management placements.

Providers will need to navigate to the Compliance History screen to complete and submit any draft NFAA PRs.

Quick Tip

Important things to note when submitting a NFAA PR:

- **A draft NFAA PR created from a DNAI Activity Diary result will be deleted on the day of creation, if not submitted.**

- **Providers will only be able to submit a NFAA PR within 10 business days of the incident of non-attendance. Therefore it is important that non-attendance is reported quickly and if appropriate,**

How to monitor activities run by an activity supervisor

1. Setting activity requirements

The Activity Diary can be used to create attendance lists for use within the provider's organisation or to provide to a third party activity supervisor.

Once activity days and start/end times have been recorded in the Activity Diary (either through a job seeker's individual Activity Diary or using Bulk Update functionality), then attendance lists can be created.

2. Creating Attendance Lists

To create an attendance list:

- Search by Activity ID;

- Using the Activity Period 'Start Date' and 'End Date' fields, select the date from which an attendance list will be created; and

- Select 'Create Supervisor Timesheet' to generate the timesheet.

Quick Tip
When searching by Activity ID, Providers can only search for activities that are recorded in Activity Management—not just in the job seeker's Job Plan.

Prior to the activity start time, providers can print out the attendance list for organisational use or send the list to the third party activity supervisor to assist them in monitoring job seeker attendance.

3. Monitoring attendance

Whether or not an attendance list is being used by an activity supervisor, it is important that the provider is promptly notified about a job seeker's attendance at the activity.

Supervisors may organise with the provider to return the attendance list to the provider each day or at the end of the week, or another communication method may be utilised.

Providers should maintain regular and useful contact with activity supervisors regarding job seeker attendance at activities. This will ensure that providers are notified of the job seeker's non-attendance as soon as possible after the date of non-attendance, allowing them to take appropriate action to re-engage the job seeker in their requirements.

CDP Guidelines Toolkit - Service Payments

Document change history

Version	Start date	Effective date	End date	Change and location
1.0	01 07 15	01 07 15	30 06 18	Original version of document

Explanatory Note

All capitalised terms have the same meaning as in the Remote Jobs and Communities Programme 2013–2018 (RJCP) Funding Agreement. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

The terms 'job seeker' and 'eligible job seeker' in this User Guide means an Eligible Job seeker as defined in the Funding Agreement.

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of a Provider's obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by the Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Service Payments

• Overview

Service payments for Providers incorporate:

- **Basic Services Payments** which are payable for Basic Services to job seekers who are not required to participate, or who have not chosen to participate, in Work for the Dole (these job seekers are called '**Basic Participants'** in the RJCP Funding Agreement);

- **Work for the Dole Payments** which are payable for job seekers undertaking Work for the Dole Activities (these job seekers are called **'WfD Participants'** in the RJCP Funding Agreement). WfD Participants also receive other services, such as attending Provider appointments and Jobsearch.

From July to December 2015, 'Start-Up' arrangements will apply, with monthly advance payments based on provider caseloads. These payments will be supplemented where providers exceed 75 per cent of their eligible caseload attending activities to their full requirements.

From 1 January 2016, service payments will be made in arrears, based on the outcomes achieved by providers.

Service payments are only made with respect to job seekers who have met their provider and agreed a Job Plan. In the case of Work for the Dole Payments, payments are only made for job seekers who have attended their activities or where appropriate action has been taken by providers where a job seeker has not attended an activity.

• Timing of payments

Payments will generally be calculated on the 4th Wednesday of each month, and paid within the first three working days of the following month. Where this is not possible, Providers will be advised of alternative arrangements.

The Start-up period (1 July 2015 to 31 December 2015)

During the start-up period, providers will receive a minimum level of service payments irrespective of their achievement in placing and supporting the attendance of job seekers in activities. During the Start-Up period, payments will be paid monthly, in advance.

The start-up payment rates are outlined below:

Payment type	Monthly payment (GST Ex)
Basic Services Payment (Job seekers not aged 18-49 and in receipt of activity-tested income support)	$ 333.33
Work for the Dole payment (Job seekers aged 18-49 and in receipt of activity-tested income support)	$ 780.00

Refer *to Diagram 1* for a Business Process diagram of the start-up payment calculation.

Basic Services Payment – start-up period

During the start-up period, providers will be paid the Basic Services Payment for all Basic Participants on their caseload (i.e. job seekers outside the 18-49 age group, or job seekers aged 18-49 if they are not in receipt of activity-tested income support) providing:

- They have met with the job seeker and agreed a Job Plan; and
- If the job seeker is suspended, the suspension is for less than 14 days of that month.

Work for the Dole Payments – start-up period

During the start-up period, providers will be paid the Work for the Dole Payment for all Work for the Dole eligible job seekers on their caseload (i.e. job seekers aged 18-49 who are in receipt of activity-tested income support) providing:

- They have met with the job seeker and agreed a Job Plan; and
- If the job seeker is suspended, the suspension is for less than 14 days of that month.

The Start-Up payment rate for the Work for the Dole payment has been calculated to be equivalent to paying the full Work for the Dole payment to 75 per cent of all Work for the Dole eligible job seekers in the IT system.

The Supplement - for provider with greater than 75% payable attendance

During the start-up period, providers who get more than 75 per cent of their eligible caseload attending activities to their full requirements will receive a supplementary amount to increase the total service payment to reflect their actual outcomes.

For example, in scenario 2 under the payments section of the CDP Guidelines Handbook, a Provider has 100 Work for the Dole (WfD) eligible job seekers on their caseload, places 85 of them into activities and these job seekers all meet their full attendance requirements recorded in the Activity Diary.

- The start-up payment calculation provides for minimum monthly payment of $78,000 (100 x $780).
- The provider has exceeded achievement of 75%, and under the regular, outcomes-based payment arrangements would have received $88,187.50 for that month (equivalent to 85 x $1037.50).
- In addition to the start-up payment, the provider will receive a supplement of $10,187.50, to ensure they are not disadvantaged by their good performance.

Service Payments from January 2016

From January 2016, outcomes-based payment arrangements will apply to Work for the Dole Payments, with payments linked to job seeker attendance in Work for the Dole.

Services payments are paid monthly to Providers according to the rates outlined below.

Payment type	Annual Payment Value (GST Ex)	Monthly payment (GST Ex)
Basic Services Payment (Excludes job seekers participating in Work for the Dole)	$ 4,000	$ 333.33
Work for the Dole payment (excluding GST)*	$ 12,450	$ 1,037.50

*Where there is a hosting arrangement in place, a negotiated payment must be made to the host organisation from the $12,450 Work for the Dole payment. Typically, this should be around half the amount that would normally be received by the Provider.

Refer *to Diagram 2* for a Business Process diagram of the service payments calculation.

Basic Services Payment

Providers will receive a Basic Services Payment for all job seekers not required to participate in Work for the Dole unless the job seekers choose to, and participate in Work for the Dole activities.

The Basic Services Payment is paid monthly to Providers based on the total number of job seekers 'Basic Participants' (excluding job seekers in Work for the Dole activities) recorded in the IT System. Basic Services payments will coincide with Work for the Dole Payments, resulting in a single monthly payment being received by Providers.

Work for the Dole Payment

Providers will be paid under an outcomes-based payment model with payments to be paid monthly, in arrears, to enable assessment of performance prior to calculation of the payment.

This means that Providers will be expected to ensure remote job seekers are not just signed up, but also attend their Work for the Dole Activities, five days a week. In the case that a job seeker does not attend an activity, the Provider will be expected to attempt to contact the job seeker to determine the reason for non-attendance, and appropriately record the non-attendance in the Activity Diary, including whether there was a valid reason for non-attendance.

Payment arrangements will support providers to use the tools at their disposal to engage job seekers and improve their attendance at activities. This, in turn, will provide the best opportunity for job seekers and communities to realise the benefits of active participation in work like activities.

For the purpose of payment calculations, attendance refers not only to actual attendance of job seekers as recorded in the Activity Diary; it also includes:

- where job seekers provide a valid reason for non-attendance; and
- where appropriate action has been taken by providers following non-attendance if a job seeker has failed to attend without a valid reason, and the job seeker has subsequently attended the activity within 14 days.

For Job seekers who fail to attend without a valid reason, and for whom Work for the Dole is a compulsory activity in their Job plan, appropriate action to be taken by providers includes lodging a Participation Report for non-attendance. Providers should not, however, rely solely on Participation Reports and should also use other avenues to engage with job seekers and support their attendance.

Transition from advance monthly payments during start-up period, to outcomes-based payments

From July to December 2015, 'Start-Up' payment arrangements apply, with providers receiving advance payments providing a minimum level of payment based on provider caseloads.   From 1 January 2016, payments will be made in arrears, based on the outcomes achieved by providers.

To support a smooth transition to the outcomes-based model, the first payment in early January will be based on provider performance in December 2015. This will not affect the advanced payment made to providers at the start of December. Subsequent payments made at the start of each month will be based on the performance of the provider in the previous month.

Refer *to Diagram 5* for further detail on the transition of payments arrangements.

Start

To receive a service payment, Providers must first have met their job seeker and agreed a Job Plan.

Process Flow for payment of Service Payments during start-up period (from July to December 2015)

Has Provider met job seeker and agreed a Job Plan?

No → **No payment**

Yes

During Start-Up Period, minimum level of payment is based on job seeker characteristics:
- 18-49s potentially get WFD payment;
- remainder potentially get Basic Payment

Is jskr 18-49 and in receipt of activity-tested income support?

Yes → Is job seeker currently suspended? → Yes → Is suspension end date >2 weeks? → Yes → **No Payment**

No

No

No

Pay Start-up WFD fee $780

Suspended job seekers have been determined by DHS as temporarily not being required to meet their obligations, e.g. due to personal issues, crisis. Given that there is no requirement to service these job seekers, we won't pay service payments if the suspension is more than 2 weeks of the month.

Is job seeker currently suspended? → Yes → Is suspension end date >2 weeks? → Yes → **No Payment**

No

No

Pay Basic Fee $333.33

This is the minimum level of start-up payment. Providers may receive additional funds if they achieve achieve greater than 75% payable attendance for Work for the Dole job seekers.

result = Start-up payment for this month for all job seekers

Sum fees for each job

Calculate Service payments based on January 2016 rules

For providers with >75% payable attendance, the supplement increases the total payment to what they would get under the outcome-based payment rules in January 2016.

Is Start-up payment less than payment based on January 2016 rules?

Yes → Calculate supplement: Supplement = difference between Payment based on January 2016 rules and Start-Up Payment → Pay Start-Up payment plus supplement

No

Pay Start-up payment

(Payable attendance refers to information recorded in the Activity Diary reflecting:
* actual attendance;
* non-attendance where there is a valid reason; and
* non-attendance where there is no valid reason, if the job seeker has re-attended within 14 days and the Provider has used appropriate compliance action.

Start

Process Flow for payment of Service Payments from January 2016

Calculation is for each individual job seeker for each individual day, then the total is summed for monthly payment

To receive a service payment, Providers must first have met their job seeker and agreed a Job Plan.

Has Provider met job seeker and agreed a Job Plan?
— No → **No payment**

↓ Yes

Is jskr required to do Work for the Dole?
— Yes →

↓ No

Job Plan sets out Mutual Obligation. From January 2016, job seekers required to do WFD will attract no payment unless they have Work for the Dole in their Job Plan.

Does Job Plan include Work for the Dole?
— Yes →

↓ No

An ESAt is a referral for DHS to assess the job seeker's barriers and capacity to work. We will pay Basic Payment if the provider is waiting for the result.

Does Job Plan include Work for the Dole?
— No → **Pay Basic Fee**

Is there a pending referral to an ESAt?
— Yes → **Pay Basic Fee**

↓ No

No payment

↓ Yes

Job seekers volunteering into WFD job seekers will attract WFD payment if placed and attending.

Providers must create an activity and allocate the job seeker to it in the system. Job seekers required to do WFD will attract no payment unless they are in a Work for the Dole Activity.

Is job seeker placed in a Work for the Dole Activity?
— Yes → ... — Yes →

↓ No

Pay Basic Fee

Is job seeker placed in a Work for the Dole Activity?
— No → **No payment**

Is job seeker currently suspended?
— Yes → **Pay Basic Fee (ONCE PER JOB SEEKER)**

↓ No

For each Activity, pay Hourly WFD fee for payable WFD hours.

Providers must record attendance in the Activity Diary and apply the compliance framework as appropriate. Refer to 'Payable Hours for WFD job seekers diagram.

Suspended job seekers have been determined by DHS as temporarily not being required to meet their obligations, e.g. due to personal issues, crisis. Providers cannot service job seekers on suspension.

Key things a Provider needs to do to be paid:
1. Get everyone to sign a Job Plan
2. Place them in Activity (i.e. tell them when and where to show up and record in the IT system)
4. Make sure the activity is in place and adequately supervised
3. Record if the job seekers showed up, or whether or not they had a valid reason for not attending in the Activity Diary
4. Lodge a Participation Report for non-attendance where there is no valid reason unless the activity is voluntary in Job Plan

- Under outcome-based payment arrangements, we only pay WFD rate if job seeker is placed in, and attending Work for the Dole.

- What this means is:

  - The Provider must commence (meet and agree a Job Plan with) the job seeker;
  - The Job Plan must include Work for the Dole;
  - The Provider must have an activity ready, available and appropriately supervised;
  - The Provider must place the job seeker in a Work for the Dole Activity in the IT system;
  - The Provider must record job seeker attendance / non-attendance in the Activity Diary; and
  - Where WFD is not voluntary in the job plan, use the compliance framework if the job seeker doesn't attend without a valid reason.

If a job seeker has WFD in the Job Plan and is placed in a WFD activity,

We pay if:

  - The Activity Diary has a result of 'ATT' (meaning the job seeker attended);
  - The Activity Diary has a result of 'DNAV' (meaning the job seeker did not attend but gave a valid reason); or
  - The Activity Diary has a result of 'DNAI' (meaning the job seeker did not attend and gave no valid reason); and
    - Where Work for the Dole is a compulsory activity in the Job Plan, the provider lodged a participation report (PR) for the non-attendance and the job seeker re-attended the activity within 14 days; or
    - Where Work for the Dole is a voluntary activity in the Job Plan, the job seeker re-attended the activity within 14 days.

We don't pay if:

  - The Activity Diary has a result of 'DNAD' (meaning the job seeker did not attend, provided no valid reason but the provider decided not to use the compliance framework);
  - The Activity Diary has a result of 'DNAI' (meaning the job seeker did not attend and gave no valid reason); and
    - Where Work for the Dole is a compulsory activity in the Job Plan, the provider did not lodge a PR for the non-attendance, or the job seeker failed to re-attend the activity within 14 days; or
    - Where Work for the Dole is a voluntary activity in the Job Plan, the job seeker failed to re-attend the activity within 14 days.

If a job seeker has no valid reason for not turning up, the provider must lodge a PR. If the job seeker re-engages within 14 days, we pay for the days they didn't attend. If it took more than 14 days, we won't pay.

We also expect providers to use other means to engage job seekers, and not solely to rely on PRs. This should include contacting job seekers and discussing their reasons for non-attendance, to determine what support they may need to help them attend in the future.
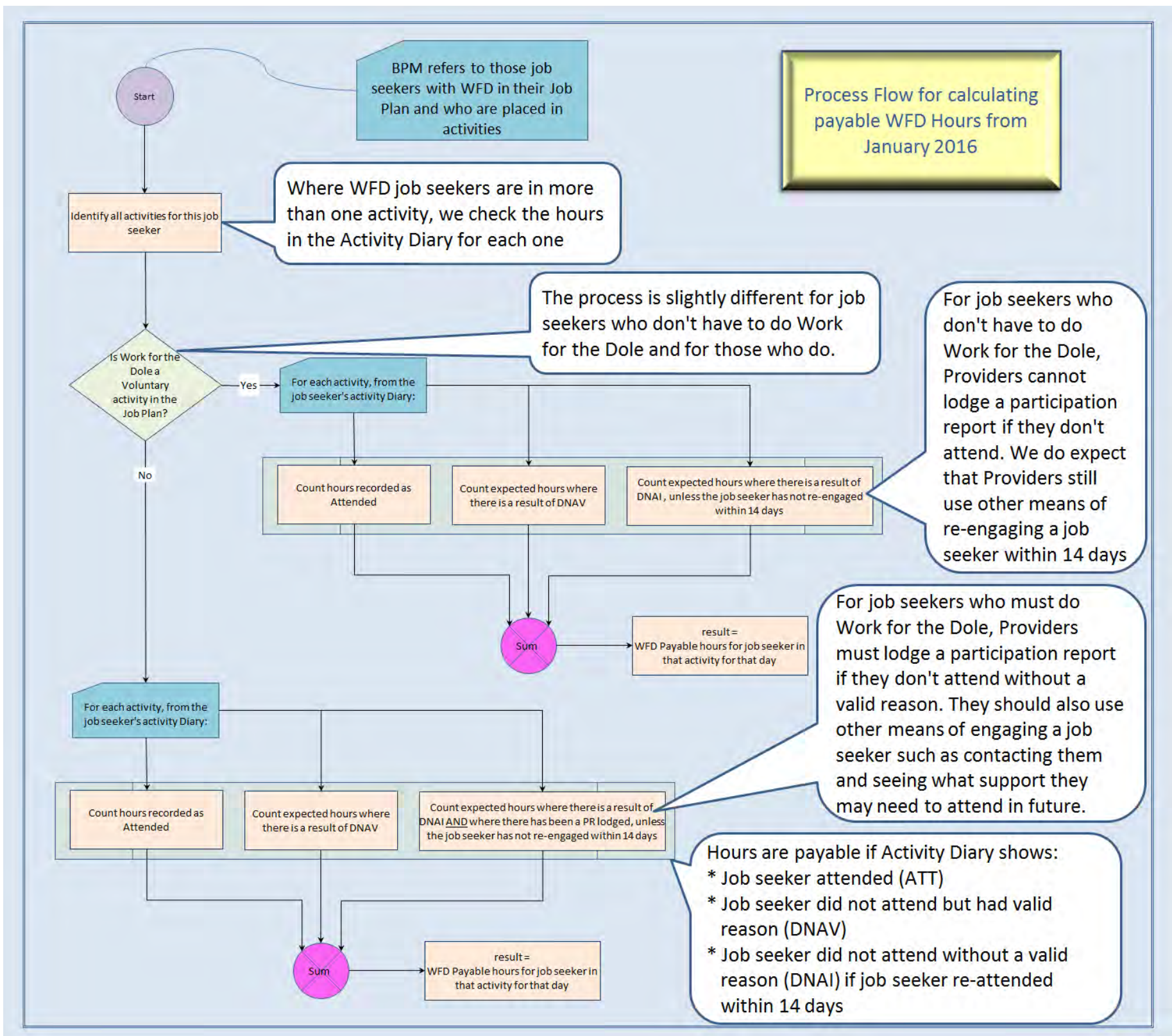
Work for the Dole Attendance and Payment arrangements from January 2016; Diagram refers to activity diary results for a fictitious job seeker, 'Trevor'.

The time-line below outlines the payments attributed to a fictitious job seeker 'Trevor', based on his attendance in his Work for the Dole activity and the Provider's recording of that attendance in the activity diary.

For the purpose of this example, Trevor is aged 34 and is in receipt of full-rate of activity-tested income support. He has met with the provider and agreed a Job Plan that contains Work for the Dole as a compulsory activity with an expectation that he attends 5 days per week, for 5 hours each day. The Provider has also placed Trevor into the activity in the RJCP IT system.

A monthly calculation batch occurs on the 4th Wednesday of every month, to calculate Basic Payments and WFD Payments for the Provider; these payments are paid within the first 3 business days of the following month. The batch reviews the WfD attendance in the activity diary since the day after the previous month's calculation date; In the example diagram below, the 24 February batch reviews Trevor's WfD attendance during the period 28 January to 24 February.

For Trevor, the payable WfD hours are as follows:
* Where Trevor actually attended his Work for the Dole project, and where the attendance was recorded by the Provider in the activity diary, actual hours of attendance are payable (in the example below that is 10 hours);
* Where Trevor failed to attend his Work for the Dole project but gave a valid reason, and where the non-attendance was appropriately recorded by the provider with a 'DNAV' result in the activity diary, expected hours for the project on that day are payable (in the example below that is 10 hours).
* Where Trevor failed to attend his Work for the Dole project and failed to give a valid reason, his expected hours for that project on that day are payable, providing the non-attendance was appropriately recorded by the provider with a 'DNAI 'result in the activity diary, the provider lodged a PR for the non-attendance that day, and that Trevor re-engaged in the activity within 14 days (in the example below that is 45 hours).

Trevor's Work for the Dole hours are not payable where:
* the activity diary has no attendance result entered (in the example below that is 5 hours);
* there is a result of 'DNAD' (did not attend - discretionary) - (in the example below that is 5 hours);
* there is a result of DNAI and the provider has not lodged a PR lodged for that day; (in the example below that is 15 hours); and
* there is a result of DNAI and the provider has lodged a PR but the job seeker fails to re-engage within 14 days (in the example below that is 10 hours)

In this example, Trevor's payable hours were 65 of his required 100 hours for the period so the payment will be 65% of $1037.50, or $674.38

The payment calculated on this batch will be made within the first 3 business days of February

Batch reviews activity diary results for every WFD job seeker dating back to the day after the previous batch

14 day period; job seeker re-engaged in time

14 day period during which job seeker did not re-engage

14 day period during which job seeker did not re-engage

The payment calculated on this batch will be made within the first 3 business days of March

| result code entered in activity diary:
Has a PR been lodged?
Are the hours payable, or not payable? | | DNAI
PR Lodged
Payable | Not
Payable | ATT
Payable | DNAI
PR Lodged
Not
payable | DNAI
PR Lodged
Not
payable | DNAI
PR Lodged
Payable | DNAI
PR Lodged
Payable | DNAI
PR Lodged
Payable | DNAI
No PR
Not
payable | DNAI
PR Lodged
Payable | | DNAI
PR Lodged
Payable | DNAI
No PR
Not
payable | DNAV
 | DNAI
PR Lodged
Payable | DNAI
PR Lodged
Payable | | ATT
Payable | Not
Payable | ATT
Payable | DNAV
 | DNAI
PR Lodged
Payable | | DNAD
Not
payable | DNAI
No PR
Not
payable | DNAI
PR Lodged
Payable | | |

Date: Sat 23 Jan 16 · Sun 24 Jan 16 · Mon 25 Jan 16 · Tue 26 Jan 16 · Wed 27 Jan 16 Payment Calc. date · Thu 28 Jan 16 · Fri 29 Jan 16 · Sat 30 Jan 16 · Sun 31 Jan 16 · Mon 01 Feb 16 · Tue 02 Feb 16 · Wed 03 Feb 16 · Thu 04 Feb 16 · Fri 05 Feb 16 · Sat 06 Feb 16 · Sun 07 Feb 16 · Mon 08 Feb 16 · Tue 09 Feb 16 · Wed 10 Feb 16 · Thu 11 Feb 16 · Fri 12 Feb 16 · Sat 13 Feb 16 · Sun 14 Feb 16 · Mon 15 Feb 16 · Tue 16 Feb 16 · Wed 17 Feb 16 · Thu 18 Feb 16 · Fri 19 Feb 16 · Sat 20 Feb 16 · Sun 21 Feb 16 · Mon 22 Feb 16 · Tue 23 Feb 16 · Wed 24 Feb 16 Payment Calc. date · Thu 25 Feb 16 · Fri 26 Feb 16 · Sat 27 Feb 16 End of Month

In this case, Trevor did not attend, had no valid reason, and the provider lodged a PR, but Trevor did not re-engage within 14 days so the hours he was expected to attend this activity are not payable to the provider.

In this case, Trevor did not attend and had no valid reason, but a PR was not lodged so the hours he was expected to attend this activity are not payable.

Trevor did not attend and had no valid reason, but the provider lodged a PR and Trevor re-engaged within 14 days so the hours he was expected to attend this activity are payable.

Trevor did not attend but called the provider, and the provider recorded DNAV, indicating the Trevor had a valid reason. As such, the hours he was expected to attend this activity are payable.

Trevor attended the activity and his five hours of attendance in the activity are payable.

Trevor did not attend, and had no valid reason, but a PR was lodged. Trevor has not yet re-engaged as at the date of the data calculation, but 14 days haven't yet passed since this non-attendance so the system must give the benefit of the doubt and the hours he was expected to attend this activity are payable.

In this case, the provider failed to enter a result in the activity diary so the hours that Trevor was expected to attend this activity are not payable.

Trevor did not attend, the provider recorded DNAD indicating that there was no valid reason but that they chose to apply their discretion in not submitting a PR. As such, the hours Trevor was expected to attend this activity are not payable.

Partial Attendance

Lets say Trevor is supposed to attend today's activity from 10am until 3.30pm (including 30 minute lunch-break), and that he attends at 10.00 am but leaves at 12.00 for lunch and doesn't return, having no valid reason for the absence.

The provider should:
* record a DNAI result for the day as there was no valid reason for the partial attendance, and lodge a PR. The provider should also enter information in the job seeker's 'comments' screen explaining the job seeker attended for only part of their required hours .
Doing the above will result in full payment to the provider (assuming Trevor re-engages within 14 days). If the provider records attendance from 10.00 to 12.00, they cannot enter a DNAI result and they will only be paid for 2 hours attendance.

Alternatively, if Trevor left at lunch-time but advised the provider and provided a valid reason (such as feeling sick), the provider should:
* record a DNAV result for the day to reflect there was a valid reason for partial absence, and enter relevant information in the job seeker 'comments' screen to explain.
This will generate the full 5 payable hours for the day. As above, If the provider records attendance from 10.00 to 12.00, they cannot enter a DNAV result and they will only be paid for 2 hours attendance.

Service Payments and the transition from Start-Up arrangements to outcomes-based payments

Start-Up Period - Monthly advance payments

Outcome-based payments in arrears

- Calculation Batch Runs 4th Wednesday of month
- Payment occurs first week of following month

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* for 1st payment WFD job seekers are those aged 18-49 in receipt of activity-tested income support)

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* If provider has achieved greater than 75% of their WFD job seekers attending 100% of their requirement this month, WFD payment is based on actual achievement using post January 2016 rules

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* If provider has achieved greater than 75% of their WFD job seekers attending 100% of their requirement this month, WFD payment is based on actual achievement using post January 2016 rules

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* If provider has achieved greater than 75% of their WFD job seekers attending 100% of their requirement this month, WFD payment is based on actual achievement using post January 2016 rules

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* If provider has achieved greater than 75% of their WFD job seekers attending 100% of their requirement this month, WFD payment is based on actual achievement using post January 2016 rules

Calculation:
WFD jskrs times $780;
plus
Other eligible job seekers times $333.33

(job seekers must be commenced)

* If provider has achieved greater than 75% of their WFD job seekers attending 100% of their requirement this month, WFD payment is based on actual achievement using post January 2016 rules

Calculation:
WFD jskrs : up to $1037.50 per job seeker, based on actual achievement of attendance in WFD

plus
Other eligible job seekers times $333.33

* January payment paid at start of January based on achievement at end of December calculaton date.

Calculation:
WFD jskrs : up to $1037.50 per job seeker, based on actual achievement of attendance in WFD

plus
Other eligible job seekers times $333.33

* February payment paid at start of February based on achievement at end of January calculation date.

Calculation batch:
Wednesday, 24 Jun 15

Calculation batch:
Wednesday, 22 Jul 15

Calculation batch:
Wednesday, 26 Aug 15

Calculation batch:
Wednesday, 23 Sep 15

Calculation batch:
Wednesday, 28 Oct 15

Calculation batch:
Wednesday, 25 Nov 15

Calculation batch:
Wednesday, 23 Dec 15

Calculation batch:
Wednesday, 27 Jan 16

Calculation batch:
Wednesday, 24 Feb 16

June 2015 | July 2015 | August 2015 | September 2015 | October 2015 | November 2015 | December 2015 | January 2016 | February 2016

Payment expected by:
Friday, 3 Jul 15

Payment expected by:
Wednesday, 5 Aug 15

Payment expected by:
Thursday, 3 Sep 15

Payment expected by:
Tuesday, 6 Oct 15

Payment expected by:
Wednesday, 4 Nov 15

Payment expected by:
Thursday, 3 Dec 15

Payment expected by:
Wednesday, 6 Jan 16

Payment expected by:
Wednesday, 3 Feb 16

CDP IT system

User Guide

(Version 7: Feb 2016)

Contents

Overview

Introduction

Welcome to the CDP IT system Starter User Guide (User Guide). This document will lead you step by step through some of the common tasks you will do from 1 July 2013. It will also help you when you are doing the CDP IT Training Database Workbook exercises that you'll find in the Learning Centre. The User Guide will be especially useful to those of you who haven't used the Department's IT system before. We also recommend that you use it to help you do the CDP IT Training Database Workbook exercises.

About the CDP IT system

The CDP IT system has been specially designed for the Remote Jobs and Communities Programme that commenced on 1 July 2013. The first release of the system has a number of features that are designed to make it easy to move around and find the information you need. A few things to note:

CDP is an internet based system, meaning you don't need to install and maintain any special software on your computer. You'll just open your internet browser, go to the CDP IT system page, sign in and you're away!

When you get access to the CDP IT system you also get access to our practice database – a great place to explore and experiment as you learn the new system. If you're new our IT then you might want to do our training case studies. If you've delivered programmes such as Job Services Australia or Disability Employment Services you might prefer just to go into the training database and have a look around.

CDP has a sophisticated claims and payments feature which means you lodge all your claims for payments within our system – and we'll even generate the **Tax Invoice** to help you!

The system has been designed and tested in Internet Explorer 9 (see Clause 17 in the Funding Agreement).

The system will build a history of recently viewed records and you can 'pin' frequently used records for quick access.

You can open multiple tabs and windows simply by doing a 'right mouse' click on a menu item and selecting 'Open in new tab'. This means that you could keep your CDP **Calendar** open while working with job seeker records.

To make it easy for you the system is designed around 'workflows'. All you need to do is to get to the right page and the system will lead you through the process.

You can print pages and change your settings using standard Internet Explorer features and you can also export your caseload into a spreadsheet or print a PDF.

The CDP IT system includes a **Noticeboard** that keeps you up to date on important happenings with your job seekers – such as when your job seeker is about to end an activity, or when there are no current activities in the Job Plan .

The Home Page

Our home page is your gateway to CDP information. Our **Noticeboard** helps you to monitor what your job seekers are doing and we've also got links to information about Accessibility, Privacy, CDP System Support and the Provider Portal.

Systems Access

Every person who uses the CDP IT system will have a unique User Id and password. Security management is devolved by the Department of Employment to each organisation. Your organisation will have an Organisation Security Contact (OSC) and a Site Security Contact (SSC) who are responsible for arranging your access to the Department's IT systems. They will assign you a security role (actually a group of roles) that determines what you can see and do in the system. You'll be able to check your roles in the **Tools** menu.

If you use the Department's Employment Services System (ESS) you will already have a User Id, password and security roles. You will keep your current base role (SPS/SPC/SPN) and your OSC/SSC will issue you with an additional CDP role (RJ1-5) that will allow you to use the CDP IT system. If you are new to our IT and will just be delivering CDP then your OSC/SSC will issue you with a base role (RJB) and a CDP general role.

You have a base role of RJB or SPS/SPC/SPN base role and a general role of:
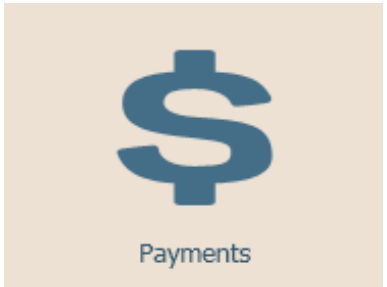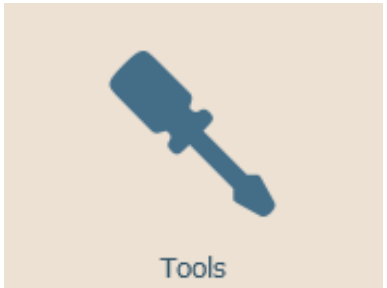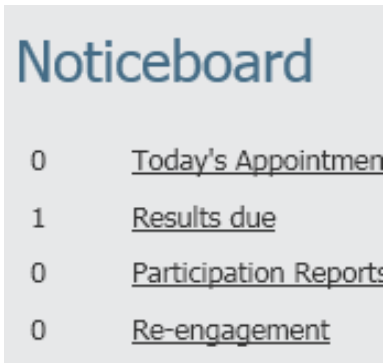
CDP General Role	Description
RJ1 – CDP Minimum Access	You have view access to records with the exception of payments pages. You can create/update Calendar sessions and create/update appointments
RJ2 – CDP Limited Access	You can Directly Register a job seeker and you can create/update Calendar sessions and create/update appointments.
RJ3 – CDP Medium Access	RJ2 *plus* you can lodge claims for payment.
RJ4 – CDP High Access	RJ3 *plus*
RJ5 – CDP Senior Administrator Access	RJ4 *plus*

CDP System

So let's learn about the system. Our User Guide follows the menu that you see on the CDP IT system home page.

Navigation Tiles	Functions
Caseload	Search Your Caseload
Calendar	View Calendar and Search for Sessions and Appointments
	Create a Session
	Create a Session and Appointment Addresses – to Interview job seeker's outside your main Site
	Create an Appointment for a job seeker and Record an Appointment Result
	Reschedule an Appointment
	Create a Recurring Session
	Create an Out of Office session
Job Seeker	Search for a job seeker and Directly Register a job seeker
	Assess a job seeker using the Job Seeker Classification Instrument
	Refer a job seeker for an Employment Services Assessment (ESAt)
	View a job seeker's Programme History (The Department's employment services), Approved Activities (from DHS) and Exemptions (from DHS)
	Create a Job Plan
	Commence a job seeker in CDP
	Create an Incident Report
	View Details of an Incident Report
	Review and Incident Report
	Exit a job seeker from CDP
	Upload a Résumé
	Download a Résumé

Navigation Tiles	Functions
	Build a Résumé
	Delete a Résumé
	Résumé Keywords – Extracting and Editing
	Résumé – Create, Edit and Delete an Occupation
	Résumé – Job Matching
	Résumé - Add and Remove Locations
	Résumé – Add and Remove Licences
	Résumé - Add and Remove Other Options
	SMS Notifications
	Setting Challenge Questions
	Using Case Summary
	Viewing Participation Profile
	Update Contact details
	Create a Non Attendance Report
Activities	Search for Activities
	Add a New Activity
	Place a job seeker in an Activity
	List a job seeker's Activity Placements and Job seekers who have been placed in an Activity.
	Record a successful completion of an Activity Placement so you can claim an Education Completion Outcome or a Participation Outcome
	Recording Hours in Activity Diary
Employer and Vacancies	Search for and Create an Employer
	Search for and Create a Vacancy
	Record a job seeker's Referral/Placement in a Vacancy
	Search for a job seeker's Job Placements and job seekers who have been placed in a Vacancy
	Verify that the job seeker has worked required hours so you can claim a Job Placement Fee
	Find Staff)

Navigation Tiles	Functions
$ Payments	Lodge a claim for an Education Commencement Payment Outcome or Education Completion Outcome or a Participation Outcome Lodge a Job Placement Claim Lodge an Employment Outcome Claim for a job seeker on Allowance (JEHR/JRRR) Lodge an Automated Special Claim for a Non-Allowance job seeker for an Employment Outcome Search for and View JEHR/JRRR Reduction Information Search your Payments History Lodging a Special Claim Override
Contracts and Outlets	View Contract and Site information
Tools	View your CDP IT system Security Roles
Noticeboard 0 Today's Appointmen 1 Results due 0 Participation Reports 0 Re-engagement	View and Process Noticeboard Messages

Caseload

Caseload	Search your Caseload.

Search your Caseload

Process steps	Screen shots
Select **Caseload** from the **Home** page. Use the drop down lists next to each field (i.e. **Community**, **Managed By**) to select the information you'd like to search on. Click **<Search>** to run the search.	
Records found in the search are listed at the bottom of the page. You can **<Print Results>** to get a .pdf, **<Export Results>** to a spreadsheet, or select job seekers and **<Assign Job Seeker>** to a case manager.	

Process steps	Screen shots
More Information	When you view the Caseload list in the CDP IT system you get some basic information – such as date of birth and Job Plan status. When you export your caseload we'll provide a lot more information about your job seekers, so it's a good idea to practice exporting your caseload. If you are a manager and your organisation delivers CDP in more than one remote region, you may wish to get access to the Employment Services System Reporting web site. Then you can subscribe to a set of daily reports that allow you to look at caseloads across regions. The **Advanced** search allows you to search on postcode; time spent in CDP. **Placement Type** allows you to identify your fully eligible job seekers and your community volunteers. **Placement Status** allows you to identify your referred, commenced and exited job seekers and community volunteers. When printing, exporting or assigning select the job seekers you wish to action first – Note: there is a 'select all' box.
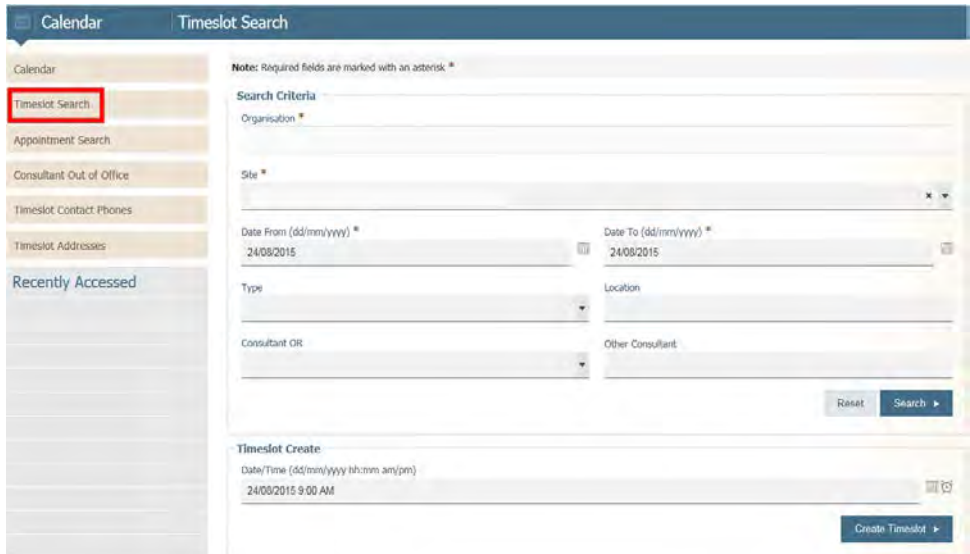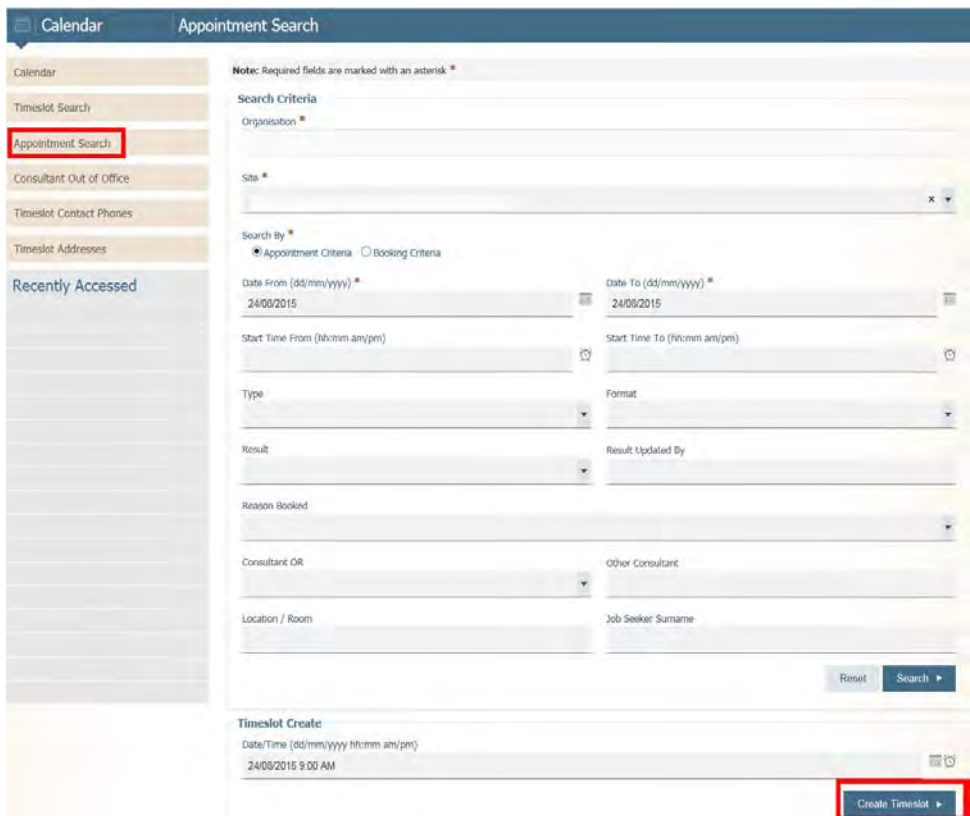
Calendar
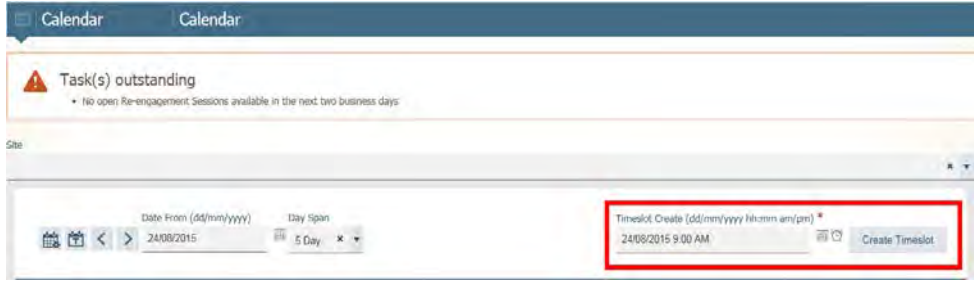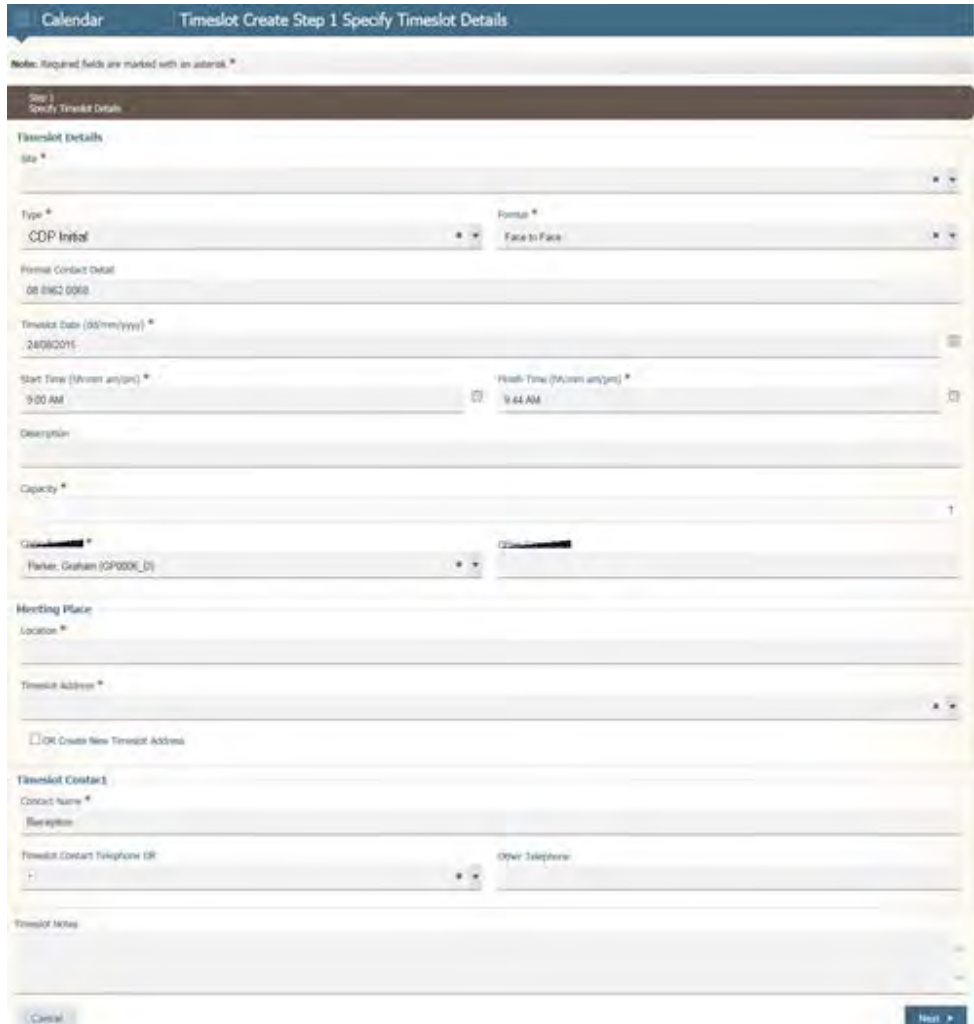
Calendar	View Calendar and Search for Timeslots and Appointments
	Create a Timeslot
	Create a Timeslot and Appointment Addresses – to Interview Job Seeker's Outside your Main Site
	Create an Appointment for a Job Seeker and Record an Appointment Result
	Reschedule an Appointment
	Create a Recurring Timeslot
	Create an Out of Office Timeslot
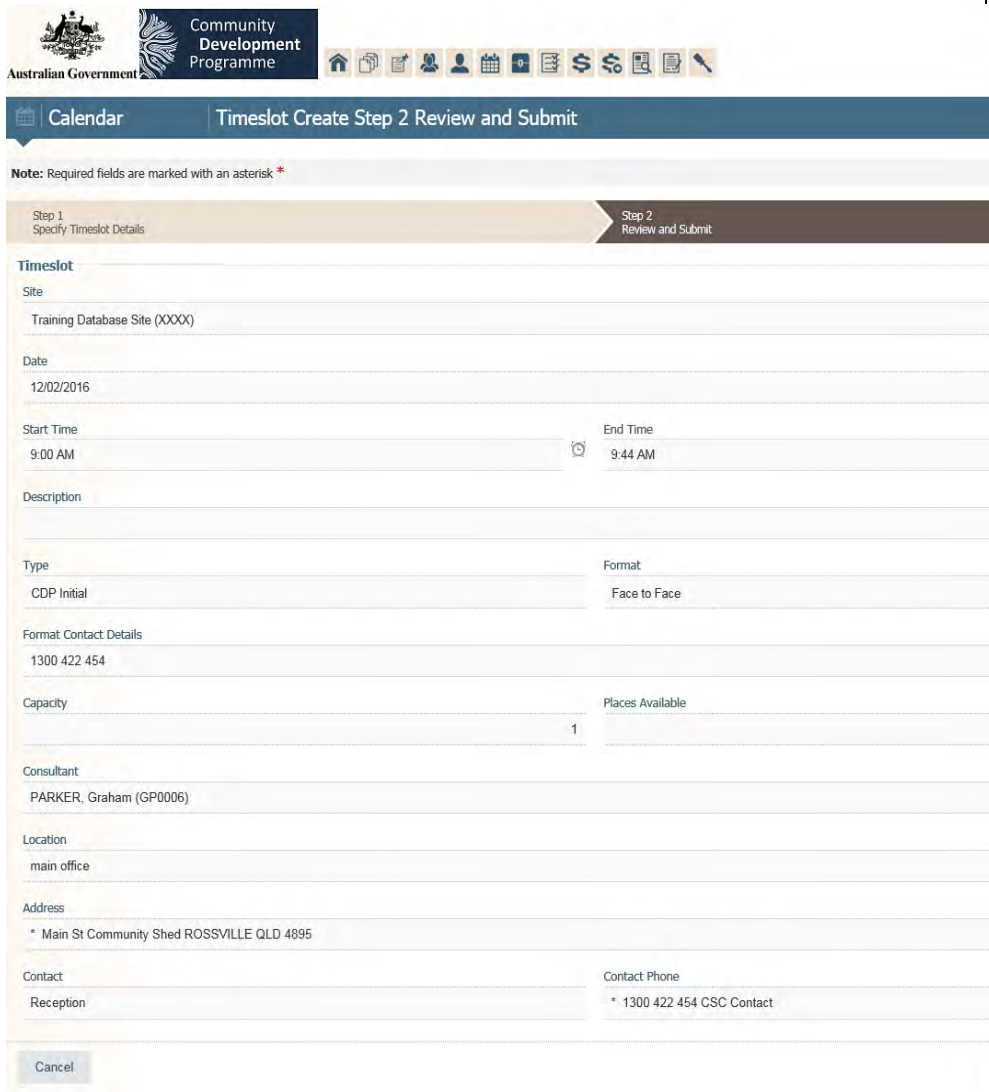
View the Calendar and search for Timeslots and Appointments

Process Steps	Screen Shots
Select **Calendar** from the **Home** page. The **Calendar** displays diary Timeslots that you and your colleagues have created. Timeslots which are in the past, or which have an appointment/s booked against them are 'greyed out'. The **Calendar** defaults to a 5 day view of the current week, but you can change the view to see different weeks. You can create new Timeslots. You can access the **Timeslot Search** and **Appointment Search** pages. To open the **Timeslot Search** and **Appointment Search** pages click on the search icon in the top left corner of the page.	
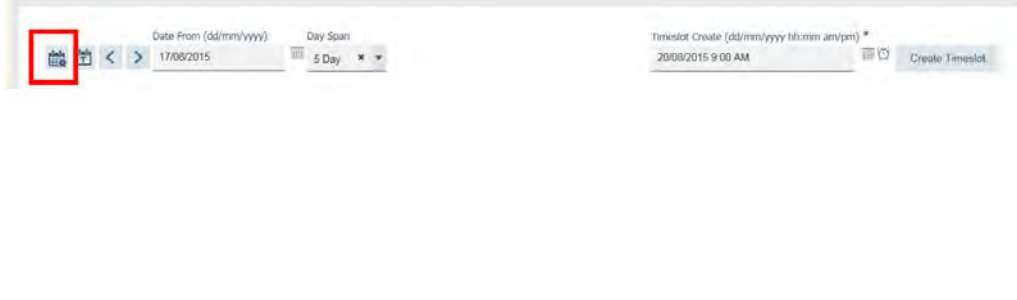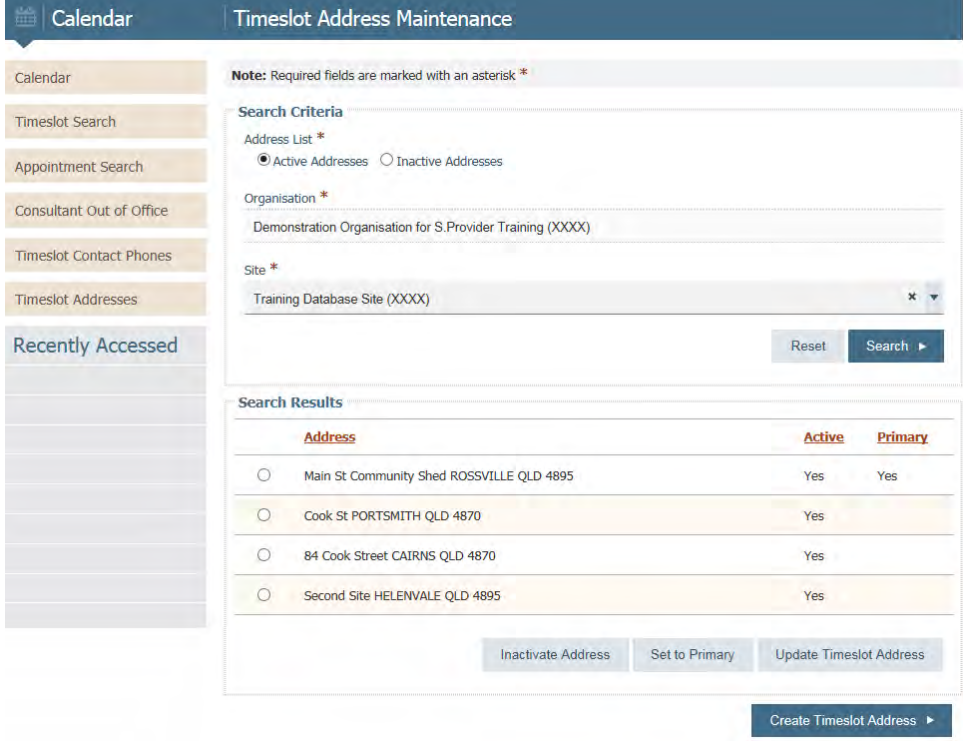
Process Steps	Screen Shots
To conduct a **Timeslot Search** enter your search values. Click **<Search>**. Records found in the search are displayed at the bottom of the page. To create a new Timeslot select a Timeslot date and start time. Click **<Create Timeslot>**.	
To conduct an **Appointment Search** select **Appointment Search** from the left hand menu. Select from the drop down list your search values. Click **<Search>**. Records found in the search are displayed at the bottom of the page.	

OFFICIAL
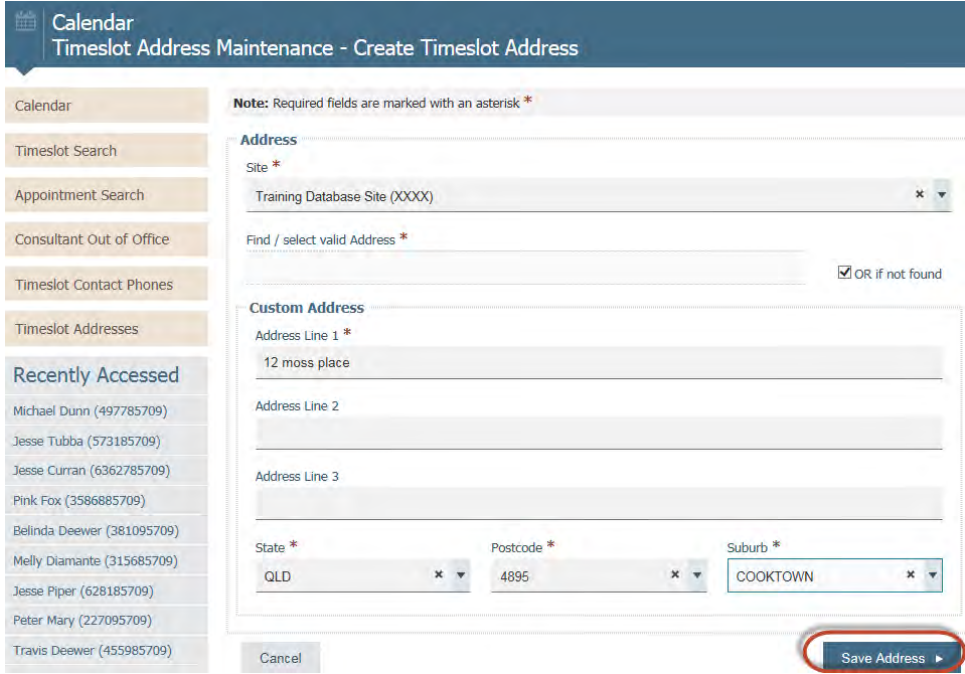
Create a Timeslot

Process Steps	Screen Shots
Select **Calendar** from the **Home** page. You can start to create a Timeslot from the **Calendar**, the **Timeslot Search** and the **Appointment Search.**	
Record Timeslot details. Click **<Next>**.	

Process Steps	Screen Shots
Review the Timeslot details and click **<Submit>**.	
The **Success message** is displayed.	
More Information	You may meet with job seekers in a number of locations in your region. You can create a number of different appointment addresses and contact phone numbers in the system. When you are creating a Timeslot you can pick an address and a contact phone number from the list to save you from typing it in again. DHS/Centrelink doesn't use the CDP IT system but information flows between CDP IT system and the Centrelink IT system. When you create an CDP Initial Timeslot the details of the Timeslot are sent to DHS. DHS staff can then see when you have times available to meet with new job seekers, and DHS book job seekers into those Timeslots.
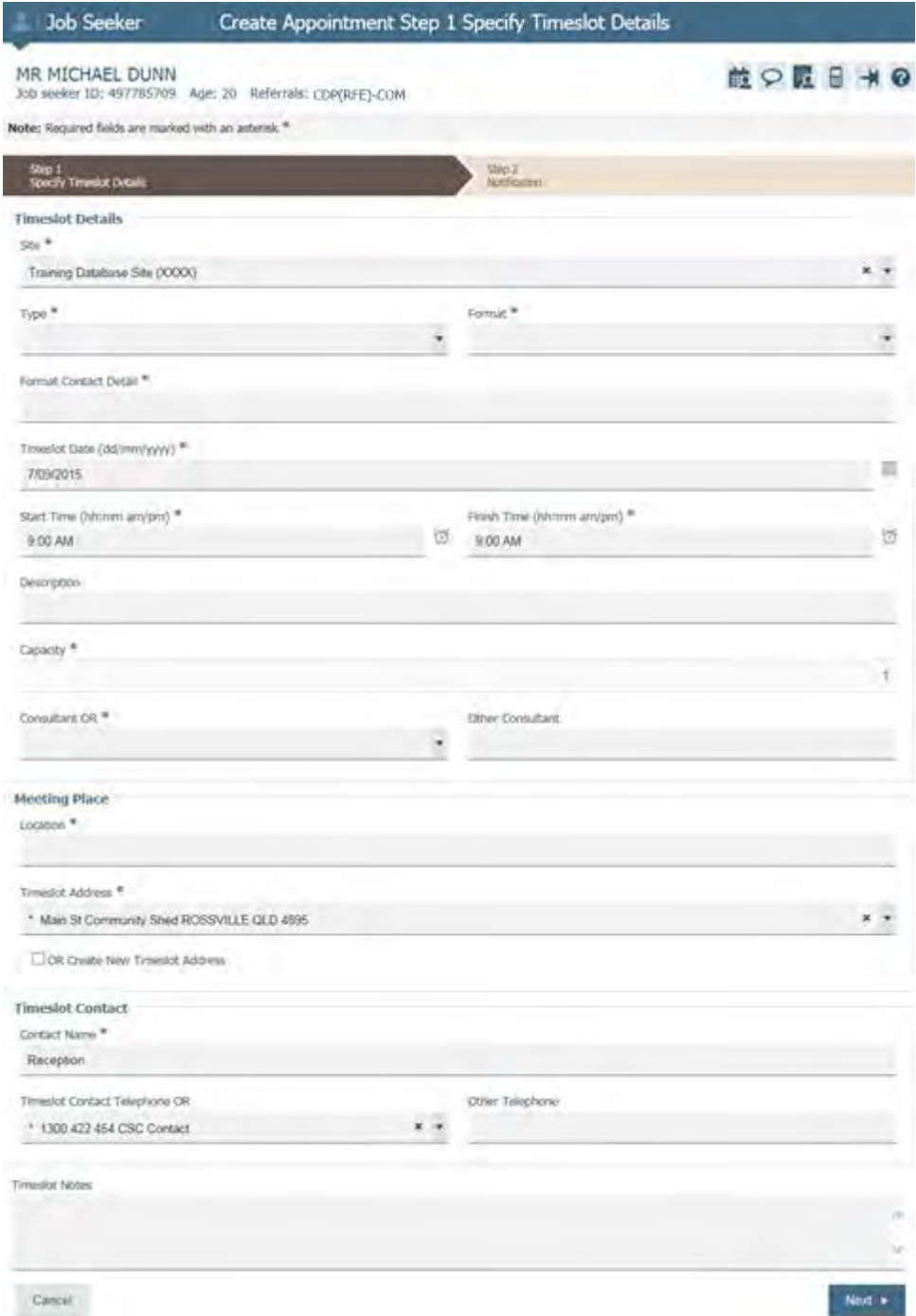
Create Timeslot and Appointment Addresses – to interview job seekers outside your main site

Process Steps	Screen Shots
Select **Calendar** from the **Home** page. Click on **Search** to display the **Calendar** search page. Click on **Timeslot Addresses**.	
You can search for Timeslot addresses that you have already set up or you can click on **<Create Timeslot Address>** to set up extra addresses (e.g. for your other sites).	
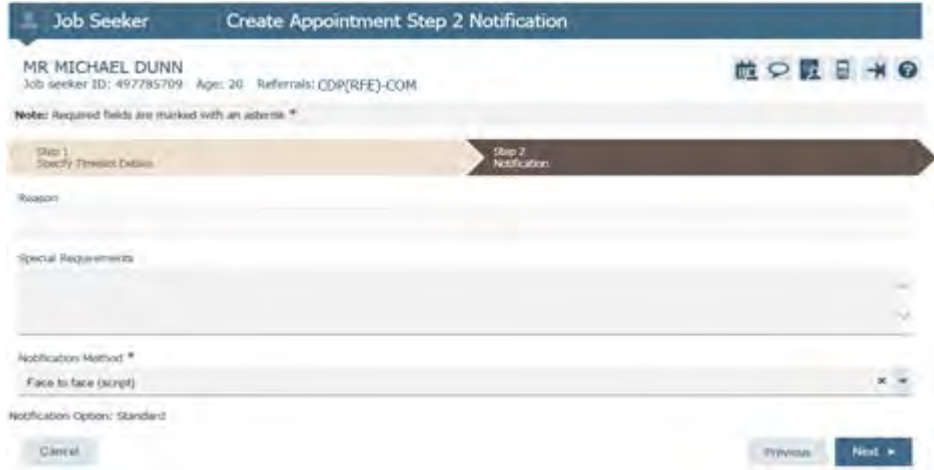
Process Steps	Screen Shots
Enter the Timeslot address. Click **<Save Address>**.	
More Information	Setting up multiple Timeslot addresses and Timeslot phone contact numbers in the Calendar gives you flexibility as to where you meet with job seekers. For example, you might be interviewing in one of your other sites, or in the local community hall or library. You can also create and use a range of telephone numbers (by choosing Timeslot Contact Phones from the Diary menu). When you create Timeslot addresses and Timeslot contact phones you are able to select them when creating Timeslots and appointments – they appear in the Timeslot Address and Timeslot Contact Phone drop downs. Details of CDP Initial Timeslots are sent to Centrelink. When booking a job seeker into one of your Timeslots Centrelink staff can see where the Timeslot will be held and the phone contact details for that Timeslot. These details are included in Notification letters and appointment slips.
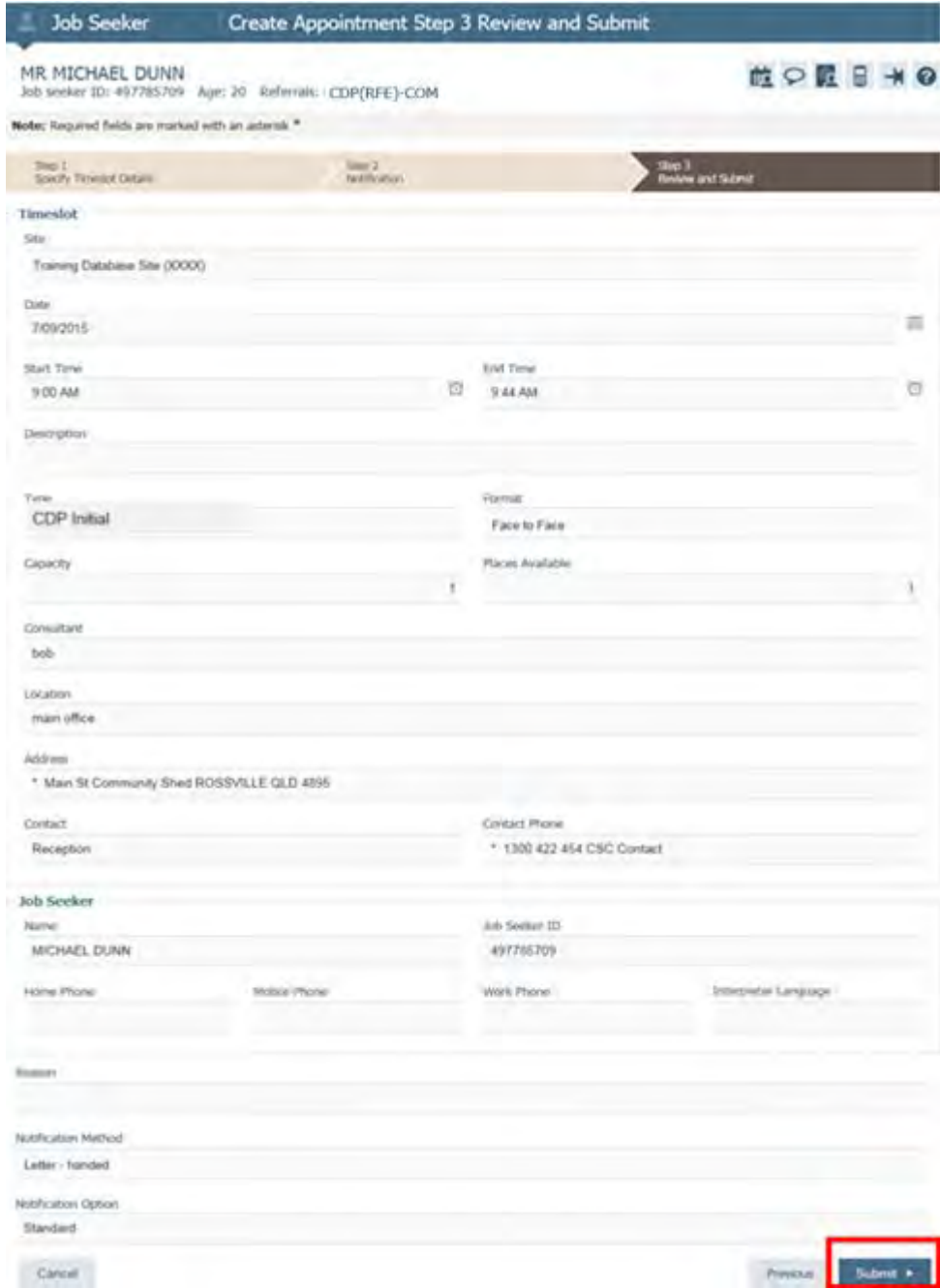
Create an appointment for a job seeker and record an Appointment Result
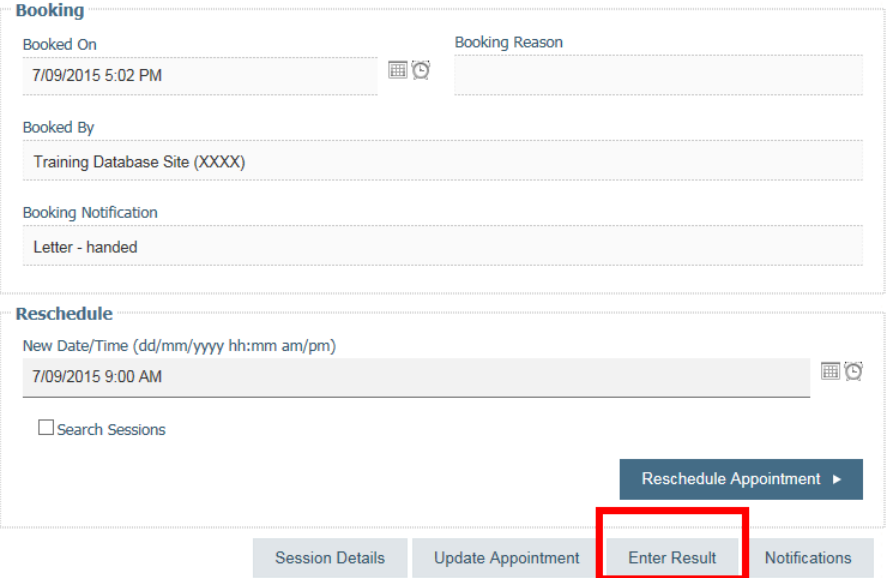
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Select **Job Seeker Diary** from the left hand menu. You can book the job seeker into an existing Timeslot by ticking the **Search for Timeslot** box and **<Create Appointment>**. This will take you to the Timeslot Search screen. Or, you can create a Timeslot just for this job seeker. To create a Timeslot for this job seeker, select the date and time for your appointment and click **<Create Appointment>**.	
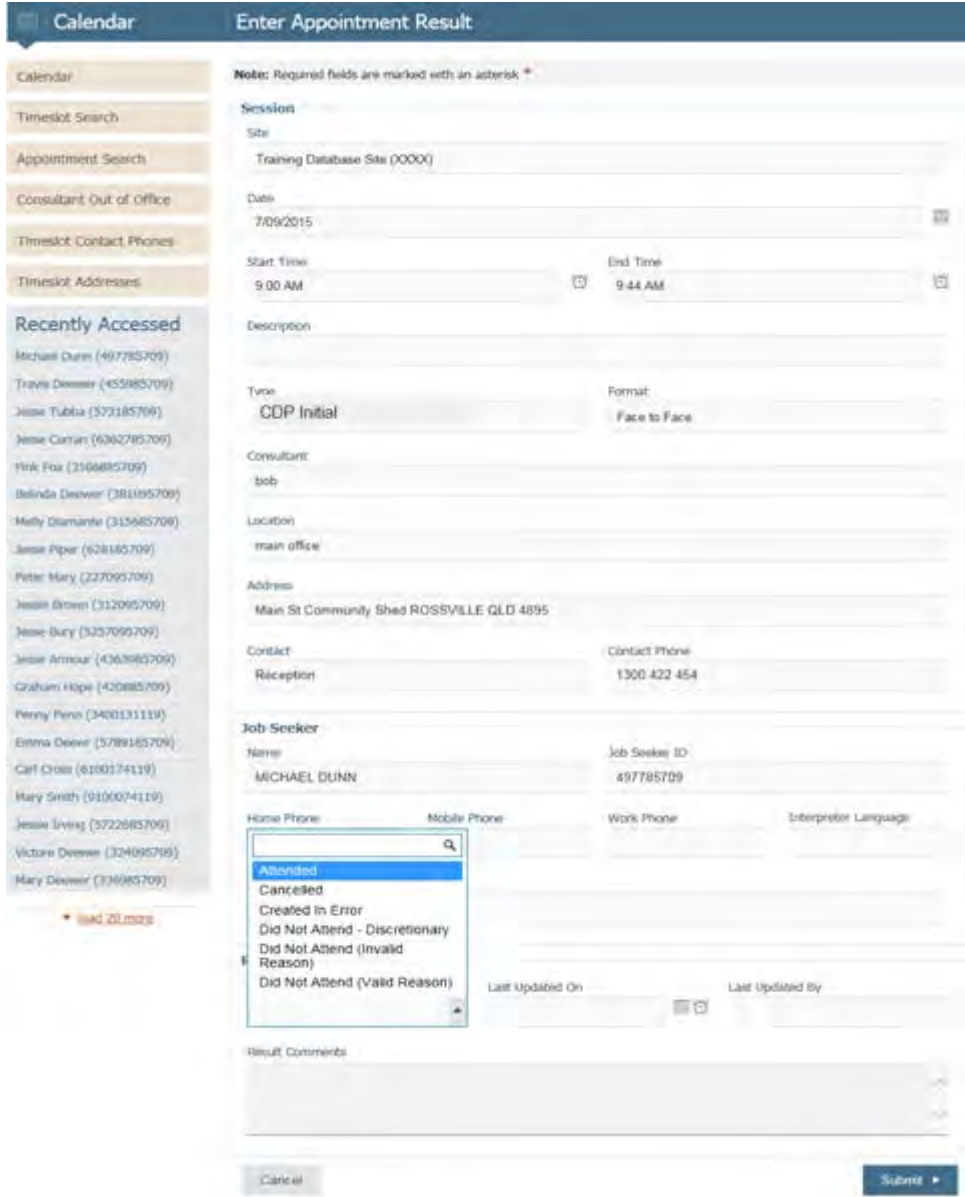
Process Steps	Screen Shots
Record details of the appointment. Click **<Next>.**	

Process Steps	Screen Shots
Select your **Notification** method. Record any **Special Requirements** that the job seeker has (e.g. wheelchair access, vision impairment). Click **<Next>**.	
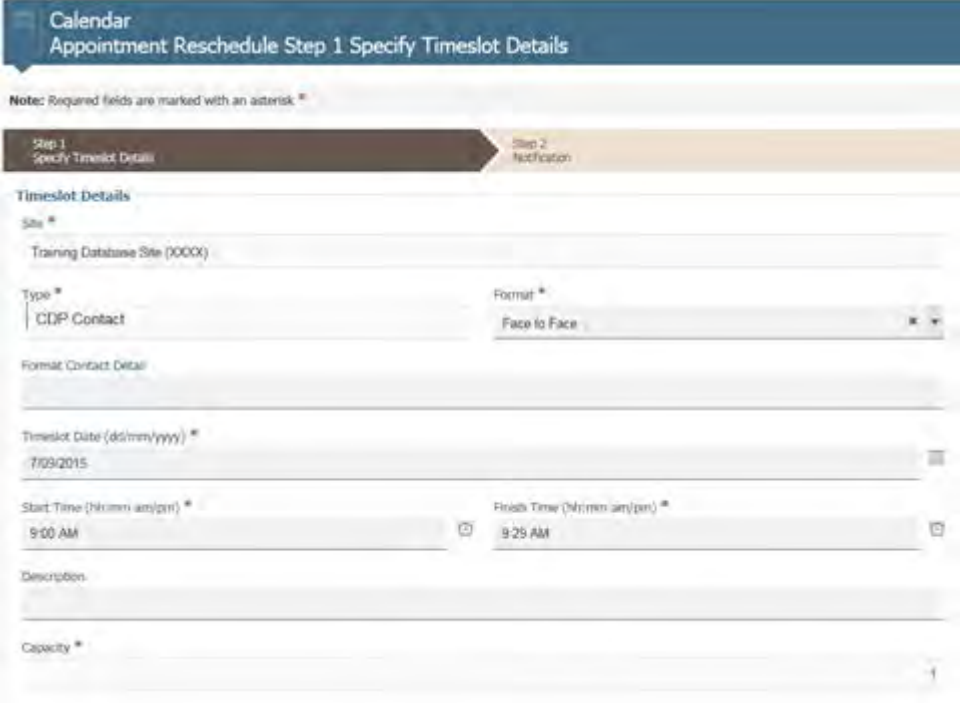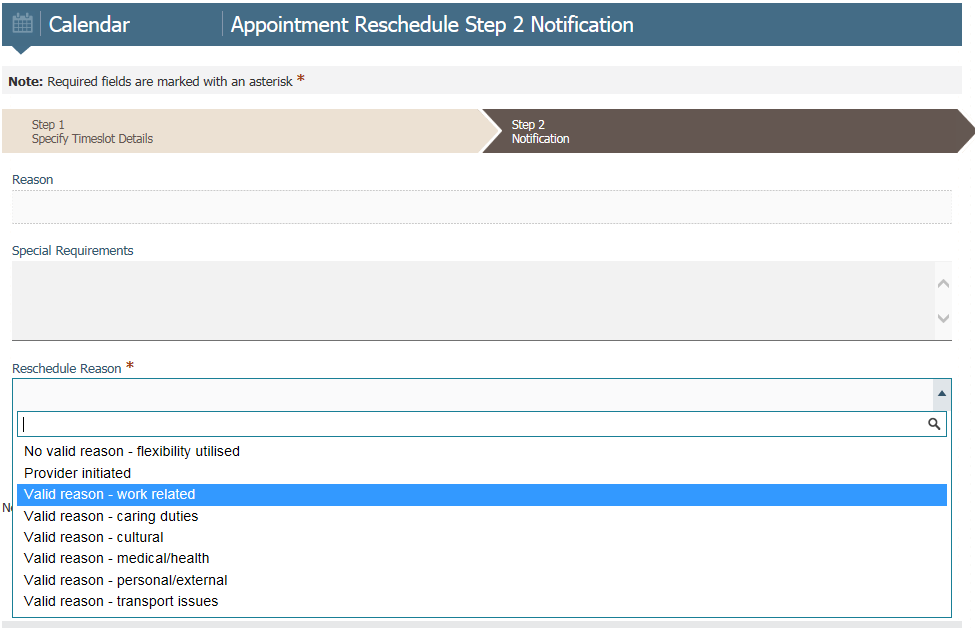
Process Steps	Screen Shots
Review the appointment details you are creating. Click **<Submit>** to create the appointment.	
The **Success message** is displayed.	

Process Steps	Screen Shots
To record an Appointment Result open the appointment and scroll to the bottom. Click **<Enter Result>**.	

Process Steps	Screen Shots
Record the **Appointment Result**. Click **<Submit>**.	
The **Success message** is displayed.	
More Information	After making an appointment you can print an appointment slip to give to the job seeker. You'll find the **<Print Slip>** button at the bottom of the **Appointment** page. The button appears after you have created the appointment.
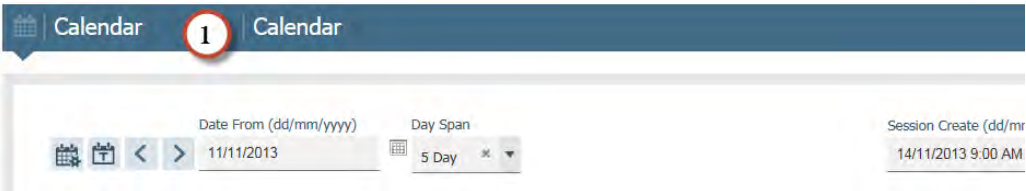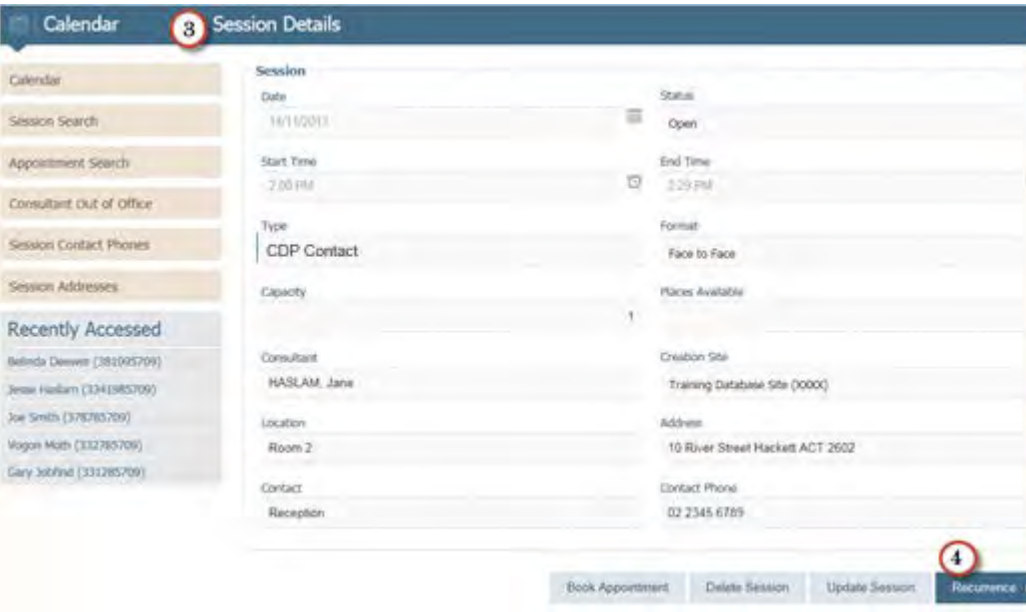
Reschedule an Appointment

Process Steps	Screen Shots
Display the **Jobseeker Diary.** Select the required Appointment from the Appointment List and click <**Appointment Details**>.	
The **Appointment Details** screen will display. Scroll to the bottom of the screen. You have the option to reschedule to a combo or search for an existing Timeslot to book an appointment in. To search for an existing Timeslot click the **Search Timeslot** checkbox. Click <**Reschedule Appointment>.**	
Add details of the new appointment.	

Process Steps	Screen Shots
Click **<Next>** to continue.	**Calendar** **Appointment Reschedule Step 1 Specify Timeslot Details** Note: Required fields are marked with an asterisk * Step 1 Specify Timeslot Details Step 2 Notification **Timeslot Details** Site * Training Database Site (XXXX) Type * CDP Contact Format * Face to Face Format Contact Detail Timeslot Date (dd/mm/yyyy) * 7/09/2015 Start Time (hh:mm am/pm) * 9:00 AM Finish Time (hh:mm am/pm) * 9:29 AM Description Capacity * 1
Select the Reschedule Reason and Notification type. Click <**Next**>.	**Calendar**	**Appointment Reschedule Step 2 Notification** Note: Required fields are marked with an asterisk * Step 1 Specify Timeslot Details Step 2 Notification Reason Special Requirements Reschedule Reason * No valid reason - flexibility utilised Provider initiated Valid reason - work related Valid reason - caring duties Valid reason - cultural Valid reason - medical/health Valid reason - personal/external Valid reason - transport issues
Step 3 **Review and Submit** will display.	
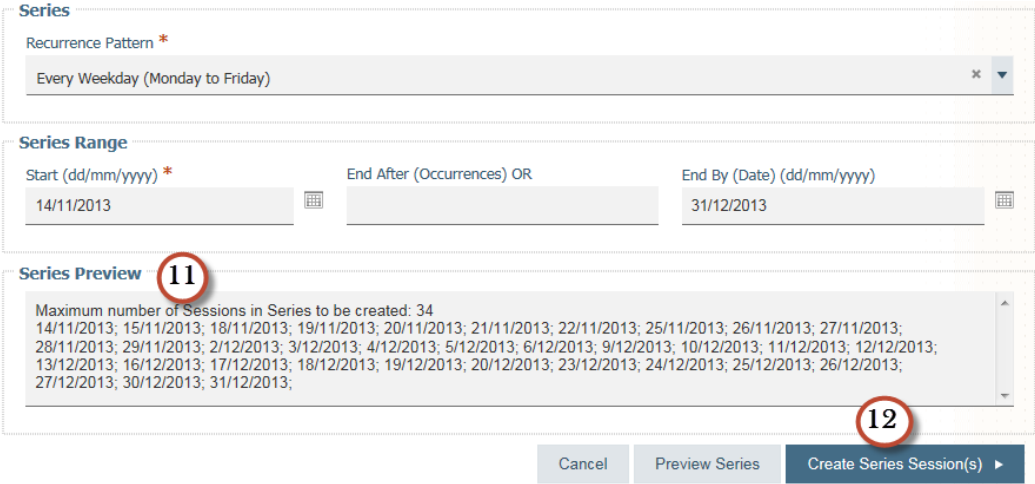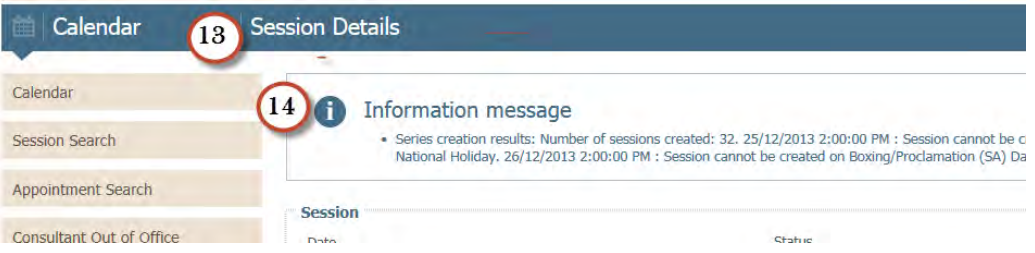
Process Steps	Screen Shots
Review the information and scroll to the bottom of the page and click **<Submit>.** A **Success message**, 'Appointment **successfully** rescheduled' will display.	

Create a Recurring Timeslot
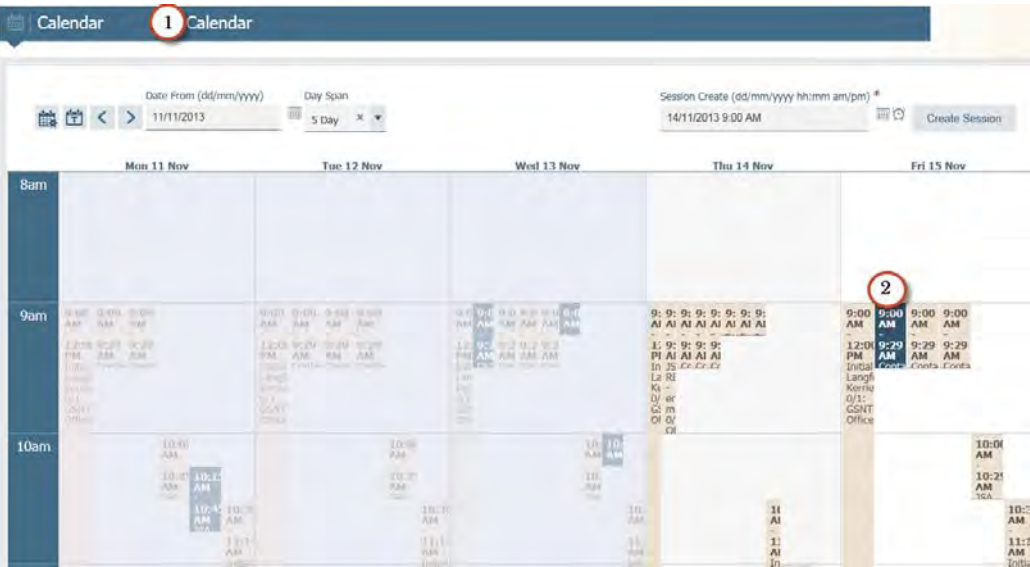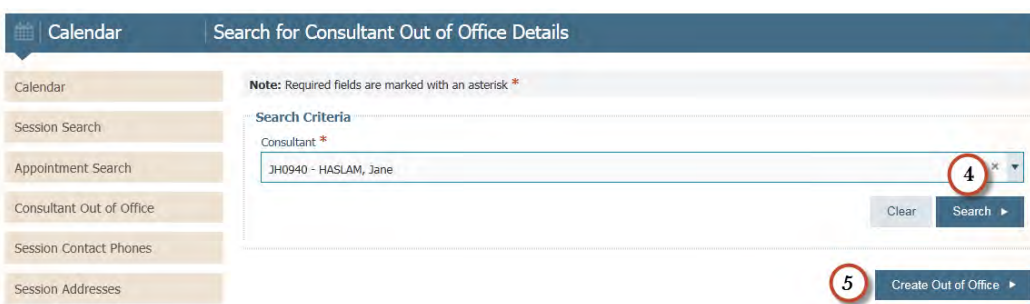
Process Steps	Screen Shots
Select **Calendar** from the **Home** page.	
Select a Timeslot you have previously created.	
The **Timeslot Details** screen will display. Check details and click **<Recurrence>.**	
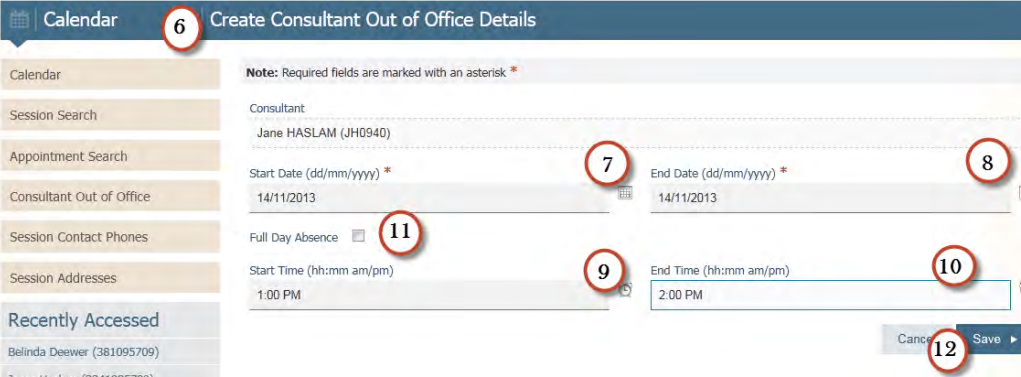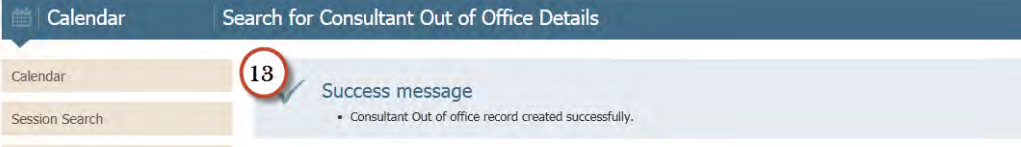
Process Steps	Screen Shots
The **Timeslot Recurrence** screen will display.	
Select the **Series Recurrence Pattern**. Choose from the drop down pick list. Choose the **Recurrence (Daily)** from the drop down pick list. Choose the **Series Range** by either the **Start, End After** OR **End by** date pickers. Select **<Preview Series>** to continue.	
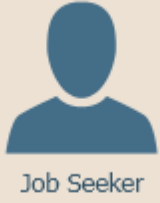
Process Steps	Screen Shots
The **Series Preview** will display the maximum number of Timeslots to be created. Select **<Create Series Timeslot(s)>.**	**Series** Recurrence Pattern * Every Weekday (Monday to Friday) × ▼ **Series Range** Start (dd/mm/yyyy) * End After (Occurrences) OR End By (Date) (dd/mm/yyyy) 14/11/2013 31/12/2013 **Series Preview** ⑪ Maximum number of Sessions in Series to be created: 34 14/11/2013; 15/11/2013; 18/11/2013; 19/11/2013; 20/11/2013; 21/11/2013; 22/11/2013; 25/11/2013; 26/11/2013; 27/11/2013; 28/11/2013; 29/11/2013; 2/12/2013; 3/12/2013; 4/12/2013; 5/12/2013; 6/12/2013; 9/12/2013; 10/12/2013; 11/12/2013; 12/12/2013; 13/12/2013; 16/12/2013; 17/12/2013; 18/12/2013; 19/12/2013; 20/12/2013; 23/12/2013; 24/12/2013; 25/12/2013; 26/12/2013; 27/12/2013; 30/12/2013; 31/12/2013; ⑫ Cancel Preview Series Create Series Session(s) ▶
The **Timeslot Detail** screen will display. An **Information message** will display any information relation to: number of Timeslots created any Public holidays within the series date range. **Note**: Timeslots will not be created for Public Holidays e.g. Christmas Day National Holiday.	📅 Calendar ⑬ Session Details Calendar Session Search ⑭ ⓘ Information message Appointment Search • Series creation results: Number of sessions created: 32. 25/12/2013 2:00:00 PM : Session cannot be c Consultant Out of Office National Holiday. 26/12/2013 2:00:00 PM : Session cannot be created on Boxing/Proclamation (SA) Da **Session** Date Status

Create an Out of Office Timeslot

Process Steps	Screen Shots
Select **Calendar** from the **Home** page. Select the booked appointment.	
Select **Consultant Out of Office** from the left hand menu.	
Select a consultant from the **Consultant** drop down pick list. Select **<Create Out of Office>.**	
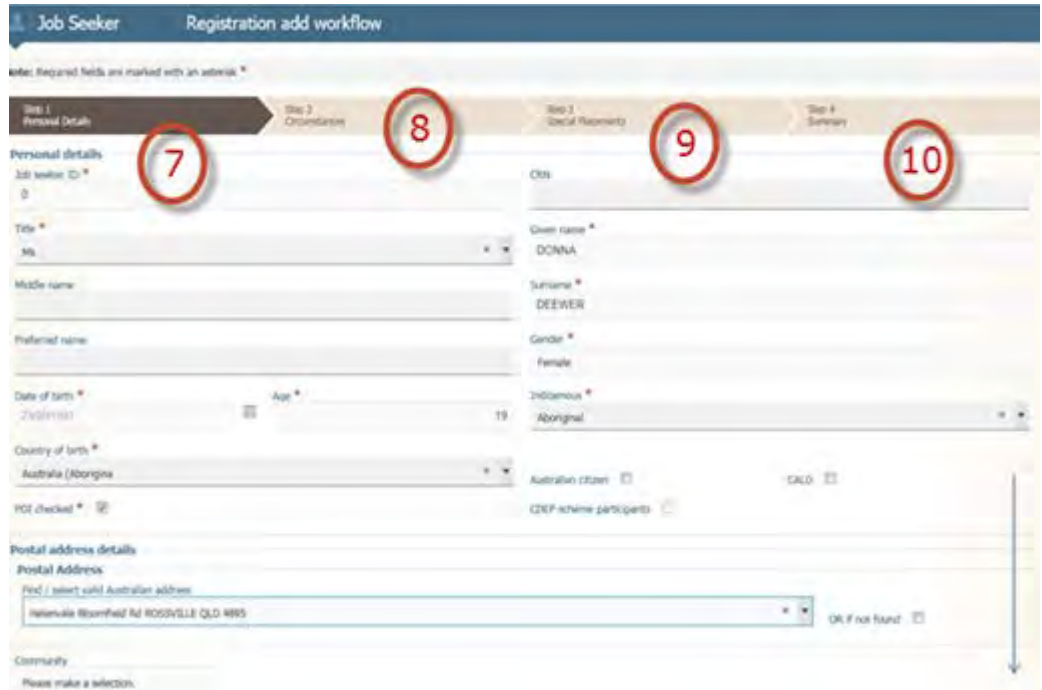
Process Steps	Screen Shots
The **Create Consultant Out of Office** screen will open. Select a **Start date**. Select an **End Date**. Select a **Start Time**. Select an **End Time.** If it is expected that it will be a full day of absence, select **Full Day Absence**. Click **<Save>** to continue.	
A **Success message** will display: 'Consultant Out of office record created successfully'.	

Job Seeker

Job Seeker	Search for a Job Seeker and Directly Register a Job Seeker
	Assess a Job Seeker using the Job Seeker Classification Instrument
	Refer a Job seeker for an Employment Services Assessment (ESAt)
	View a Job Seeker's Programme History (The Department's employment services), Approved Activities (from DHS) and Exemptions (from DHS)
	Create a Job Plan
	Commence a Job Seeker in CDP
	Create an Incident Report
	View Details of an Incident Report
	Review and Incident Report
	Exit a Job Seeker from CDP
	Upload a Résumé
	Download a Résumé
	Build a Résumé
	Delete a Résumé
	Résumé Keywords – Extracting and Editing
	Résumé – Create, Edit and Delete an Occupation
	Résumé – Job Matching
	Résumé - Add and Remove Locations
	Résumé – Add and Remove Licences
	Résumé - Add and Remove Other Options
	SMS Notifications
	Setting Challenge Questions
	Using Case Summary
	Viewing Participation Profile
	Update Contact details
	Create a Non Attendance Report

Search for a job seeker and Directly Register a job seeker

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Job seeker search** from the left hand menu. If you know the **Jobseeker Id**, or their DHS/Centrelink **CRN** (Customer Reference Number), then type either of those in. Click **<Search>**. Any records found will be displayed at the bottom of the page. If you don't find a record you may need to do a Direct Registration. To start a Direct Registration Click **<Register job seeker>**.	
Enter the job seeker's **Given name**, **Surname**, **Date of Birth** and **Gender**. Click **<Register>**.	
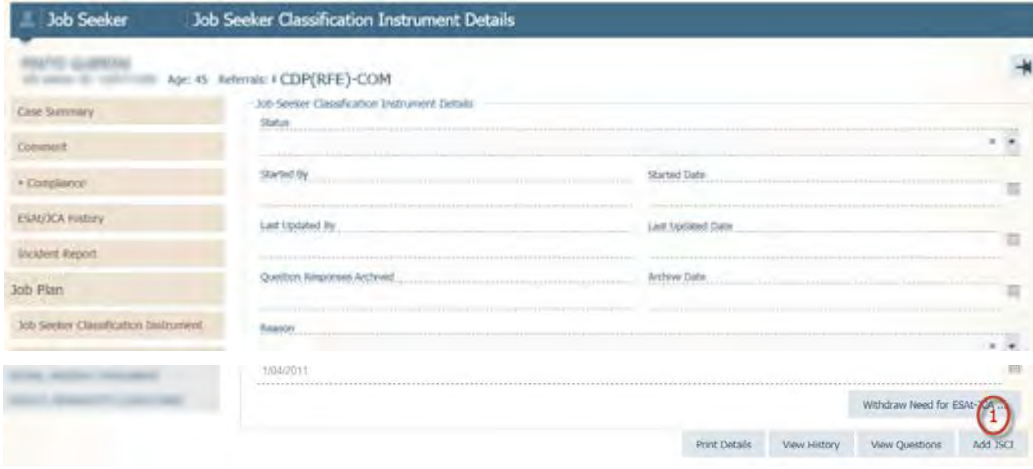
Process Steps	Screen Shots
Enter the job seeker's **Personal details**, and **Circumstances**, and **Special Placements**. Then check the **Summary**. After you have checked the information on the **Summary** scroll to the bottom of the page and click **<Submit>**.	

| **More Information** | It's very important to do a thorough search before doing a Direct Registration. Many job seekers will have had previous DHS/Centrelink and/or employment services assistance and will have a record in the system.

When adding a Direct Registration there are some mandatory fields on each of the tabs:

Personal Details:

Title, **Indigenous**, **Country of Birth**, **Proof of Identity** (POI), **Postal Address** (if the **Residential Address** is the same then leave **Residential Address** blank and the system will copy **Postal Address** to **Residential Address**), **Notification Preference**.

Circumstances:

Is the jobseeker working an average of 15 hours per week or more?

Study Indicator

Special Placements:

This is not mandatory but it is where you record that a job seeker is a Pre Release Prisoner

When you have added a Direct Registration the system will display an 'Add Successful' message.

When you Directly Register a job seeker the system automatically creates an Initial Appointment in the background. After you register your job seeker the system takes you straight to that appointment and you can record that the job seeker attended the Initial Interview. An Initial Appointment with a result of 'Attended' is one of the conditions for commencing a job seeker and being able |

Process Steps	Screen Shots
	to claim your Activity Payment. When you do a search for a job seeker you may find that they already have a record but are not on your caseload. When you display the record you'll see a message saying 'Job seeker is not linked to Your Organisation'. If the job seeker is not already receiving employment services from another provider and is eligible for CDP and you want to add them to your caseload you'll be able to scroll to the bottom of the **Registration** page and click on the **<Refer>** button. This will place the job seeker on your CDP caseload with a status of 'referred'.
	When you search using the job seeker's CRN the system looks for job seekers who are already in the CDP IT system and have a CRN. If your search using a CRN doesn't find a record, you should do a Direct Registration and then you can link the job seeker to their DHS/Centrelink record (you'll see a **<Link>** button at the bottom of the **Registration** page.
	Records flagged as 'sensitive'.
	A job seeker with a sensitive record will have their address and phone number details masked with '*****************'.
	This also includes the résumé which will be blank and disabled for a provider/Department. The only person who can create or update a résumé for a sensitive client is the job seeker themselves via their personal page in Australian JobSearch.
	Job seekers who fear for their safety and require protection of their contact information are classified as 'Deny Access Facility' (DAF) customers by DHS and 'sensitive' job seekers by the Department. These job seekers may be escaping from domestic violence, in witness/police protection, fleeing cults/religious sects or have, in the past, had their privacy breached so as to place them in danger.
	Access to DAF/sensitive job seeker contact information is restricted. Only five nominated DHS staff have access to the residential/contact details of this group of job seekers. The Department and providers cannot access those residential/contact details at all.
	Sensitive job seekers do not have participation requirements.
	In the event that a sensitive job seeker wishes to participate in job seeker activities, they will be able to volunteer. To be able to volunteer, sensitive job seekers will be required to give non-residential contact details directly to their provider. Providers will be required to treat this information with appropriate care and restrict access to specified staff within the office.
	You register a Community Volunteer the same way you register a fully eligible job seeker – the system will determine that they are a Community Volunteer. You can identify Community Volunteers in the **Caseload** search.
	CDEP Wages information is recorded in CDEP Manager. If a job seeker goes onto CDEP Wages and you record that in CDEP Manager the information

Process Steps	Screen Shots
	comes across to the CDP IT system. You'll see a CDEP indicator flag on the Registration page.

Assess a job seeker using the Job Seeker Classification Instrument (JSCI)
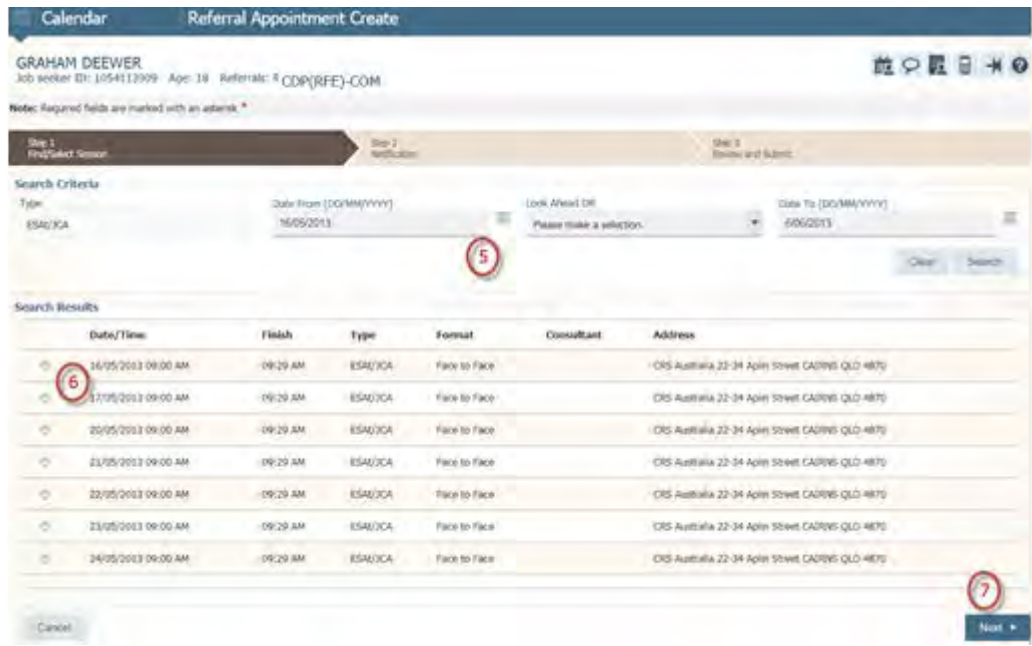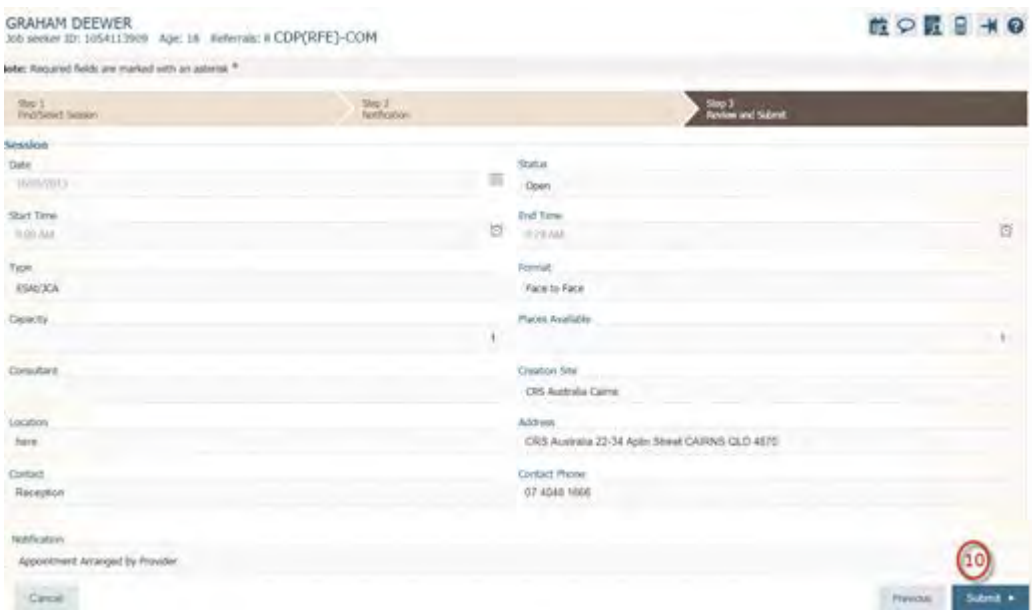
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Job Seeker Classification Instrument**. Scroll to the bottom of the page and click **<Add JSCI>**.	
Select your reason (i.e. for a Direct Registration, choose 'New'). Click **<Add>**.	
Start with **Step 1 Work Experience**. Record the job seeker's information. Click **<Next>** to move to **Step 2 Education and Qualifications**. Move through each step. Once you've finished review all the information (**Step 10 Review**) then scroll to the bottom of the Review page and click **<Submit>**. The JSCI-ESAt Confirmation page is displayed.	

Process Steps	Screen Shots
Check the **ESAt May Be Required** fields to see if the JSCI identified any factors that may require an ESAt. Check if an ESAt already exists in the **Current ESAt or JCA Outcomes.** Then check the **ESAt Requested Action** field. Record whether you will refer the job seeker for a new ESAt (**Request New**) or not (**Do Not Assess**). Print the JSCI and record that the job seeker has signed a printout using the 'Job Seeker has signed a printout (retain on file) checkbox. Click **<Confirm>**.	

| More Information | **ESAt May be Required**' fields:

If nothing is displayed under any of these fields, the job seeker has NOT DISCLOSED any multiple and/or complex barriers to employment and will NOT REQUIRE further assessment through an ESAT.

If the word '*Identified*' displays under one or more of Personal Factors, Disability or Special Needs fields, the job seeker has DISCLOSED multiple and/or complex barriers to employment and MAY REQUIRE further assessment through an ESAt. However, you will need to check first if the job seeker already has an ESAt that assessed the same barriers.

'Current ESAt or JCA outcome' section:

If the 'No Current ESAt exists for the job seeker' displays, the job seeker does not have a current ESAt. You will now base your decision about referring the job seeker for an ESAt on the barriers '*Identified*' in the '*ESAt May be* Required' fields and your knowledge about the job seeker's disclosed barriers.

If any information is displayed (e.g. a date in the '*Date ESAt completed*' field and/or 'Low/Medium/High Impact' under '*Personal Factors outcome*', then the job seeker already has a current ESAt. Based on your information about this |

Process Steps	Screen Shots
	previous ESAt, any 'Identified' barriers in the JSCI and any changes in the job seeker's circumstances since their last assessments, you can make a decision to either stay with the current ESAt and apply its information to the JSCI, or refer the job seeker for another ESAt. Note: If an ESAt exists (or once one is completed) you can view historical ESAt information and print a copy of the DHS ESAt Assessment from the **ESAt/JCA History** page on the **Job Seeker** menu. Apply/Reapply options in the **ESAt Requested Action** section: <table><tr><td>Was a need for an ESAt indicated in the JSCI?</td><td>No Current and Valid ESAt/JCA exists</td><td>Current and Valid ESAt/JCA exists</td></tr><tr><td>Yes</td><td>Do Not Assess, or Request New (default*)</td><td>Apply/Reapply (default*), or Request New</td></tr><tr><td>No</td><td>Do Not Assess</td><td>Apply/Reapply</td></tr></table> *If the default' option is not used, a reason will be required. **N**ote: Selecting 'Request New' does not automatically create the referral for you, you will then need to complete the steps to Refer a Job Seeker for an Employment Services Assessment (ESAt).

Refer a job seeker for an Employment Services Assessment (ESAt)

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Select **Referral** from the left hand menu. Select **Refer Job Seeker.** Local DHS Assessment sites are listed automatically, but you are able to do a search to find other DHS Assessment Sites. Select a DHS Assessment Site and click on **<Select Provider>**.	
Record referral information (**Referral Reason**, **Referring Officer Name** and **Contact Number** and other details (**Other Notes** and **Special Needs**). Click **<Create Referral and Appointment>**.	

Process Steps	Screen Shots
You are now able to search for available interview times for the DHS Assessment site. Select an appointment time. Click **<Next>**.	
Select the **Notification** method. Click **<Next>**.	
Review details of the appointment and click **<Submit>**.	

Process Steps	Screen Shots
The **Success message** is displayed.	
More Information	After you submit the JSCI the system works out if the JSCI includes significant personal issues, disability or special needs. If this happens the word 'identified' automatically displays in the **Personal Factors**, **Disability** and/or **Special Needs** fields. If you decide that you want the job seeker to have an ESAt assessment you need to tick the 'Request New' box under the heading ESAt Requested Action. If you don't think your job seeker needs an ESAt then tick the 'Do Not Assess' box instead.
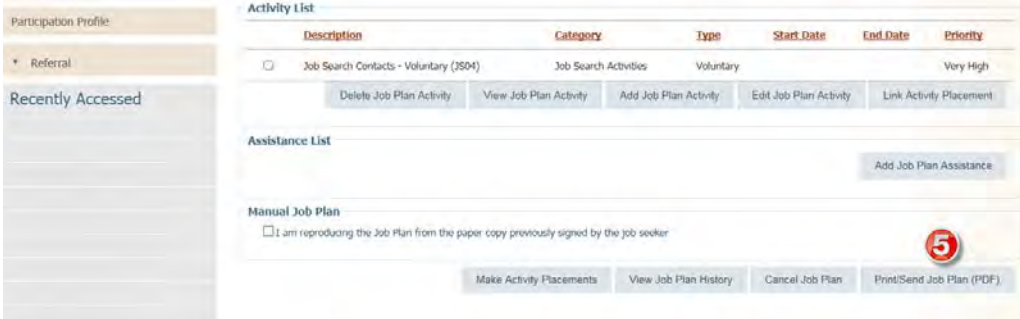
View a job seeker's Programme History
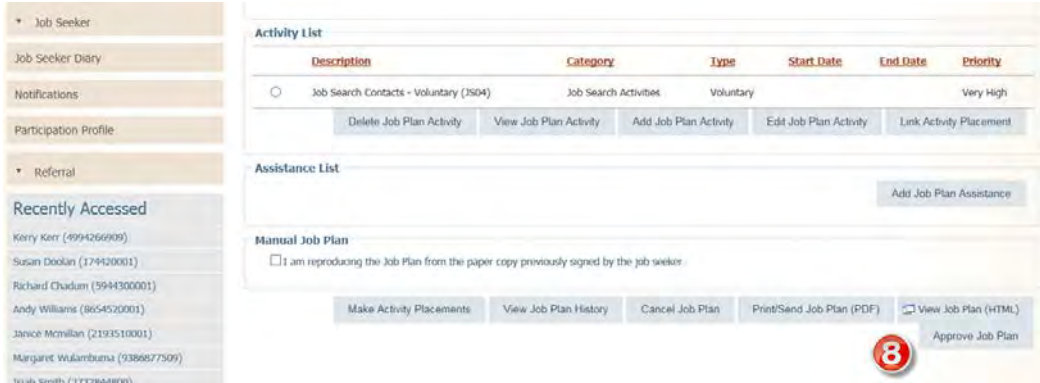
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Select **Referral** from the left hand menu Select **Referral History**. You can view a full history of a job seeker's programme referrals. You can filter the list to just view Approved Activities or Exemptions that have been notified by DHS.	

Create a Job Plan (JP)
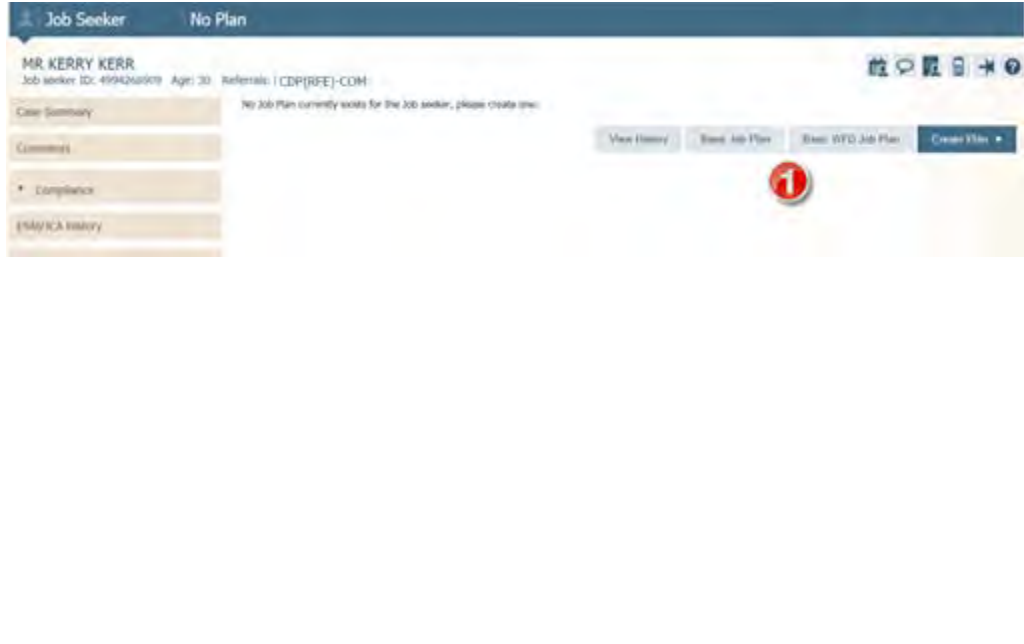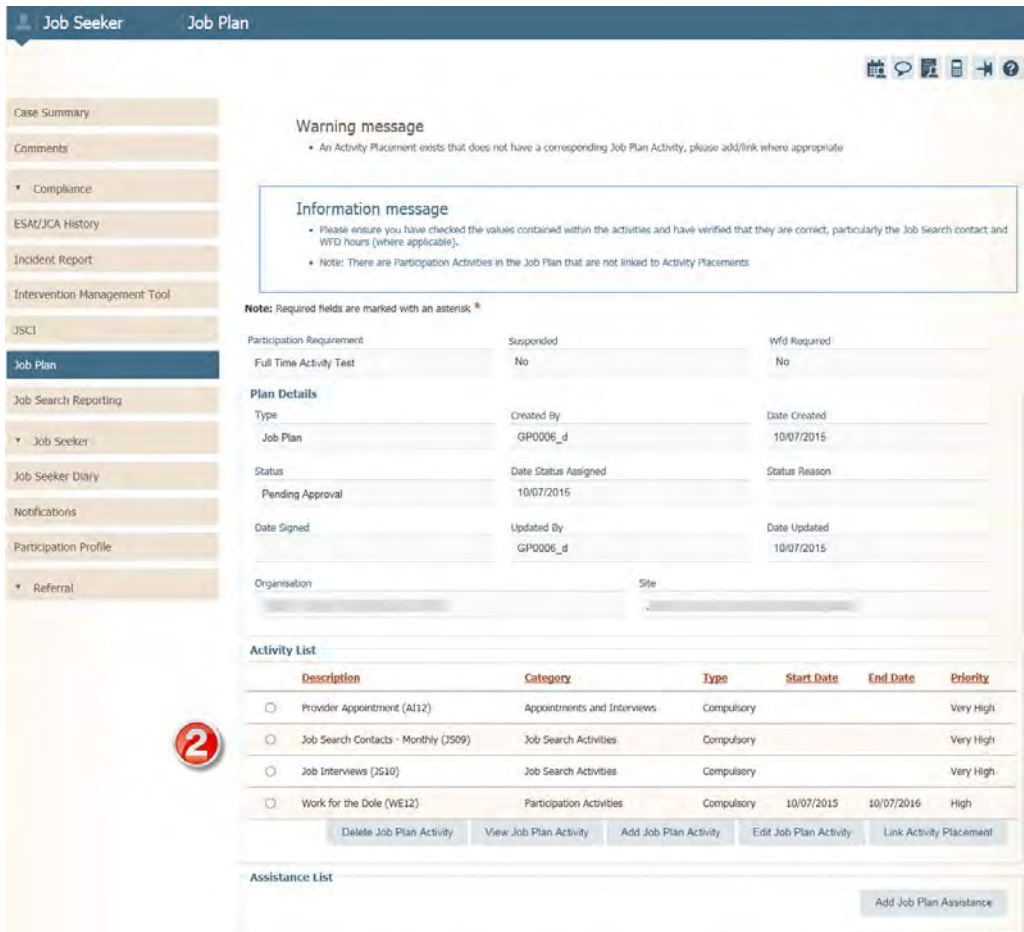
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Job Plan**. Click **<Create Job Plan>**.	
Click **<Add Activity>** to record the job seeker's first activity.	
The **Add Activity** page opens. Choose your **Activity** from the drop down list and follow the system prompts to enter information about that activity. After you add each activity you are taken back to the main Job Plan page. The activity you have just added will be on the list. You can add further activities.	 For a list of Job Plan actvity categories see *Attachment B*.

Process Steps	Screen Shots
You can record any Assistance/s you will provide to the job seeker in the same way as you added the Activities (Assistances are optional).	
Before the Job Plan can be approved you must either print it and both you and the job seeker sign it or you can send the Job Plan to the Job seeker's dashboard on Australian Job Search. Click **<Print/Send Job Plan>**. The Print/Send screen will display.	
To send the Job Plan to the Job seeker's JobSearch page click the **<Send to Job seeker>** button. The Success message will display and the JOB PLAN will be available on the job seekers JobSearch dashboard. When the jobseeker has accepted the Job Plan in JobSearch a Noticeboard message will display informing you that the JOB PLAN is ready to approve.	

Process Steps	Screen Shots
If you want the job seeker to sign a hardcopy, click the **<Download Report (PDF)>** button. A printable version of the Job Plan will display. Click **<Return to Plan>**.	
When the job seeker has signed/accepted the Job Plan click the <Approve job Plan> button	
Record the date that the job seeker signed the Job Plan (if not already displayed) and click **<Approve Plan>** to certify that the job seeker has read, understood and signed the Job Plan. The success message will display.	
More Information	**Note**: You can link Job Plan Activities to a job seeker's related Activity placement. To do this select the Job Plan activity and click <**Link Activity Placement**>.

Process Steps	Screen Shots
	A list of the job seeker's current Activity Placements will display Select the required Activity Placement and click **<Save>** to link it to the job Plan Activity.

Create a Basic Job Plan or a Basic Work for the Dole Job Plan
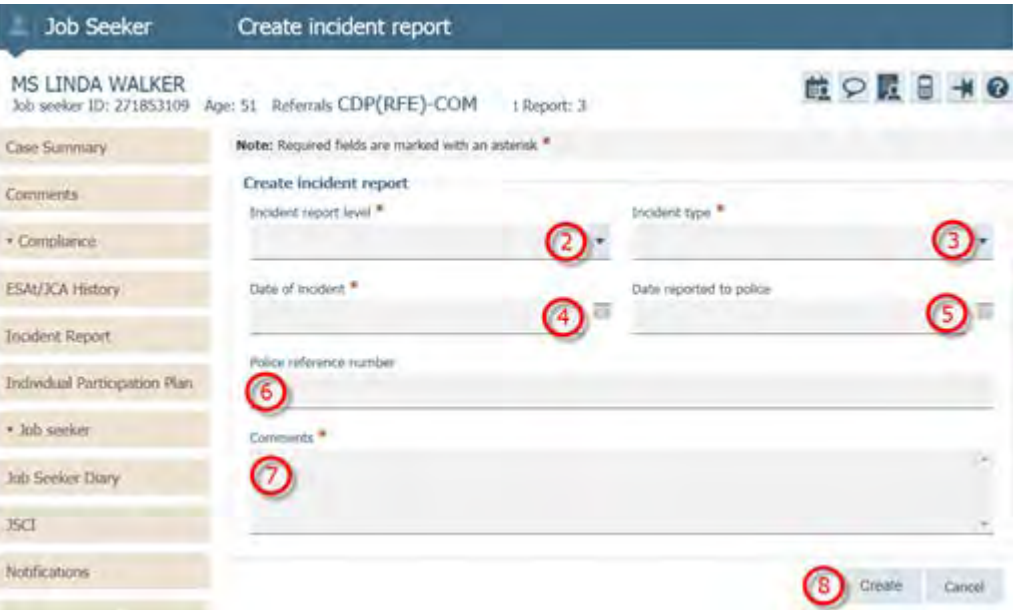
Process Steps	Screen Shots
If it is appropriate you have the option of creating basic Job Plans for your job seekers. These basic Job Plans will default a range of Job Plan Activities that may be appropriate for the job seeker. To create a basic Job Plan click **<Basic Job Plan>** or **<Basic WFD Job Plan>.**	
The Job Plan will be displayed with the default activities populated. You may select an activity and edit the details if required. If a Basic Work for the Dole Plan is created you should link the WFD Activity to any WFD Activity placement (as described in the previous section). You can also add Assistances if required.	

Commence a job seeker in CDP

Process Steps	Screen Shots
An eligible job seeker can commence in CDP when they have: An Initial Appointment with a result of 'Attended' A Job Seeker Classification Instrument (JSCI) assessment An approved Job Plan. When these conditions are met the system will automatically present you with a commencement message which invites you to commence your job seeker in CDP. You can elect to commence the job seeker when you see this message by clicking **<Yes>**. OR	
Go to the **Case Summary** page and click **<Referral Actions>.** Then select **Commence** from the **Action Job Seeker** page. Click **<Submit>.**	

Process Steps	Screen Shots
More Information	When you commence a job seeker in CDP a 'Tax Invoice' will display for you (if you have been given claims access by your organisation) and you can lodge your first Activity Payment claim for the commenced job seeker. If you don't have sufficient access to lodge claims, then the claim can be processed by an authorised officer from the **Site Payments** or **Job Seeker Payments** pages.

Create an Incident Report

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Incident Report.** Click **<Create>.**	
Select the **Incident report level**. Select the **Incident type**. Select the **Date of incident** by using the date picker. Select the **Date reported to police** using the date picker. Enter a **Police reference number** in the free text field. Enter any **Comments** relating to the incident. Click **<Create>.**	
More Information	The date of the incident cannot be more than 7 days in the past.
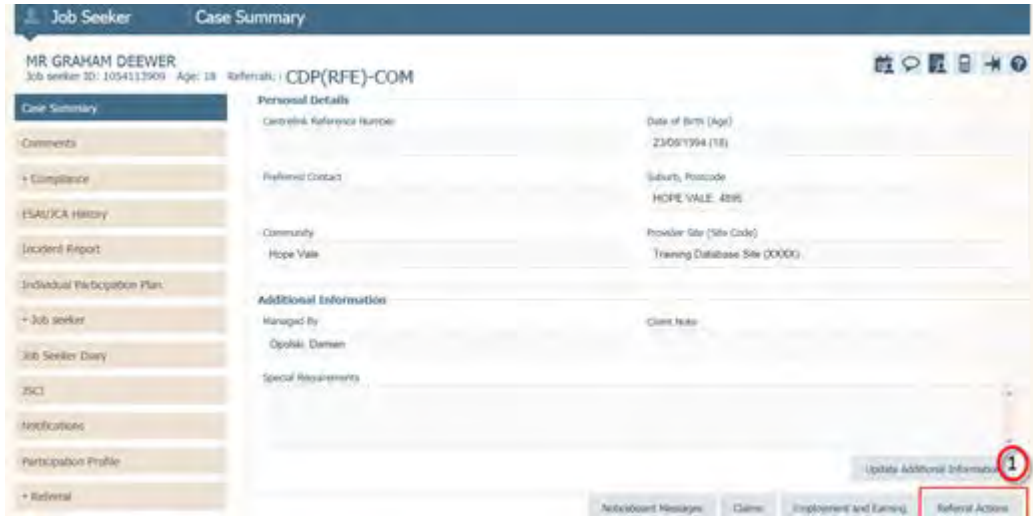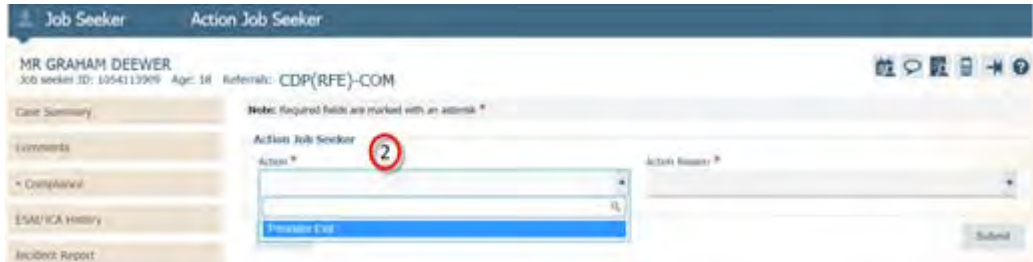
View an Incident Report's details

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Incident Report.** Select the radio button of the incident you wish to view. Click **<Details>.**	
More Information	You can only view the details of an **Incident Report** if the job seeker has a current contract referral to your organisation regardless of who raised the report.

Review an Incident Report

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Incident Report** Select the radio button of the incident you wish to view. Click **<Edit>.**	
Select a **Review action**. Select the **Review date** using the date picker Click **<Submit>.**	

Exit a job seeker from CDP

Process Steps	Screen Shots
Provider Exits are performed by an CDP provider for job seekers who do not have participation requirements, or for some job seekers that are fulfilling, or on an exemption from, their participation requirements. Select **Job Seeker** from the **Home** page. Select **Case Summary** from the left hand menu.	
Click **<Referral Action>** to exit the job seeker from your caseload.	
Select '**Provider Exit'** from the **<Action >** drop down list.	

Process Steps	Screen Shots
Select the most appropriate reason you are exiting the job seeker from the **<Action Reason>** drop down list.	
Click **<Submit>** to process your request to exit the job seeker.	
More information	Once a job seeker has been exited from CDP services, they will remain on the provider's caseload search for 28 days.

Upload a Résumé

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Click **<Upload New Résumé>.**	

Enter a name to identify which résumé you are uploading in the **Résumé Name** field.
 	
Click **<Browse>** to select the **Résumé RTF**. A **Choose File to Upload** pop up box will display.
 	
    Navigate to where your RTF file is located
    Select your RTF file
    Click **<Open>**.	

The résumé you uploaded will be added to your list of available résumés.	
More Information	A job seeker may have a maximum of three résumés: this includes uploaded and built résumés.

Download a Résumé

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Select the résumé you want to download using the corresponding checkbox in the **Résumés** section. Click **<Download>.**	
Select to **<Open>** or **<Save>** the rtf document.	
More Information	If you **Open** the rtf document you will need to enable editing before doing any edits and you will have to save the file to your PC. Any updates are made in the downloaded version not in the online version and you will need to re-upload the document if you make changes.

Build a Résumé
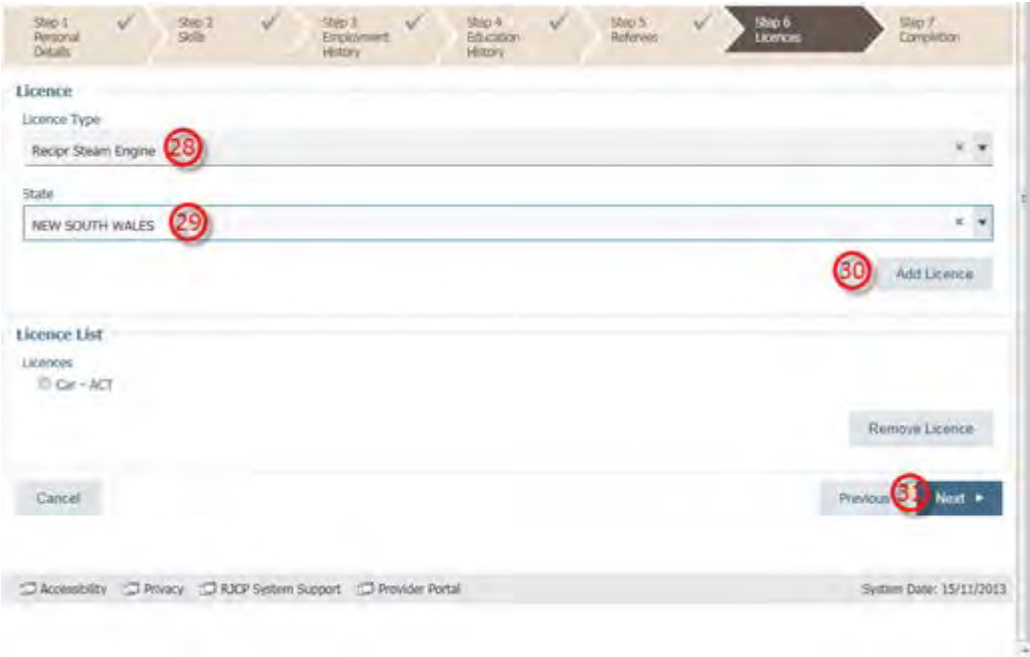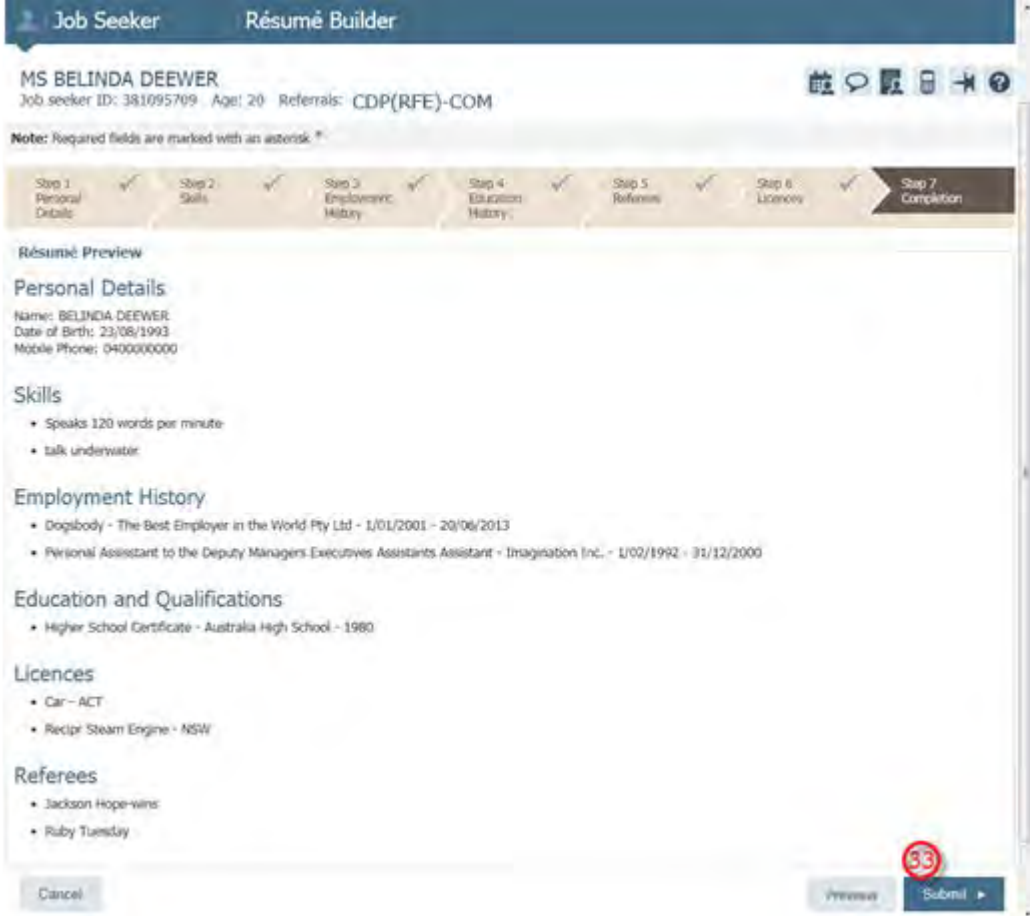
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Click **<Build New Résumé>.** The **Résumé Builder** will display.	Job Seeker Résumé MS BELINDA DEEWER Job seeker ID: 381095709 Age: 20 Referrals: I CDP(RFE)-COM Case Summary Comments • Compliance ESAt/JCA History Incident Report Note: Required fields are marked with an asterisk.* Résumés Résumés Delete Résumé Download Extract Keywords from Résumé Upload New Résumé Build New Résumé ①
In **Step 1 Personal Details**: Enter a name for this resume in the **Résumé Name** field. Select which personal details you wish to include in this resume using the checkboxes in the **Include Personal Details** section. Click **<Next>.**	Job Seeker Résumé Builder MS BELINDA DEEWER Job seeker ID: 381095709 Age: 20 Referrals: I CDP(RFE)-COM Note: Required fields are marked with an asterisk * Step 1 Personal Details / Step 2 Skills / Step 3 Employment History / Step 4 Education History / Step 5 Referees / Step 6 Licences / Step 7 Completion **Resume Details** Resume Name * Hospitality Résumé ② **Include Personal Details** Date of Birth - 23/06/1993 ☑ ③ Mobile Phone - 0400000000 ☑ Cancel Next ④
In **Step 2 Skills**: Enter a skill (limit of 40 characters) in the **Skill Description** field in the **Skills** section. Click **<Add>.** The skill will then be added to the **Current Skills** section. Add other skills as required. Click **<Next>.**	Step 1 Personal Details / Step 2 Skills / Step 3 Employment History / Step 4 Education History / Step 5 Referees / Step 6 Licences / Step 7 Completion **Skills** Skill Description talk underwater ⑤ ⑥ Add **Current Skills** ⑦ Current Skills ○ speak 4120 words per minute Remove Cancel Previous Next ⑧

Process Steps	Screen Shots
In **Step 3 Employment History**: Enter the **Job Title** of your current/last position Enter the name of the company in the **Employer** field Either enter the date or use the **Date Started** date picker to select the date you started this employment Either enter the date or use the **Date Finished** date picker to select the date you finished this employment Enter a **Descriptions of Duties** to describe the type of activities you undertook in the workplace. Click **<Add Employment History Item>**. The position will then be added to your **Employment History List** section. Add other items for your employment history as required. Click **<Next>**.	
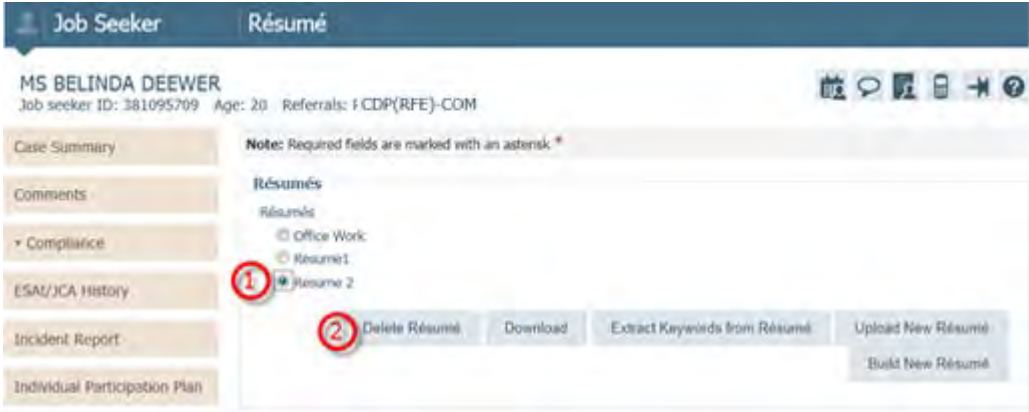
Process Steps	Screen Shots
In **Step 4 Education History**: Enter the name of the qualification in the **Qualification Title** field. Enter the name of the institute where the qualification was obtained in the **Institution** field. Enter the year you completed the qualification in the **Year Obtained** field. Enter a brief description of the qualification in the **Description of Qualification** field. Click **<Add Education History Item>**. The qualification will then be added to your **Education History List** section. Add other qualifications for your education history as required. Click **<Next>**.	
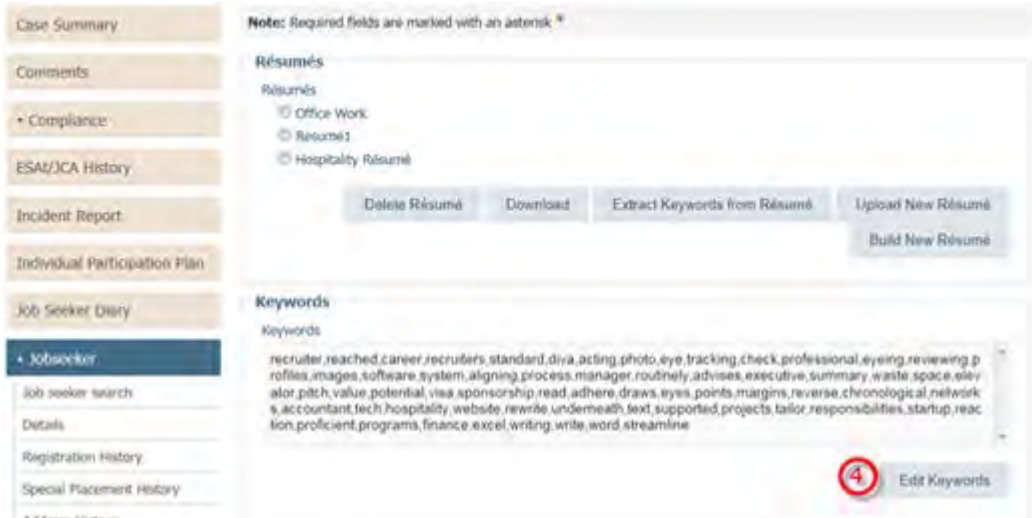
Process Steps	Screen Shots
In **Step 5 Referees**: Enter the name of your referee in the **Referee Name** field. Enter the referee's contact information in the **Contact Details** field. Note: This could be an email, phone or postal contact information. Enter the name of the organisation the referee works for in the **Organisation** field. Enter the referee's position or relationship to you in the **Relationship** field. Click **<Add Referee>**. The referee will then be added to your **Referee List** section. Add other referees as required. Click **<Next>**.	

Process Steps	Screen Shots
In **Step 6 Licences**: Use the drop down selector to search for and select a **Licence Type**. Use the drop down selector to select the state in which the **Licence** was obtained. Click **<Add Licence>**. The Item will then be added to your **Licence List** section. Add other licences as required. Click **<Next>**.	
In **Step 7 Completion**: Check that all the information you have entered is correct and there are no spelling errors. Click **<Submit>**. You will receive an information message advising that the résumé has been successfully created and the résumé will be available under the **Résumés** section on the **Résumé** screen.	
More Information	**Skill Description:** if you enter a description which has more than 40 charaters, only the first 40 characters will be displayed.

Delete a Résumé
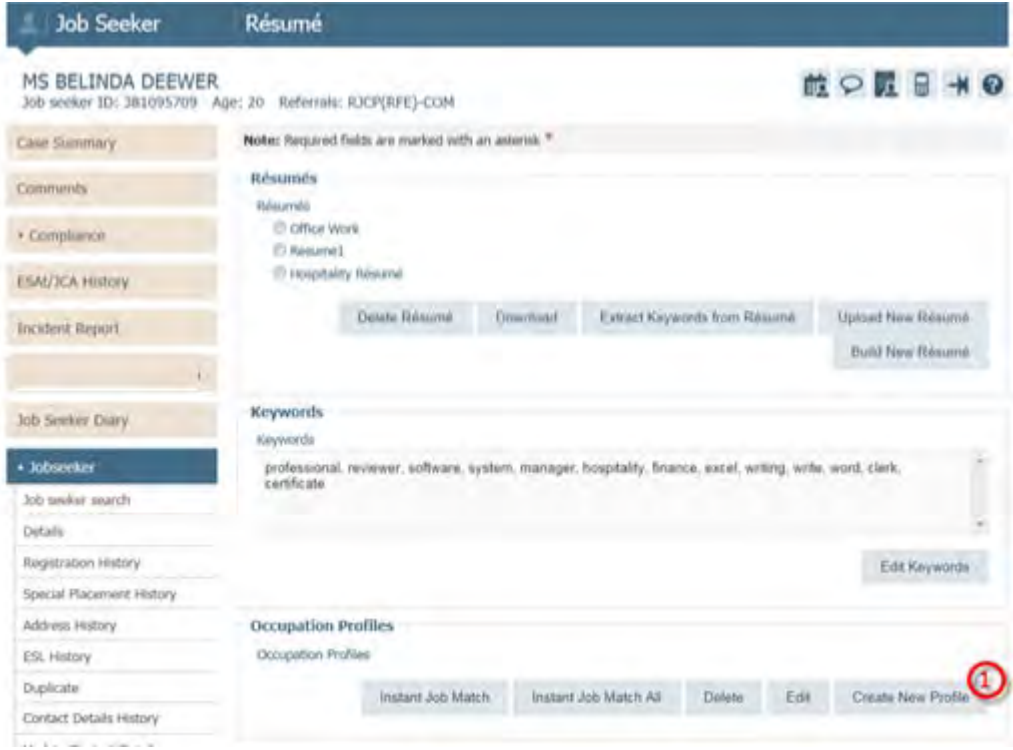
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Select the résumé you want to remove using the corresponding checkbox in the **Résumés** section. Click **<Delete Résumé>.**	
Confirm that you wish to delete this résumé by clicking **<Delete Resume>.** The résumé will be deleted.	
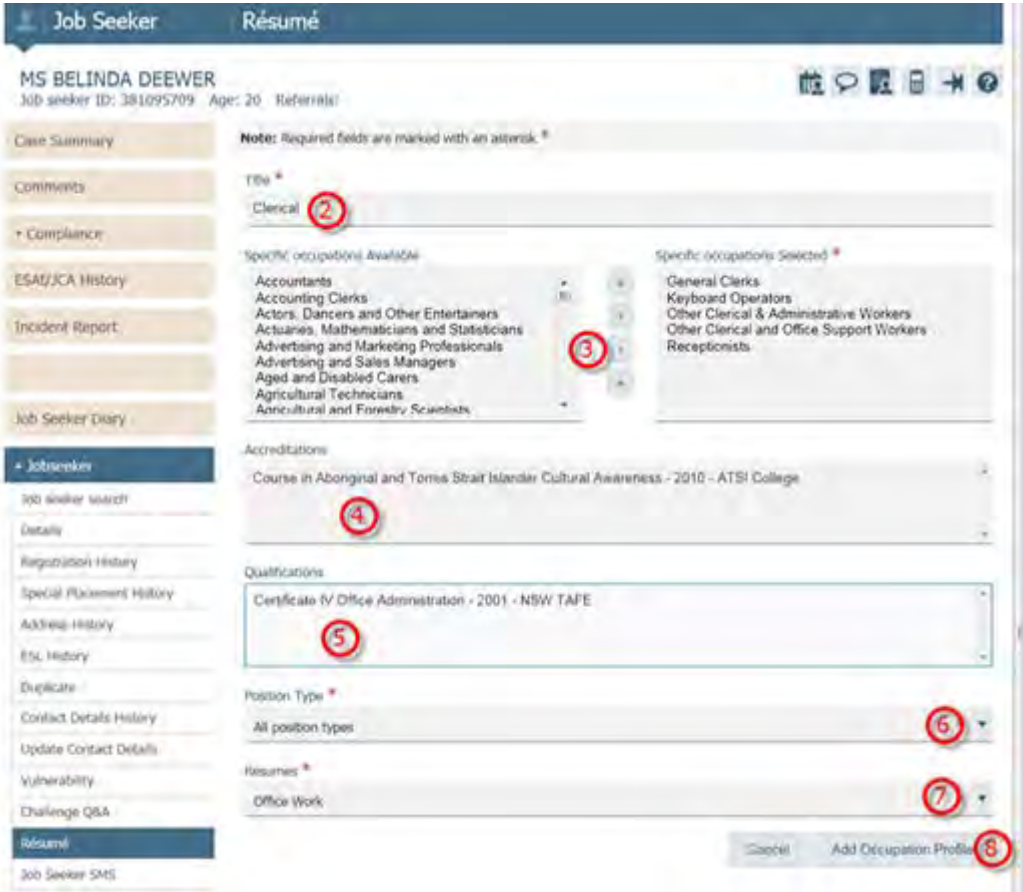
Résumé Keywords – Extracting and Editing

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Use the checkboxes to select a résumé from the **Résumés** section. Click **<Extract Keywords from Résumé>**.	
The **Keywords** field will display with a list of keywords extracted from the résumé. You can add or remove keywords from this list. Click **<Append>**.	
To edit keywords, on the **Résumé** page: Click **<Edit Keywords>**.	
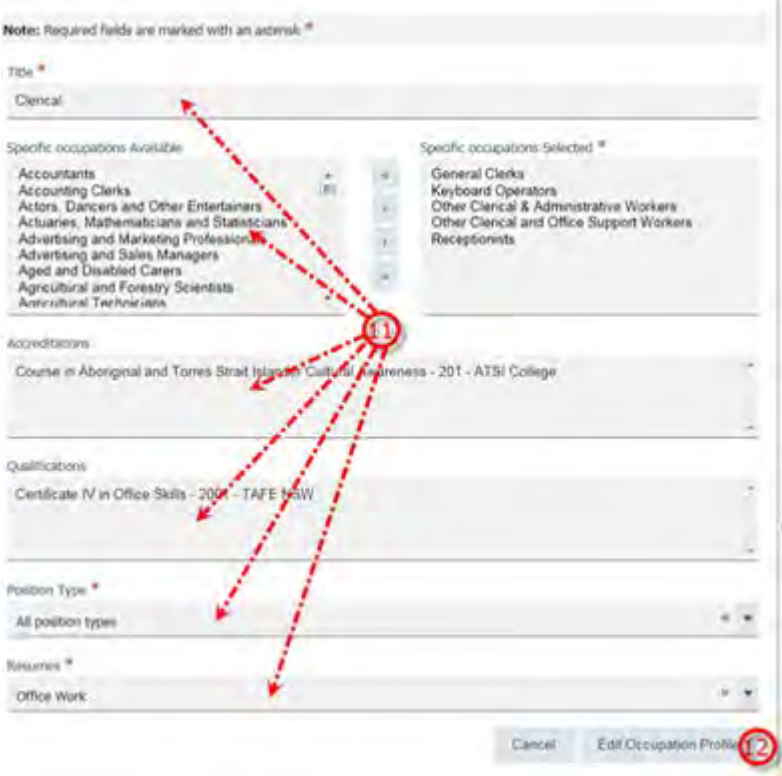
Process Steps	Screen Shots
Edit, Delete or add keywords in the **Keywords** field. Click **\<Save Keywords\>**.	
More Information	When adding keywords from résumés, each résumé will need to be selected individually to add that résumés keywords.

Résumé – Create, Edit and Delete an Occupation Profile

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé**. In the **Occupation Profiles** section: Click **<Create New Profile>**.	

Process Steps	Screen Shots
Enter a name for this profile in the **Title** field. Select one or more occupations from the **Specific occupations Available** column and use the arrow button **>** to move the occupation to the **Specific occupations Selected** column. List any accreditations related to this profile in the **Accreditations** field. List any qualifications related to this profile in the **Qualifications** field. Use the **Position Type** drop down list to select if you are looking for full time, part time, casual or any type of work. Use the **Résumés** drop down list to select the résumé you would like to link this profile to. Click **<Add Occupation Profile>**.	
The profile will now appear in the **Occupation Profiles** section on the **Résumé** page.	
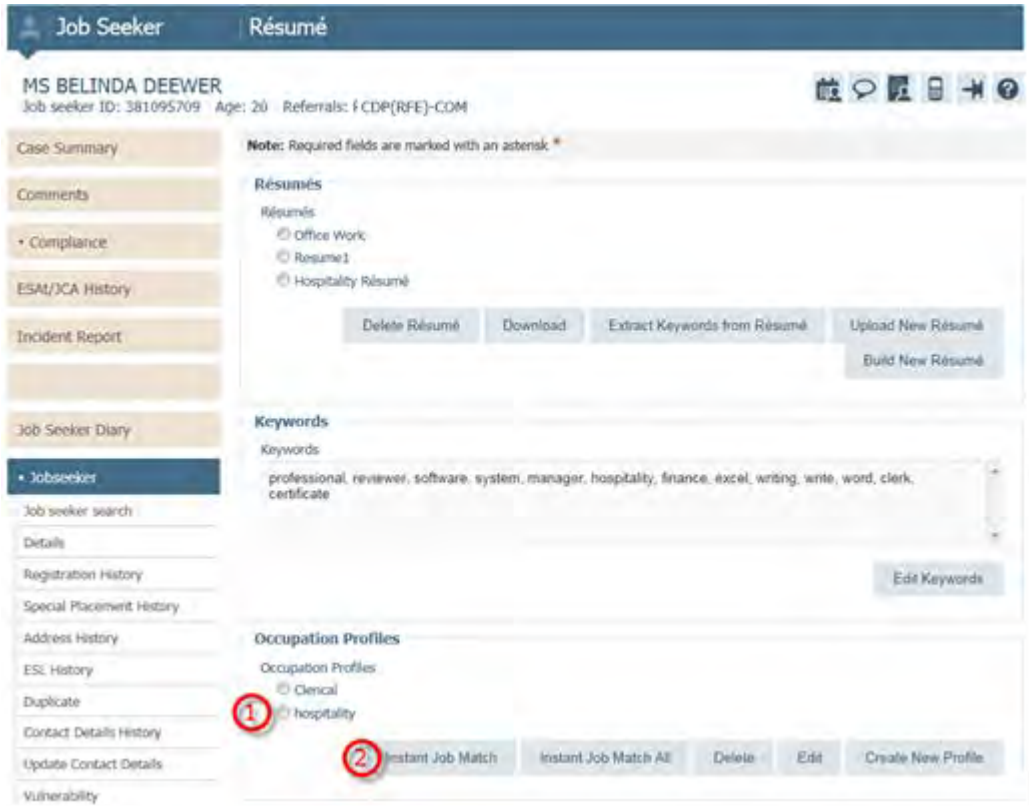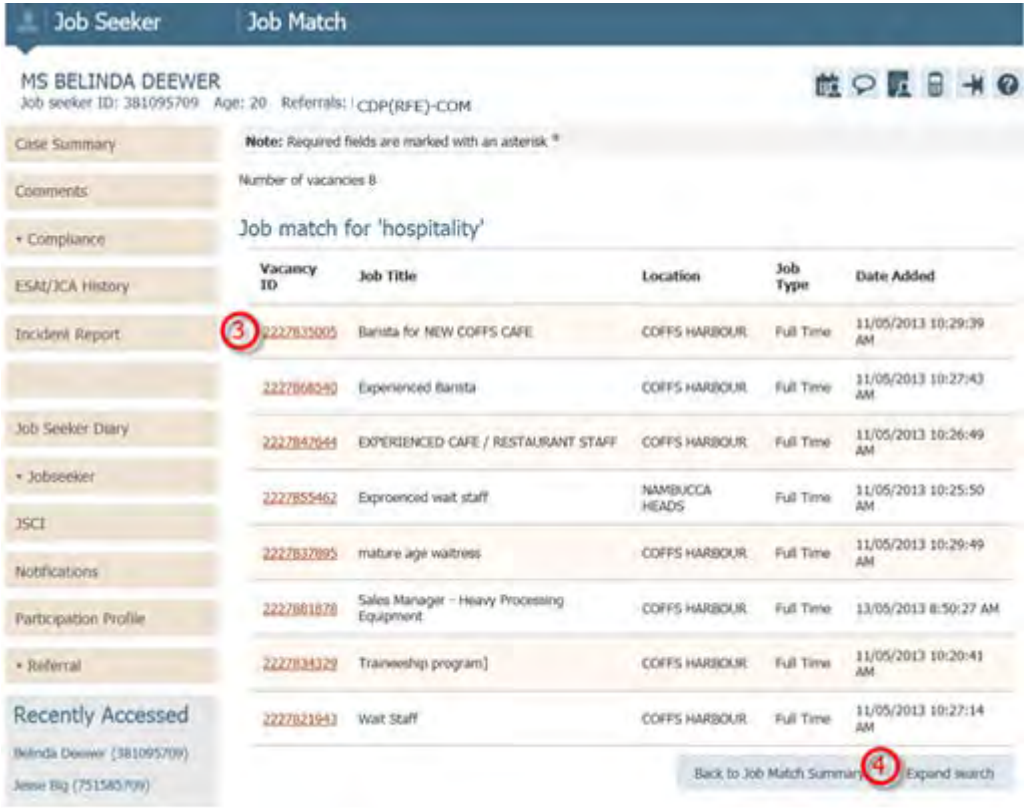
Process Steps	Screen Shots
To Edit a profile: Select the profile checkbox Click **<Edit>**.	
Make your changes to the required field/s. Click **<Edit Occupation Profile>**.	
To Delete a profile: Select the profile checkbox Click **<Delete>**.	
Click **<Delete Occupation Profile>**. The profile will now be removed from the list on the Résumé page.	

Process Steps	Screen Shots
More Information	Accredited courses (Accreditations) are developed to meet training needs that are not addressed by existing training packages (Qualifications). Job seekers may record up to 5 occupational profiles.

Résumé – using Job Match

Job Match will match the information from your occupation profiles to vacancy details listed in the system.

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** Select the checkbox for the profile you want to job match against. Click **<Instant Job Match>**. **Note**: if you want to job match against all of your occupational profiles do not select any of the profile checkboxes, just click **<Instant Job Match All>**.	
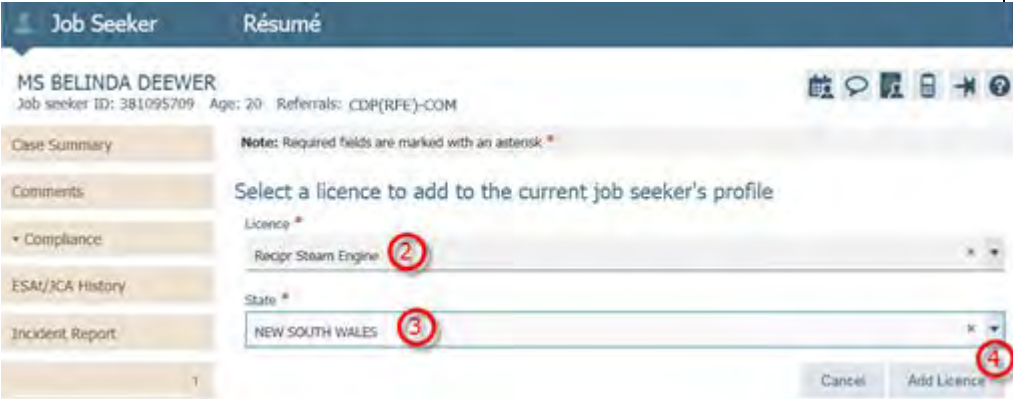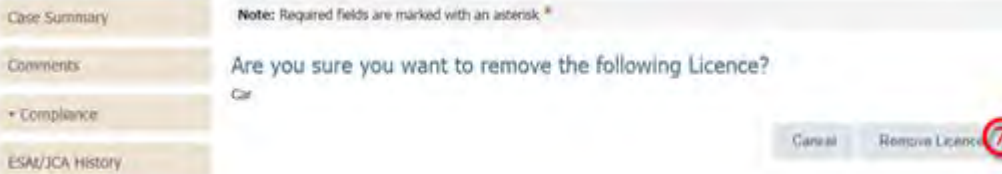
Process Steps	Screen Shots
A list of matched vacancies will appear. You can go to the vacancy details by clicking on the **Vacancy ID** link for more information. Click **<Expand search>** to expand the geography of your search. Listing goes up one level each time the **<Expand search>** is clicked from ESA to LMR and State to National level.	
More information	Vacancies will be loaded 20 at a time, you can view more vacancies by selecting the **load more** option.

Résumé – Add and Remove Locations
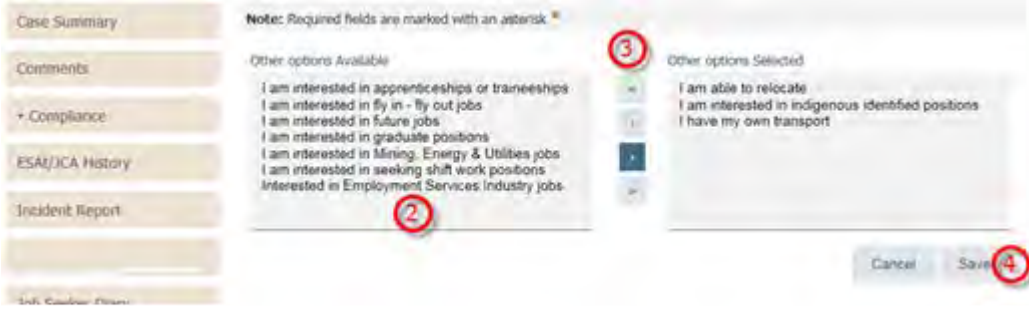
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Job seeker** and then select **Résumé.** To add a location where the job seeker is willing to look for work, in the **Locations** section: Click **<Add Location>**.	
Use the drop down list to select the **Location** for the area where the job seeker is willing to look for work. Click **<Add Location>**. The location will be added to the **Locations** list.	
To remove a location where the job seeker is willing to look for work, in the **Locations** section: Use the checkbox to select the **Locations** where the job seeker is no longer willing to look for work in. Click **<Remove Location>**.	

Process Steps	Screen Shots
Confirm that this is the location you want to remove and click **<Remove Location>**. The location will be removed from the job seekers **Locations** list.	Case Summary Comments • Compliance ESAt/JCA History **Note:** Required fields are marked with an asterisk * Are you sure you want to remove the following Location? NSW metropolitan ⑥ Cancel Remove Location
More Information	Job seekers must have at least one job match location.

Résumé – Add and Remove Licences

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Job seeker** and then select **Résumé.** To add a licence for the job seeker, in the **Licences** section: Click **<Add Licence>**.	
Use the drop down list to select the **Licence** that the job seeker has achieved. Use the drop down list to select which state the job seeker obtained the licence in. Click **<Add Licence>**. The licence will be added to the **Licences** list.	
To remove a licence from the **Licences** section: Use the checkbox to select which of the **Licences** the job seeker no longer has. Click **<Remove Licence>**.	
Confirm that this is the licence you want to remove and click **<Remove Licence>**. The licence will be removed from the job seekers **Licences** list.	
More Information	Only current licences that the job seeker can use should be listed under **Licences**. If a licence is out of date or the job seeker can no longer use it (e.g. for medical reasons) it should not be listed.

Résumé – Add and Remove Other Options

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. From the left hand menu, select **Jobseeker** and then select **Résumé.** To add one or more of these statements, in the **Other Options** section: Click **<Select Other Options>**.	
Select each statement that applies to the job seeker from the **Other options Available** list. Click the **>** arrow to move the selection into the **Other options Selected** list. Click **<Save>.** The selections will now appear in the **Other Options** section on the **Résumé** page.	
To remove a statement, in the **Other Options** section: Click **<Select Other Options>**.	
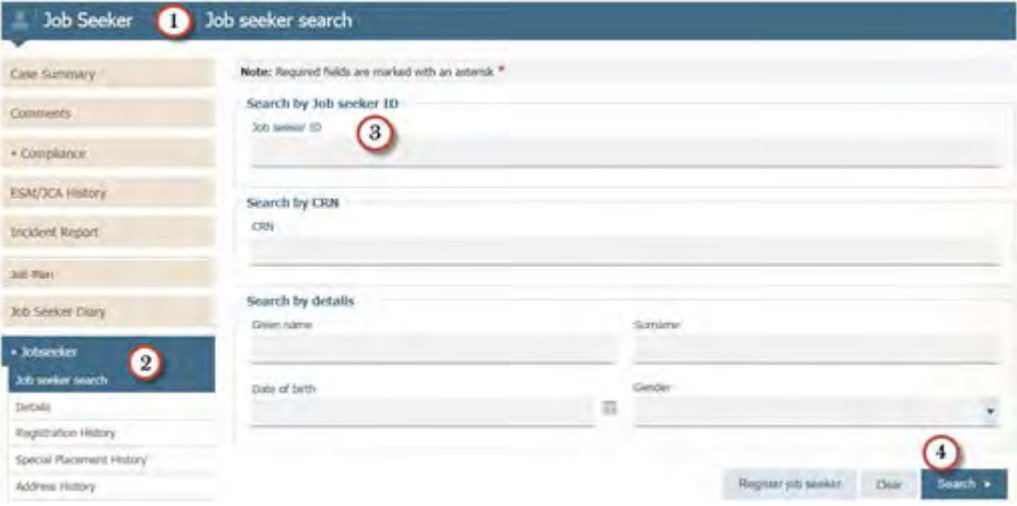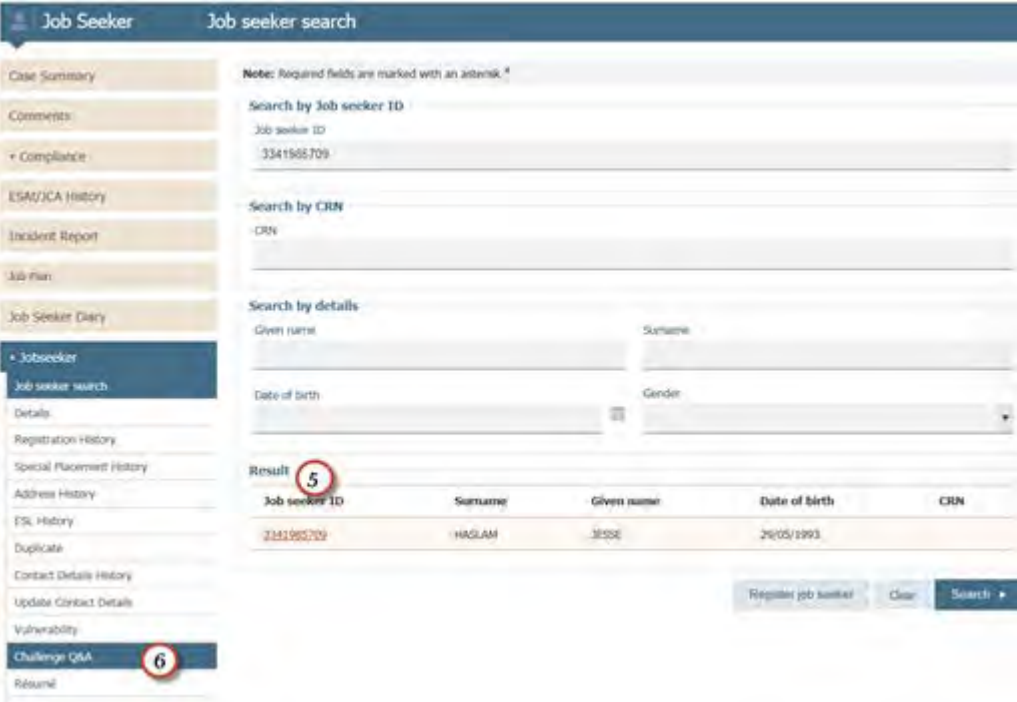
Process Steps	Screen Shots
Select each statement that applies to the job seeker from the **Other options Selected** list. Click the **<** arrow to move the selection into the **Other options Available** list. Click **<Save>**. The selections will now appear in the **Other Options** section on the **Résumé** page.	
More Information	To assist the job seeker in being matched to jobs, there are a range of statements available in "Other options" that the job seeker can choose from.

SMS Notifications

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Enter the job seeker's ID. Select **<Search>** to continue.	
The **Results** will display the 'Job seeker ID', 'Surname', 'Given name', 'Date of birth' and 'CRN'. Select **Job Seeker SMS** from the left hand menu.	
The **Job Seeker SMS** screen will display. Enter the text message in the **Message Text** field. Click **<Send Message>** to continue. A **Success message** will display.	

Process Steps	Screen Shots
Alternatively: You can also navigate to the SMS Notifications screen from the **Case Summary** screen. Select the mobile phone icon and follow the steps from step 6 to 8.	

Setting Challenge Questions
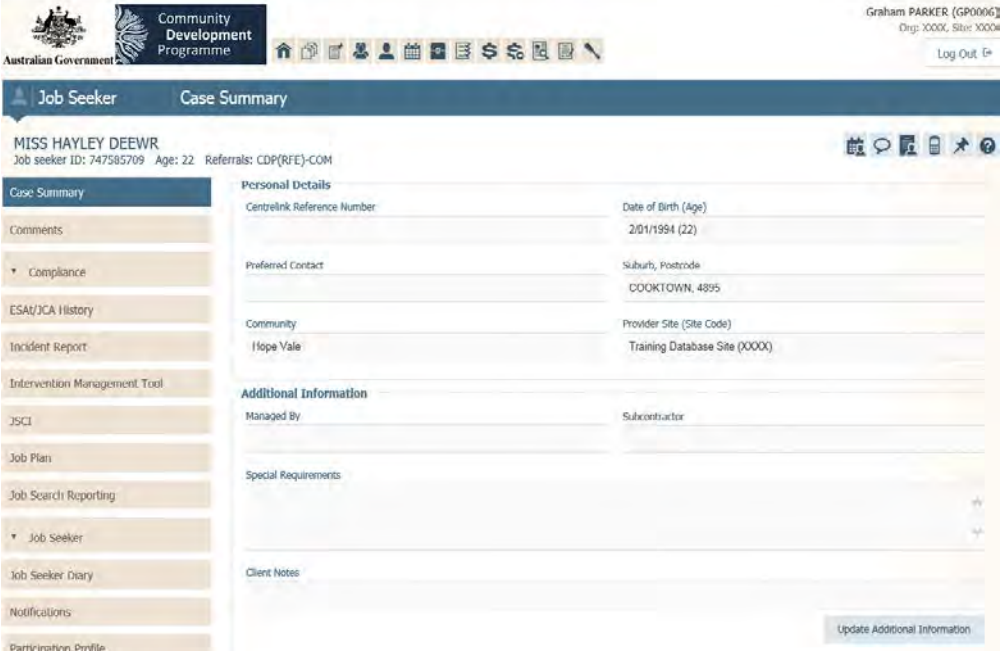
Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Select **Job Seeker Search** from the **Job seeker** menu. Enter the **Job Seeker ID.** Click **<Search>.**	
The job seeker will display in the **Results** section. Select **Challenge Q&A** from the menu.	

Process Steps	Screen Shots
The **Challenge Q&A** screen will display. There are two challenge questions that can be accessed from the drop down pick list. The answers are free text. The job seeker should choose questions and answers that they will remember. Take note of the **PIN** as this is the number the job seeker will require when they access their information on the Australian JobSearch site. Click **<Submit>** to continue.	
The **Details** screen will display. An **Information message** will display the message 'Challenge Question update successful'.	

Using Case Summary

The **Case Summary** screen is a key screen in the CDP IT system. You'll visit it whenever you wish to view the job seeker's progress in the CDP from the one screen.

This is a 'view only' screen but contains hyperlinks and buttons to other screens if you wish to either update information or view the details in full.

Process Steps	Screen Shots
You can access the **Case Summary** screen for the job seeker by clicking on menu option in the list on the left of your screen.	
Displays the **Job Seeker Name**, **JSID** and current referral **Status.** System navigation menu to specific areas of the CDP IT system. **Personal Details**: **Centrelink Reference Number**, **Date of Birth (Age)**, **Preferred Contact** details, the **Suburb, Postcode** in which the job seeker resides and their **Community**. **Additional Information** such as **Managed By**, **Client Note** and any job seeker **Special Requirements**. Includes a button to enable you to update this information. Buttons relating to the: **<Noticeboard Messages>**, **<Employment & Earning>**, **<Referral Actions>** screens. Displays a list of **recently**	The image below identifies the information displayed on the Case Summary screen.

Process Steps	Screen Shots
accessed job seeker records. Case Summary **Lifecycle** information: **Period of Service**, **Time in Programme**, Job Plan and Registration details and displays significant job seeker events. **Appointments**; upcoming and previous with hyperlinks to Diary. **Assessments**: hyperlinks to view details of the job seeker's JSCI and ESAt/JCA reports. Indicators display job seeker **Factors & Eligibility.**	

Viewing Participation Profile

Process Steps	Screen Shots
Select **Job Seeker** from the **Home** page. Then select **Participation Profile.** The **Participation Profile** is a view only screen that collects information from other parts of the system and collates it into one view. View the information in the various sections on the screen. Click **<View Report>** to view, save or print a pdf version of the **Participation Profile**.	

Process Steps	Screen Shots
More Information	**Participation Profile** section – displays the participation and job search requirement of the job seeker as well as any allowance the job seeker may be receiving. The **Participation Requirement** and **Job Search Requirement** information is sourced from CDP **Job Seeker Details** screen and DHS data which uses an algorithm based on the job seeker's age, allowance type, work capacity (sourced from ESAt/JCA) and principal carer parent status (only if youngest child is under 15) (sourced from DHS).
	Factors Affecting Participation Requirements section – displays the job seeker's age (sourced from CDP **Job Seeker Details** screen) and that of their youngest child (where applicable) (sourced from DHS) as well as indicating if the job seeker is a Principal Carer Parent (sourced from DHS), a CDEP Scheme Participant (sourced from DSS) or an Early School Leaver (sourced from CDP **Job Seeker Details** screen).
	Exemptions section – indicates if the job seeker has a current exemption (e.g. temporary medical condition) from their participation requirements (sourced from DHS).
	Activity Test Requirements section – indicates if a job seeker is already meeting their participation requirements (sourced from DHS).
	Vulnerability Indicators section – indicates if the job seeker has been flagged as having a vulnerability (sourced from DHS).
	Nil Allowance Rate section – indicates if the job seeker is currently receiving a nil rate of allowance from DHS (sourced from DHS).
	Non Payment Penalty Period section – indicates if the job seeker is currently serving in a Non Payment Penalty Period (sourced from CDP **Compliance History** screen).
	Record of Requirements section – displays a history of the changes to a job seekers participation requirement.
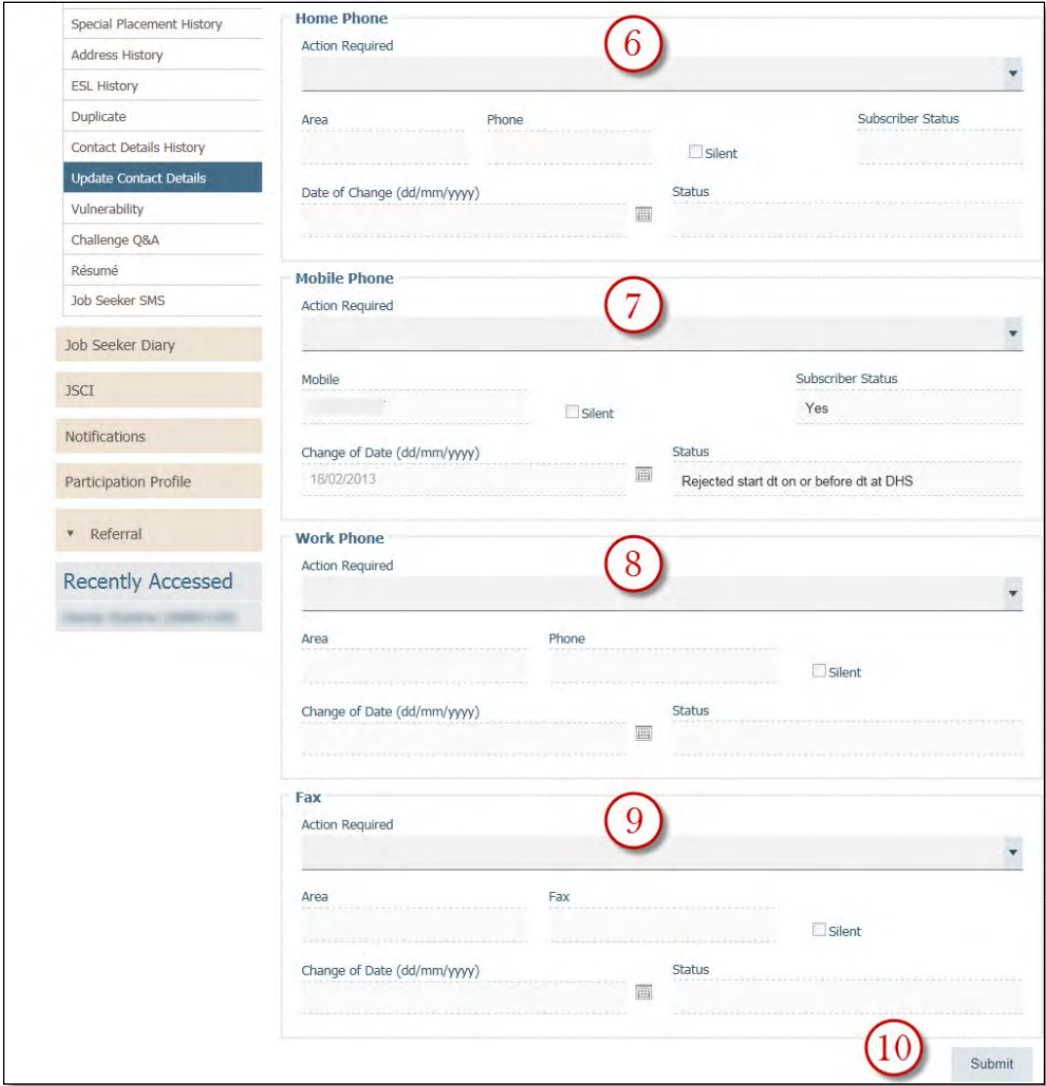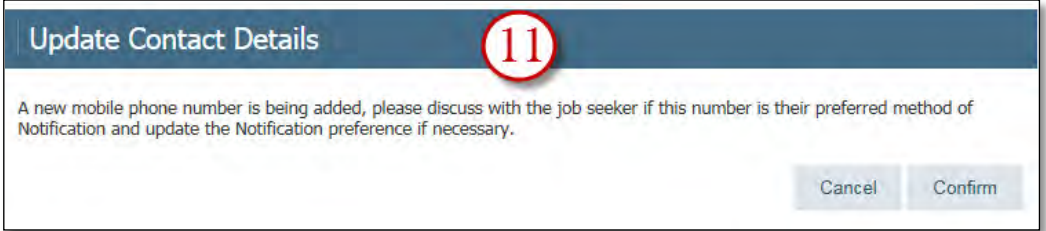
Update Contact Details
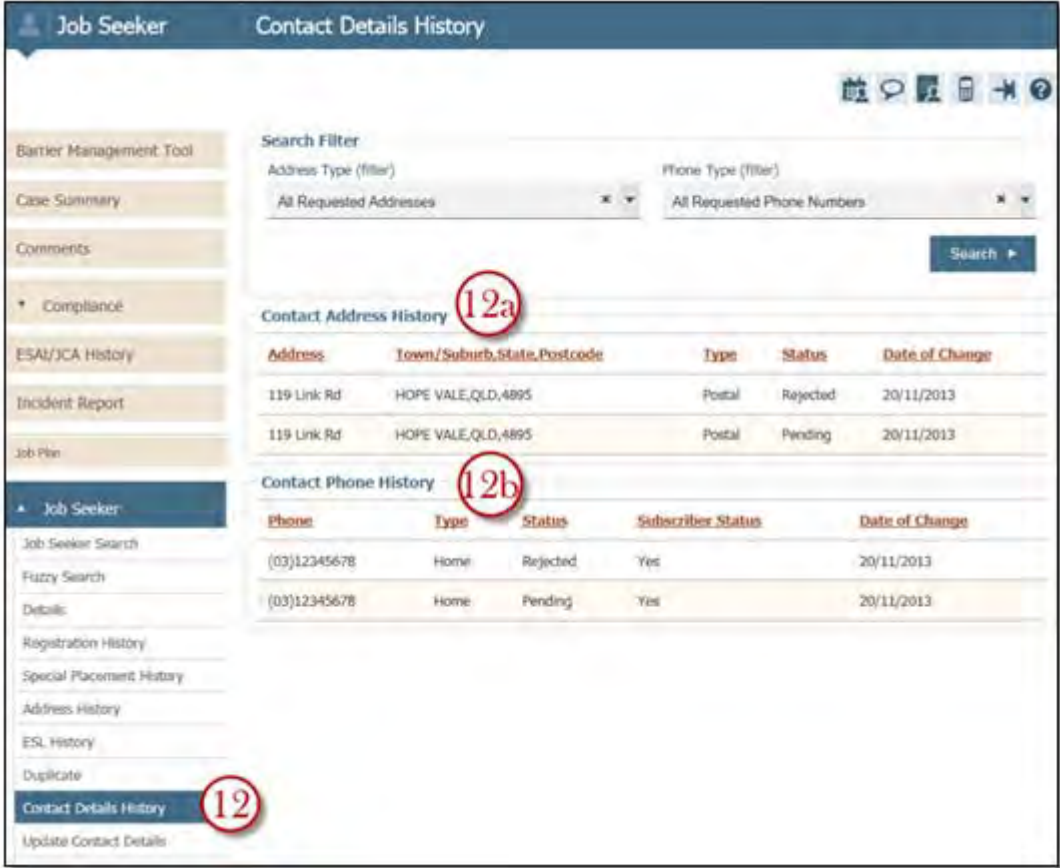
You are able to update the Contact Details of a job seeker if that job seeker has a CRN (Customer Reference Number).

The details postal and residential addresses, home, mobile, work and fax numbers can all be updated from this screen.

Process Steps	Screen Shots
With the job seeker record displayed, select '**Update Contact Details'** from the **Job Seeker** menu. This will display a screen with sections for updating addresses and phone numbers. Choose which of the details you need to change. **Postal Address**: Check the '**Send Request to DHS for Address Update'** if required. Select the **Date of Change** from the calendar. Enter an address by using the Find field. 2a If an address is not found, check **'OR if not found'** and enter the details in the 'Custom Address fields'. **Residential Address**: To update this information follow	

Process Steps	Screen Shots
Step 2 above.	
Click **<Submit>** at the bottom of the screen. Click **<Confirm>** or **<Cancel>** after reading the confirmation.	
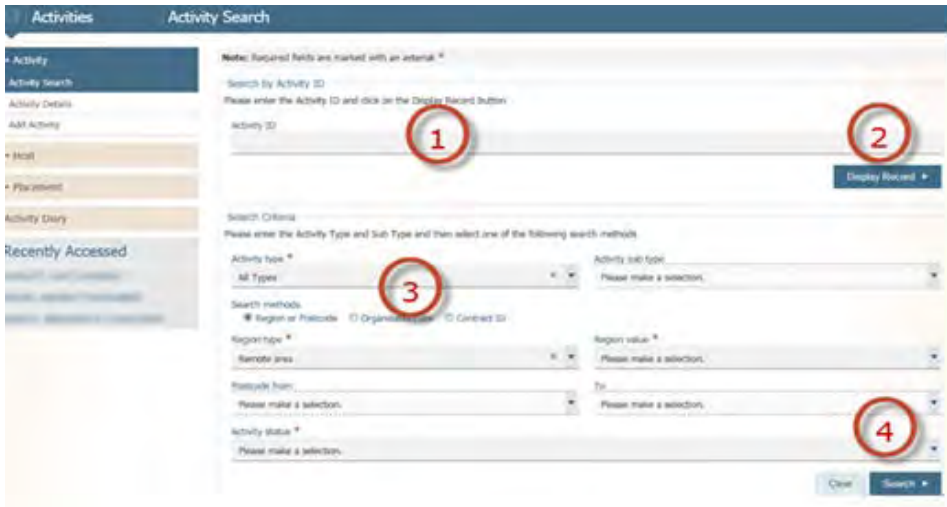
Process Steps	Screen Shots
Home Phone: Select the '**Action Required**' (update or delete the phone number). If updating, enter the details including the '**Change of Date**'. **Mobile Phone**: as above in Step 4. **Work Phone**: as above in Step 4. **Fax:** as above in Step 4. After entering the required changes, click on the **<Submit>** button.	
Click **<Confirm>** or **<Cancel>** after reading the confirmation.	

Process Steps	Screen Shots
All of the changes submitted from the **Update Contact Details** screen are recorded on the **Contact Details History** screen. This allows you to view the changes you have made (12a and 12b), the date the change was made and the status of the change.	

Activities

	Search for Activities
	Add a New Activity
	Place a Job Seeker in an Activity
	List a Job Seeker's Activity Placements and Job seekers Who Have Been Placed in an Activity.
	Record a Successful Completion of an Activity Placement so You Can Claim an Education Completion Outcome or a Participation Outcome
	Approving a Youth Corps Activity placement
	Recording Hours in Activity Diary

Search for Activities

Process Steps	Screen Shots
Select **Activities** from the **Home** page. Then select **Activity Search**. If you know the **Activity Id** enter it. Click **<Display Record>**. If you don't know the **Activity Id** then enter your **Search Criteria**. Click **<Search>**. Activities found in the search are listed at the bottom of the page.	

Add a New Activity (including Work for the Dole)
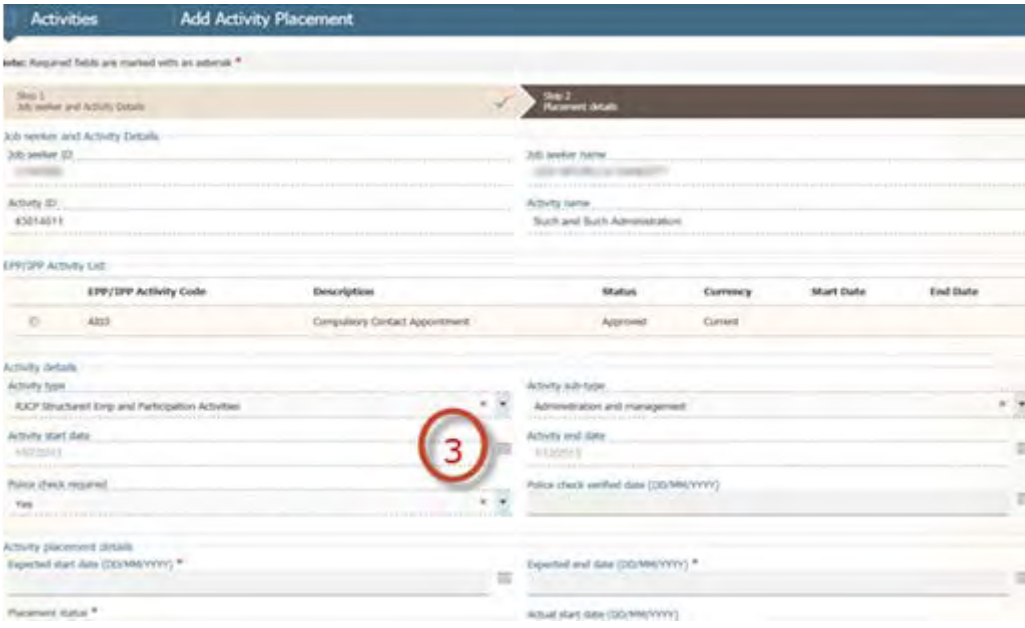
Process Steps	Screen Shots
Select **Activities** from the **Home** page. Then select **Add Activity**. Select the **Activity type** and **Sub-type**. Click **<Next>**.	
Scroll through the page and enter the **Activity Details**. If the activity is being hosted by another external organisation check the **Externally Hosted** flag. If you wish to record location details check the **Do you wish to add Location Details** flag. This will open the Location section. Go to the next step. If you do not wish to add a location, just click **<Submit>**.	
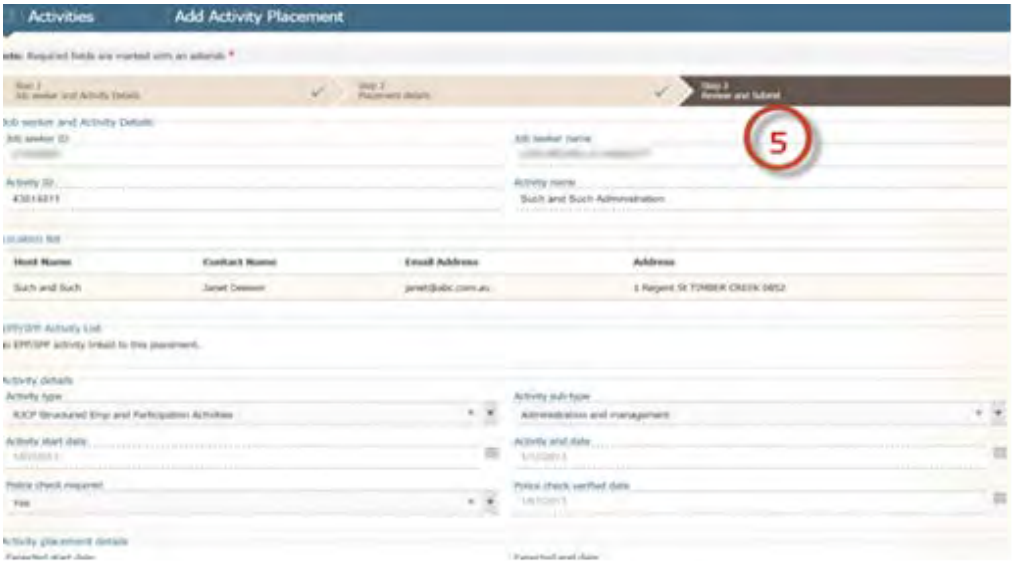
Process Steps	Screen Shots
Enter the Location details. Click **<Submit>**.	
The **Success message** is displayed. If you wish to monitor the Activity using the Supervisor App you must record Supervisor details. Click **<Add Supervisor>** at the bottom of the page.	
If you have already created the Supervisor in the system just key in the User ID and click Display. To create a new Supervisor enter the Supervisor details and click **<Submit>**.	

Process Steps	Screen Shots
The Supervisor will be added – remember to record the Supervisor ID so you can use it on other activities if needed. The location you created for the Activity will be listed at the bottom of the page. Select the Location and click **<Link/Unlink>**.	

Place a job seeker in an Activity
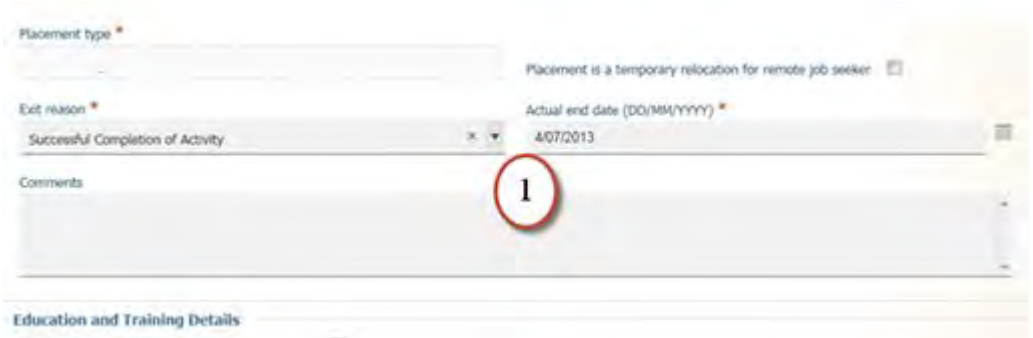
Process Steps	Screen Shots
Select **Activities** from the **Home** page. Then select **Add Activity Placement**. Record the Job Seeker Id and the Activity Id. Click **<Next>**.	
Record details of the job seeker's referral/placement on the activity.	
Click **<Next>**.	

Process Steps	Screen Shots
Review the information you have recorded.	
Click **<Submit>**.	
The **Success message** is displayed.	
More Information	When you place a job seeker in a Structured Employment and Participation Activity the CDP IT system sends a message to the DHS IT System. DHS will then pay the job seeker the APWS supplement. It's very important that you also record if a job seeker finishes an Activity so the CDP IT system can advise DHS to stop paying the APWS supplement.

List a job seeker's Activity Placements and List job seekers who have been placed in an Activity

Process Steps	Screen Shots
Select **Activities** from the **Home** page. Then select **Add Placement Search**. Enter your search values Click **<Search >**. Records found in the search are listed at the bottom of the page.	

Record a Successful Completion of an Activity Placement
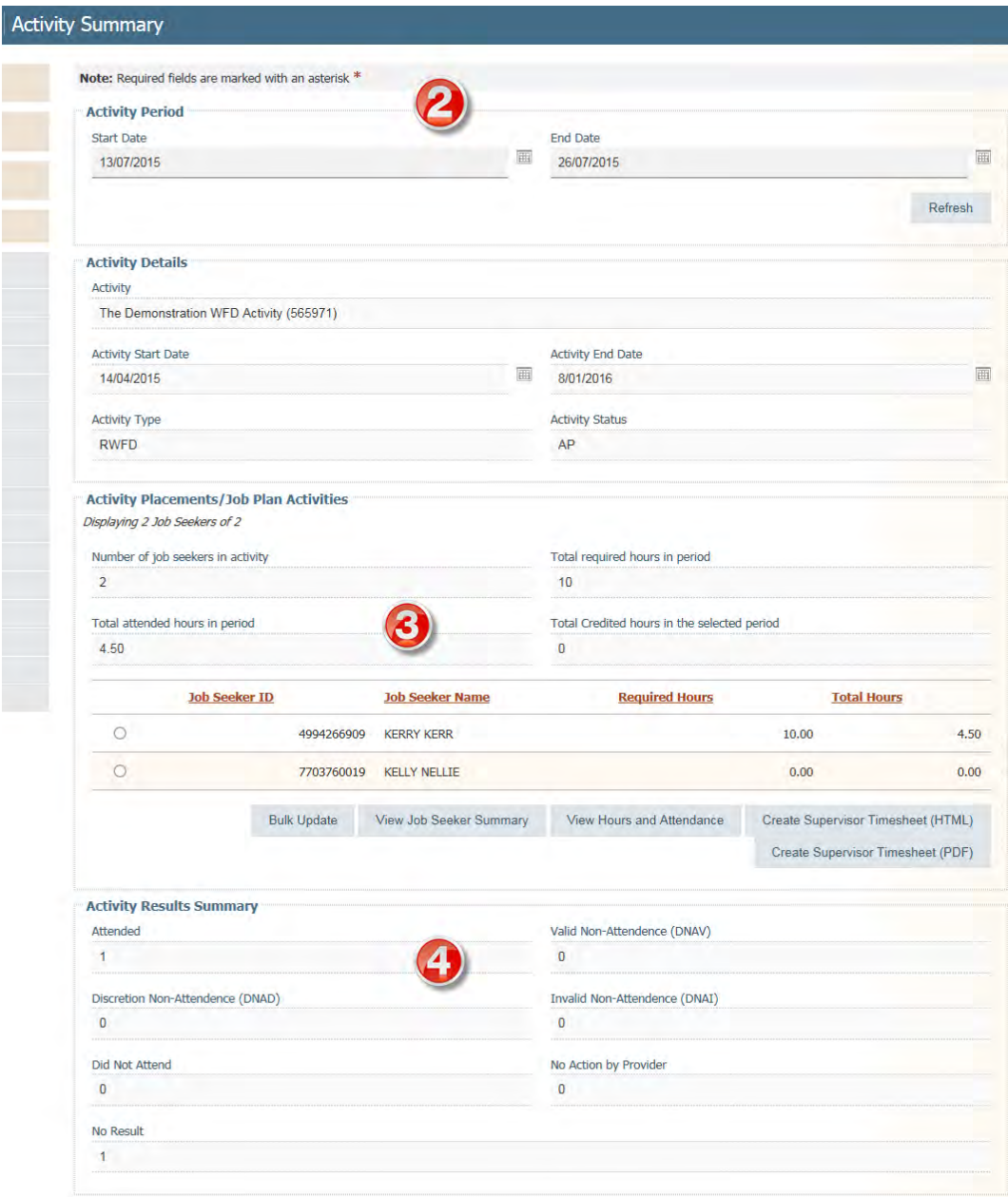
Process Steps	Screen Shots
Select **Activities** from the **Home** page. Display the **Activity Placement** (perhaps after doing an **Activity Placement Search**) Scroll to the bottom of the placement record and click **<Edit>** to put the page in 'update' mode.	*[Screenshot: Activities Home with options – Search for Activity, Add Activity, Search for Activity Placement, Add Activity Placement, Search for Activity Host, Search for Activity Diary. System Date: 02/12/2013]*
Record the **Exit Reason** 'Successful Completion of Activity' and record the date job seeker completed the activity. Click **<Submit>**.	*[Screenshot: Placement type, Exit reason: Successful Completion of Activity, Actual end date: 4/07/2013, Comments, marked 1. Education and Training Details]*
More Information	The Education Completion Outcome or Participation Outcome displays on your Site Payments list (in the Payments Menu) if you have created the activity as a: Accredited Education and Training (for Education Completion Outcome) or Intervention/Remote Intervention (for Participation Outcome) and you have recorded an **Exit reason** of 'Successful Completion of Activity'. For the Education Completion Outcome you must also have ticked the "Placement may Result in Education Outcome" box on the **Activity Placement** page.

The Activity Diary

The Activity Diary allows you to record a job seeker's planned and actual attendance at a range of activities. These activities can be Activities set up through the Activity Management area (eg a work experience placement) or an Activity outlined in the job seeker's Job Plan (eg attend counselling sessions).

This first section will show you how to access the Summary Screens within the activity Diary and then how to record and update a job seeker's scheduled hours and attendance.

Process Steps	Screen Shots
Select **Activity** from the **Home** page. Select **Activity Diary**.	
The Activity Diary Search screen will display. Select a **Search Type** of Activity or Job Seeker and enter the Activity or Job Seeker ID Click **<Search>**.	

Process Steps	Screen Shots
If you searched by Activity ID the Activity Summary screen will display. This screen provides a summary of placement and attendance (or non-attendance) on the activity. The Activity Summary provides point-in-time information for a specific time period. The screen will default to the current fortnight and you can select a different period using the period selection at the top of the screen. From this screen you can select a job seeker and view the Job seeker summary for that job seeker, view their Hours and attendance page or Create a Supervisor Timesheet in HTML or PDF format. You can also access the Bulk update function (see below).	**Activity Summary** Note: Required fields are marked with an asterisk * **Activity Period** Start Date: 13/07/2015 End Date: 26/07/2015 Refresh **Activity Details** Activity: The Demonstration WFD Activity (565971) Activity Start Date: 14/04/2015 Activity End Date: 8/01/2016 Activity Type: RWFD Activity Status: AP **Activity Placements/Job Plan Activities** *Displaying 2 Job Seekers of 2* Number of job seekers in activity: 2 Total required hours in period: 10 Total attended hours in period: 4.50 Total Credited hours in the selected period: 0 | Job Seeker ID	Job Seeker Name	Required Hours	Total Hours
---	---	---	---
4994266909	KERRY KERR	10.00	4.50
7703760019	KELLY NELLIE	0.00	0.00	 Bulk Update View Job Seeker Summary View Hours and Attendance Create Supervisor Timesheet (HTML) Create Supervisor Timesheet (PDF) **Activity Results Summary** Attended: 1 Valid Non-Attendance (DNAV): 0 Discretion Non-Attendence (DNAD): 0 Invalid Non-Attendence (DNAI): 0 Did Not Attend: 0 No Action by Provider: 0 No Result: 1
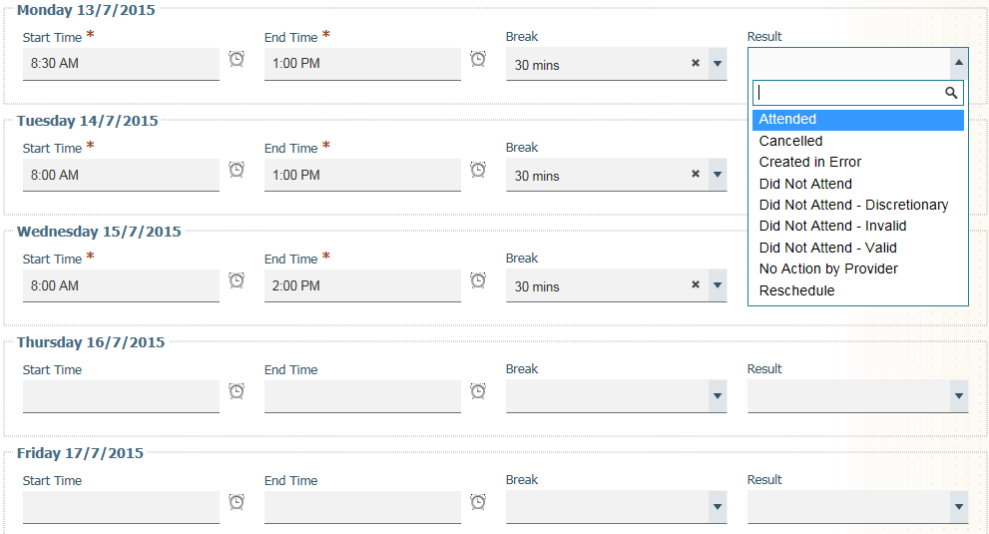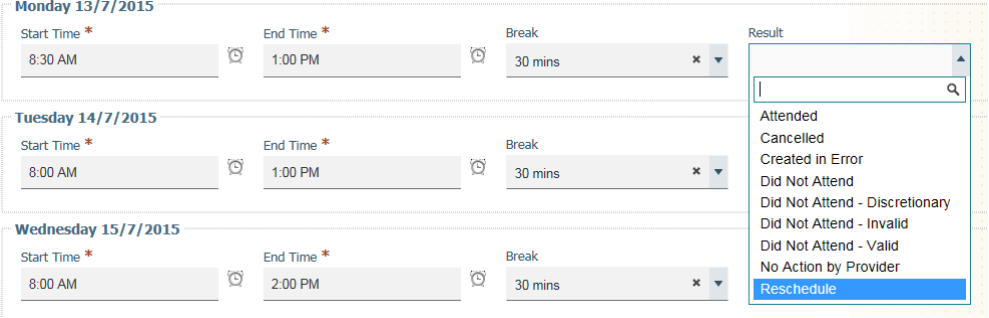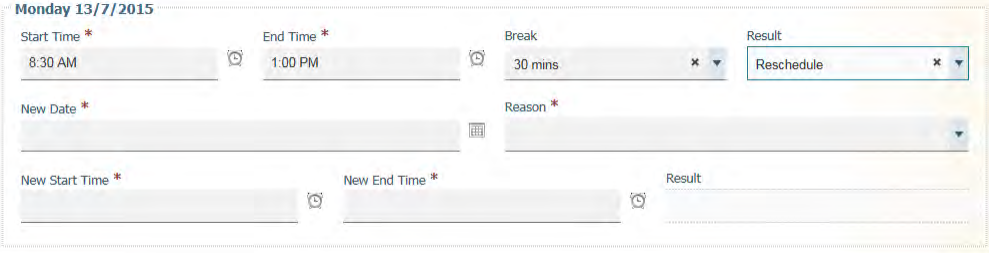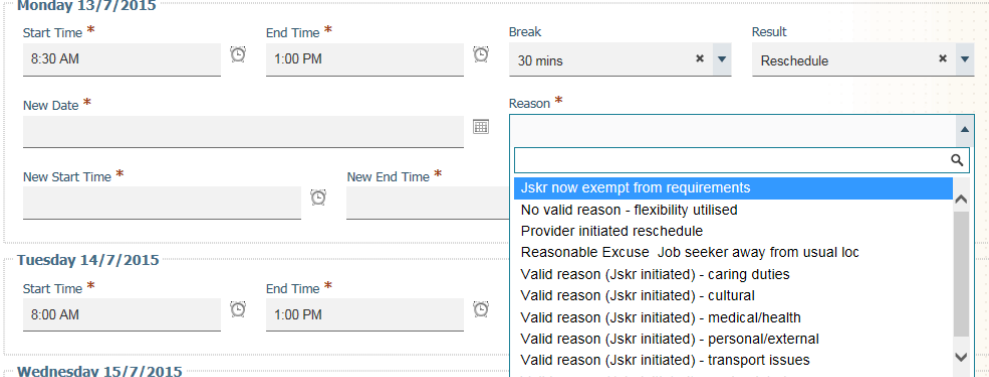
Process Steps	Screen Shots
If you searched by Job Seeker ID the Job Summary screen will display. This screen provides a summary of placement and attendance (or non-attendance) of the job seeker on the activities. A list of Activities the job seeker has participated in, or is currently participating in, will display. You will be able to see the 'Source' of the Activity. That is, whether it is an activity in Activity Management (ACT), or the job seeker's Job Plan (Job Plan), or both. If you have linked the Job Plan activity to an activity in Activity Management, you will see "ACT (Yes)" in the **Source (Linked)** column and you won't see a separate Job Plan item listed in the Search section. From this screen you can select an activity and view the Activity Summary for that Activity (see above). You can also view their Hours and	

Job Seeker Summary

Note: Required fields are marked with an asterisk *

Activity Period

Start Date	End Date
13/07/2015	26/07/2015

⑤

Refresh

Job Seeker Details

Job Seeker Name

KERRY KERR (4994266909)

Is the Job Seeker required to participate in WfD?	Total hours required from Job Plan, in the selected period
Voluntary	25

Total attended hours in the selected period	Hours not completed (no result) in the selected period
0	0

Number of hours completed for WfD activities in the selected period	Number of hours completed for Supporting Activities in the selected period
0	0

Total Credited hours in the selected period

0

Activity Placements/Job Plan Activities

Displaying 2 Activity Placements/Job Plan activities of 2   ⑥

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
The Demonstration WFD Activity (565971)	RWFD	KATHERINE EAST	0.00	0.00	No
Job Search Contacts - Voluntary (JS04)			0.00	0.00	No

View Activity Summary   View Hours and Attendance

Schedule Details

Start Date	End Date	Schedule Options
13/07/2015	26/07/2015	

Create Notification (HTML)   Create Notification (PDF)

Job Seeker Results Summary

Attended	Valid Non-Attendance (DNAV)
0	0

⑦

Discretion Non-Attendance (DNAD)	Invalid Non-Attendance (DNAI)
0	0

Did Not Attend	No Action by Provider
0	0

No Result

0
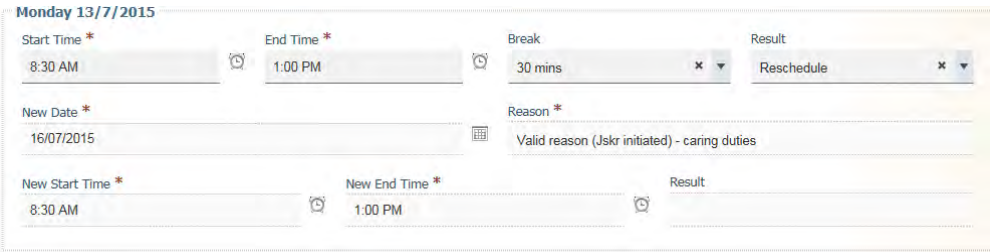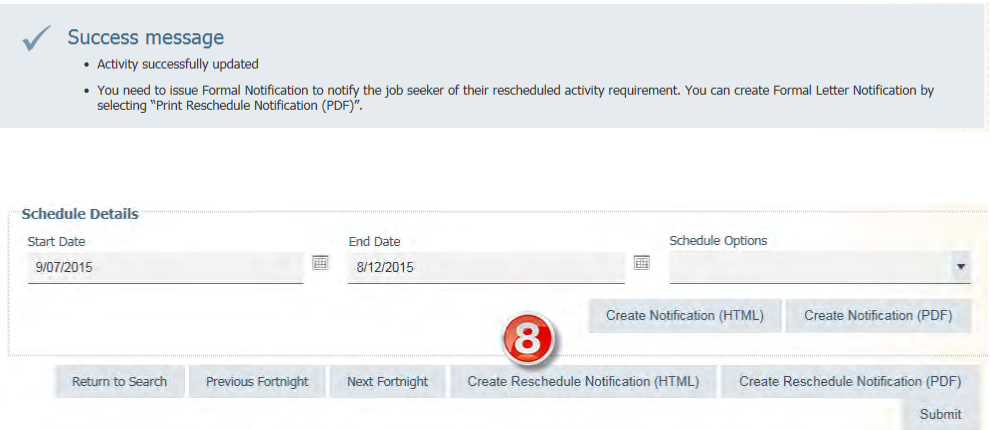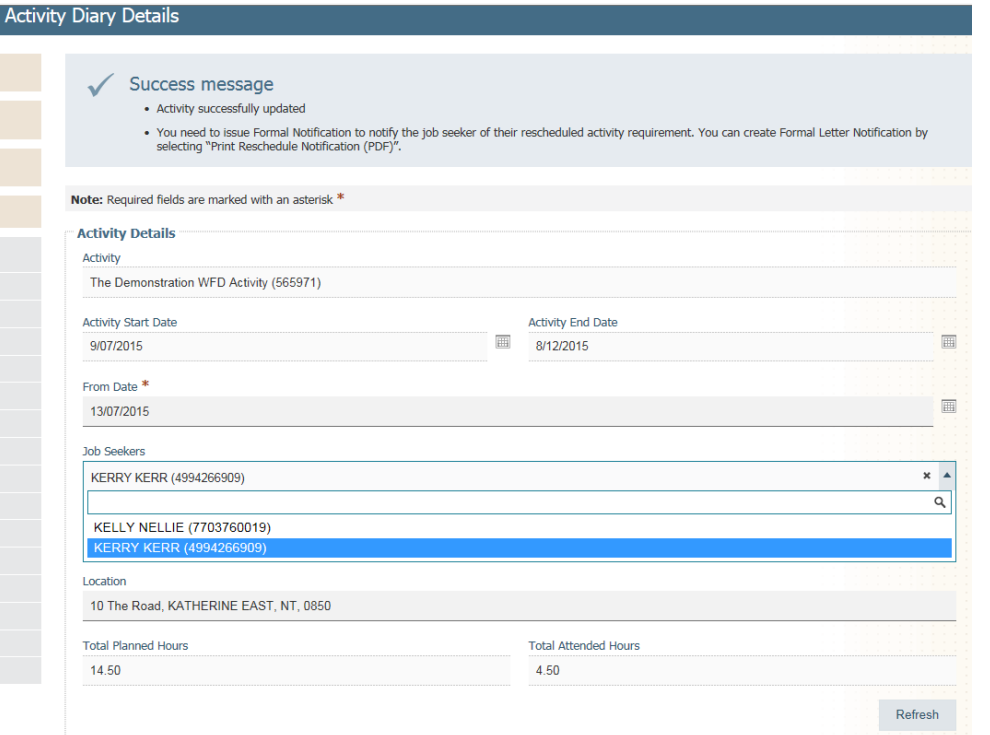
Process Steps	Screen Shots
attendance page or create a Schedule Notification in HTML or PDF format that you can give to the Job seeker.	

Recording Required Hours and Attendance for a Job Seeker
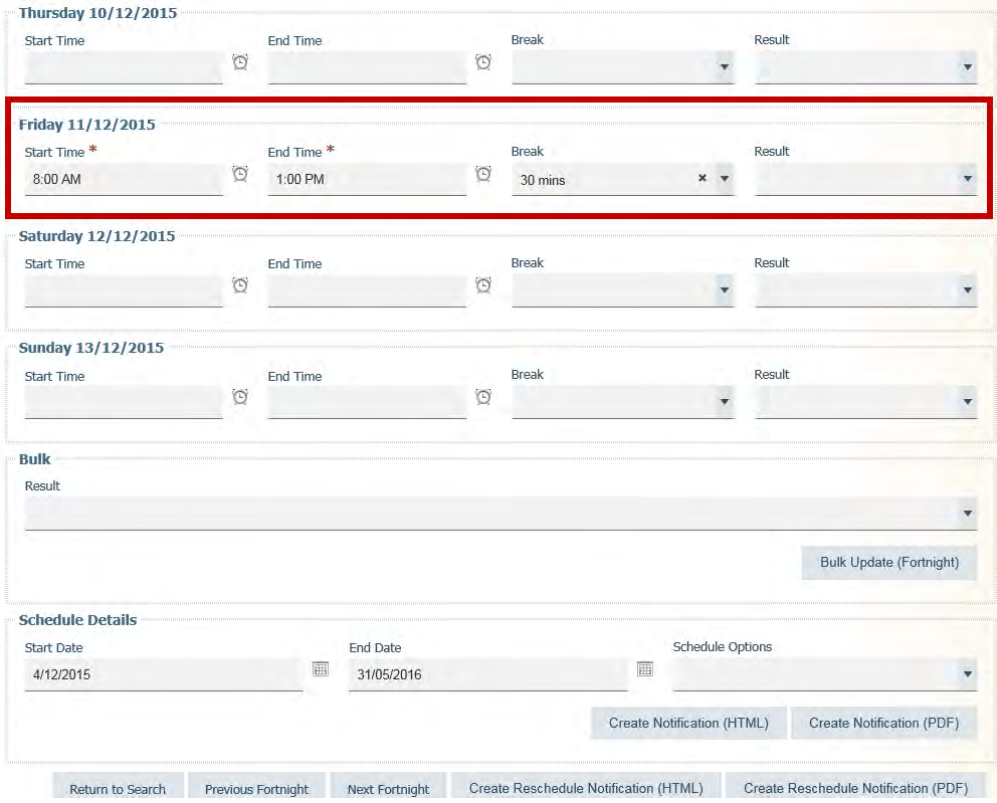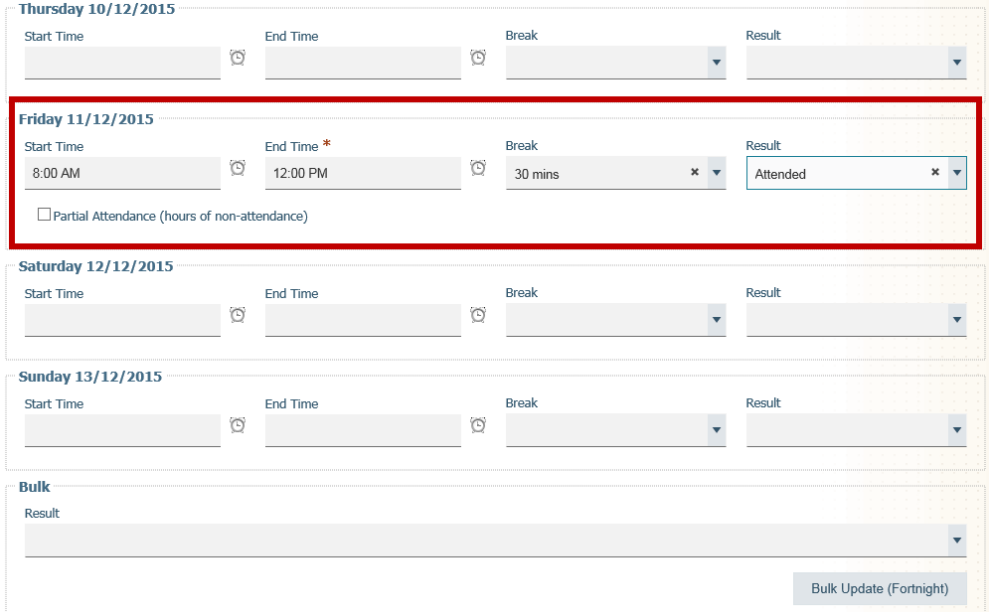
Process Steps	Screen Shots
From the **Activity Summary** Screen select a job seeker and click <**View Hours and Attendance**> or from the Job seeker Summary Screen select an Activity and click <**View Hours and Attendance**> The **Activity Diary Details** will display for the current two week period. Key in or select the start date of the required period from the **From Date** field. Click <**Refresh**>. The **Activity Diary Details** will be redisplayed for the relevant fortnight.	
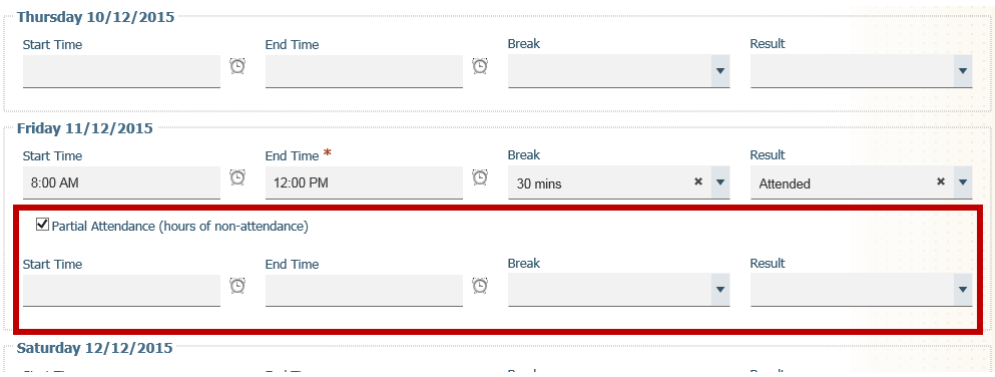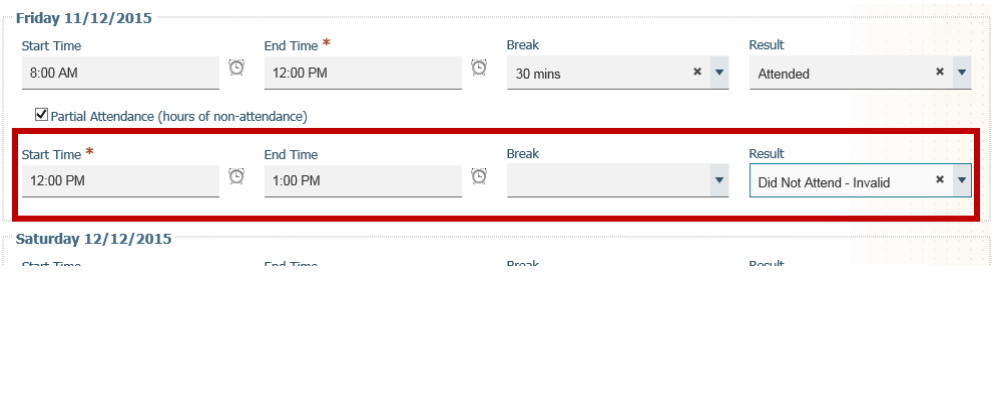
Process Steps	Screen Shots
Use the dropdown to record the planned hours the job seeker is to attend and any break (eg lunch). Record the job seeker's attendance (or non-attendance) for each daily period they are scheduled to attend.	 **More Information**: as you submit hours and attendance you will see the Total Planned Hours and Total Attended Hours fields will update.
You can reschedule a planned attendance by selecting "Reschedule" from the **Attended** dropdown list.	
Selecting "Reschedule" will open **New Date** and **New Time** fields. You can now record the new Date and Times for the rescheduled attendance.	
Select a reason for the reschedule and click **<Submit>**.	

Process Steps	Screen Shots
A record of the reschedule will be maintained and the planned hours will be displayed against the new rescheduled date. You may need to add a break to the new rescheduled date.	**Monday 13/7/2015** Start Time * : 8:30 AM End Time * : 1:00 PM Break : 30 mins Result : Reschedule New Date * : 16/07/2015 Reason * : Valid reason (Jskr initiated) - caring duties New Start Time * : 8:30 AM New End Time * : 1:00 PM Result :
A success message will display along with a reminder to issue a Reschedule notification to the job seeker. To generate a notification letter for the job seeker click **<Print Reschedule Notification (PDF)>.**	✓ Success message • Activity successfully updated • You need to issue Formal Notification to notify the job seeker of their rescheduled activity requirement. You can create Formal Letter Notification by selecting "Print Reschedule Notification (PDF)". **Schedule Details** Start Date : 9/07/2015 End Date : 8/12/2015 Schedule Options : Create Notification (HTML) Create Notification (PDF) Return to Search Previous Fortnight Next Fortnight **8** Create Reschedule Notification (HTML) Create Reschedule Notification (PDF) Submit
If there is more than one job seeker on the activity you can easily select another job seeker from the **Job Seekers** field at the top of the screen. You must then click <**Refresh**>. You can then update the new job seeker's hours and attendance.	**Activity Diary Details** ✓ Success message • Activity successfully updated • You need to issue Formal Notification to notify the job seeker of their rescheduled activity requirement. You can create Formal Letter Notification by selecting "Print Reschedule Notification (PDF)". **Note:** Required fields are marked with an asterisk * **Activity Details** Activity The Demonstration WFD Activity (565971) Activity Start Date : 9/07/2015 Activity End Date : 8/12/2015 From Date * : 13/07/2015 Job Seekers KERRY KERR (4994266909) KELLY NELLIE (7703760019) KERRY KERR (4994266909) Location 10 The Road, KATHERINE EAST, NT, 0850 Total Planned Hours : 14.50 Total Attended Hours : 4.50 Refresh

Recording Partial Attendance

If a job seeker attends an Activity for only part of their scheduled hours you can record this in the Activity Diary. If a job seeker does not turn up on time for their activity or leaves the activity early you can record this on the Activity Diary.
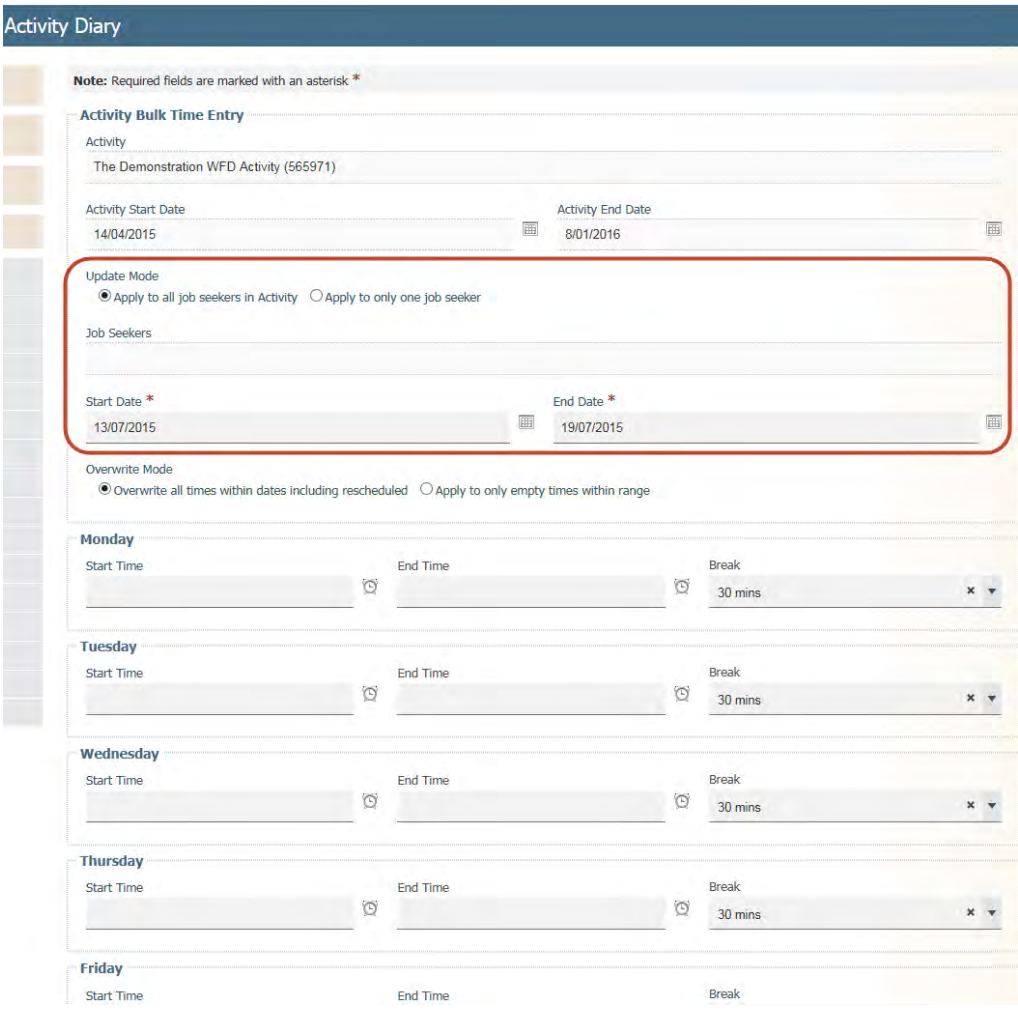
Process Steps	Screen Shots
From the **Activity Summary** Screen select a job seeker and click <**View Hours and Attendance**> or from the Job seeker Summary Screen select an Activity and click <**View Hours and Attendance**> You can see that the job seeker is required to attend on Friday from 8.00am to 1.00 pm with a 30 minute break. To demonstrate this function we will assume that the jobseeker left the activity 1 hour early (12.00pm).	
The first step is to record their actual attendance: To do this you must change the **End Time** to 12.00pm and set the **Result** to "Attended". You will see the **Partial Attendance** checkbox will then display. Click the checkbox. Note: Rather than leaving early, if the job seeker started late you would change the **Start Time** instead.	

Process Steps	Screen Shots
You will see a new set of fields are displayed. This is where you record the time the job seeker was **absent** (non-attendance).	**Thursday 10/12/2015** Start Time / End Time / Break / Result **Friday 11/12/2015** Start Time: 8:00 AM / End Time *: 12:00 PM / Break: 30 mins / Result: Attended ☑ Partial Attendance (hours of non-attendance) Start Time / End Time / Break / Result **Saturday 12/12/2015**
Record the Start and End Time of the absence and the relevant Did Not Attend result. Click <Submit>. The attendance and non-attendance will be recorded and a draft Participation Report may be generated.	**Friday 11/12/2015** Start Time: 8:00 AM / End Time *: 12:00 PM / Break: 30 mins / Result: Attended ☑ Partial Attendance (hours of non-attendance) Start Time *: 12:00 PM / End Time: 1:00 PM / Break / Result: Did Not Attend - Invalid **Saturday 12/12/2015** Start Time / End Time / Break / Result
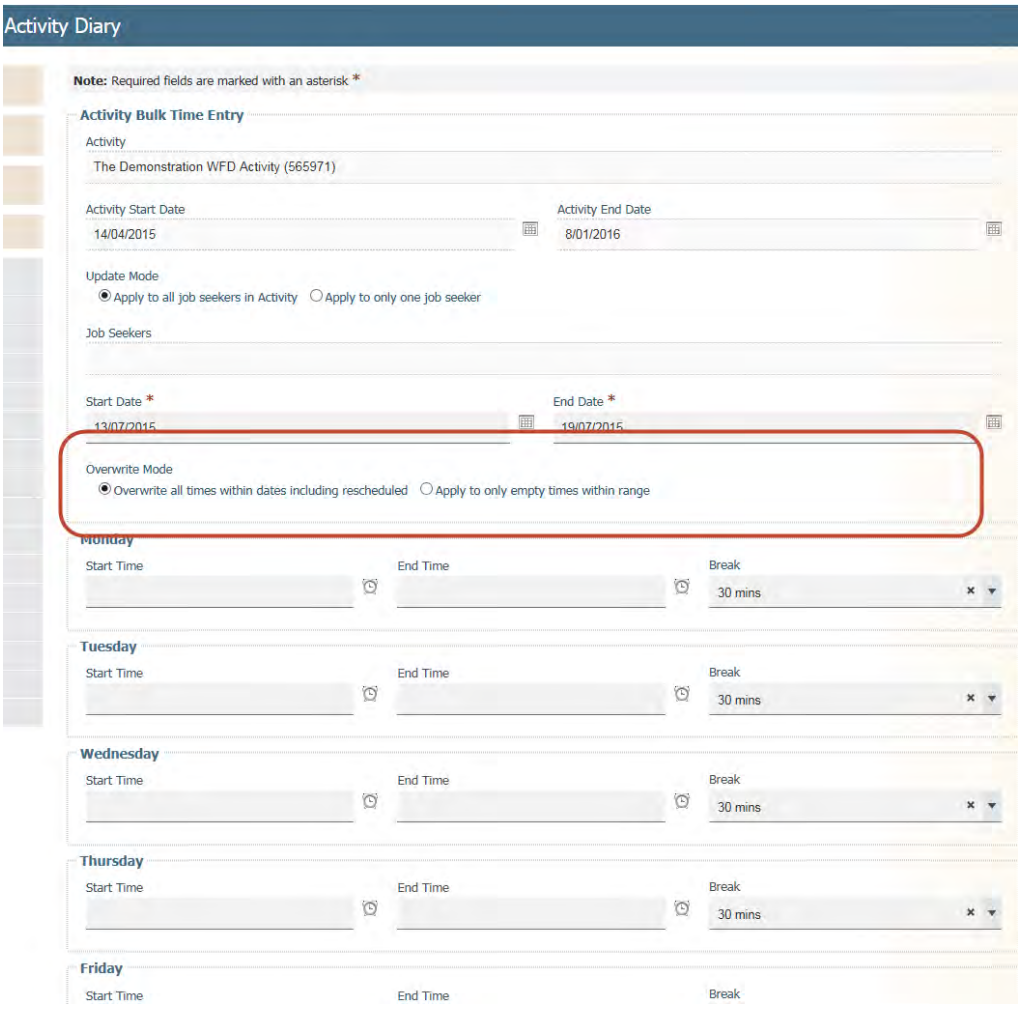
Bulk Update of Required Hours
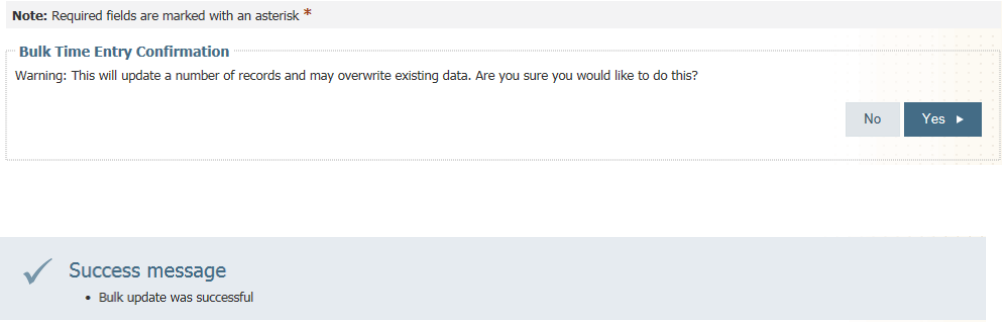
The Bulk entry function is only available when the search by Activity option is used to view the Activity Summary. It can be used to add or update the start and end times that job seekers are scheduled to participate in without needing to go into individual records.

Process Steps	Screen Shots
From the **Activity Summary** Screen click the <**Bulk Entry**> button. The **Activity Bulk Time Entry** for the first selected job seeker will be displayed.	

Process Steps	Screen Shots

The first step is to select the Update mode. The options are:
 	
Apply to all job seekers in activity: selecting this option means that any changes to the required hours will be carried out to all job seekers on the activity. As you are updating all of the job seekers on an activity you can only update a period of 7 days at a time.
 	
Apply to only one job seeker: selecting this option means that any changes to the required hours will be carried out only on the job seeker currently displayed in the **Job seekers** field. When you have made the changes/additions for one job seeker you will be able to select the next job seekers and update their record in turn. As you are only updating one job seeker at a time you can update a period of 56 days at a time.
	Activity Diary
	
	Note: Required fields are marked with an asterisk *
	
	Activity Bulk Time Entry
	Activity
	The Demonstration WFD Activity (565971)
	
	Activity Start Date Activity End Date
	14/04/2015 8/01/2016
	
	Update Mode
	◉ Apply to all job seekers in Activity ○ Apply to only one job seeker
	Job Seekers
	
	Start Date * End Date *
	13/07/2015 19/07/2015
	
	Overwrite Mode
	◉ Overwrite all times within dates including rescheduled ○ Apply to only empty times within range
	
	Monday
	Start Time End Time Break
	      30 mins × ▼
	
	Tuesday
	Start Time End Time Break
	      30 mins × ▼
	
	Wednesday
	Start Time End Time Break
	      30 mins × ▼
	
	Thursday
	Start Time End Time Break
	      30 mins × ▼
	
	Friday
	Start Time End Time Break

Process Steps	Screen Shots

Once you have selected the required date range for the changes you must select the required Overwrite Mode. The Overwrite Mode determines which date/time records are to be amended. The options are:
 	
Overwrite all times within dates including rescheduled: selecting this option means that any changes to the required hours will be carried out to all days within the date range. This is irrespective of any rescheduling or days with no current requirements. It also applies that if a day has a times currently recorded these may be removed if the update has those days blank.
 	
Apply to only empty times within range: selecting this option means that any changes to the required hours will be carried out only on days that do not have a current start and end times (ie are blank). Any days that have start and end times recorded will not be updated.
	Activity Diary
	
	Note: Required fields are marked with an asterisk *
	
	Activity Bulk Time Entry
	Activity
	The Demonstration WFD Activity (565971)
	
	Activity Start Date Activity End Date
	14/04/2015 8/01/2016
	
	Update Mode
	◉ Apply to all job seekers in Activity ◯ Apply to only one job seeker
	
	Job Seekers
	
	Start Date * End Date *
	13/07/2015 19/07/2015
	
	Overwrite Mode
	◉ Overwrite all times within dates including rescheduled ◯ Apply to only empty times within range
	
	Monday
	Start Time End Time Break
	       30 mins
	
	Tuesday
	Start Time End Time Break
	       30 mins
	
	Wednesday
	Start Time End Time Break
	       30 mins
	
	Thursday
	Start Time End Time Break
	       30 mins
	
	Friday
	Start Time End Time Break

Process Steps	Screen Shots
One you have selected the Modes and the date range you can commence adding the updated times for the required days. Once this is completed click **<Submit>** and **<Yes>** to confirm the update.	**Note:** Required fields are marked with an asterisk * **Bulk Time Entry Confirmation** Warning: This will update a number of records and may overwrite existing data. Are you sure you would like to do this? No Yes ▶ ✓ Success message • Bulk update was successful

Bulk Update of Attendance

Instead of entering a job seeker's attendance result for each day individually you now have the option of entering the result for a full fortnight of attendance.
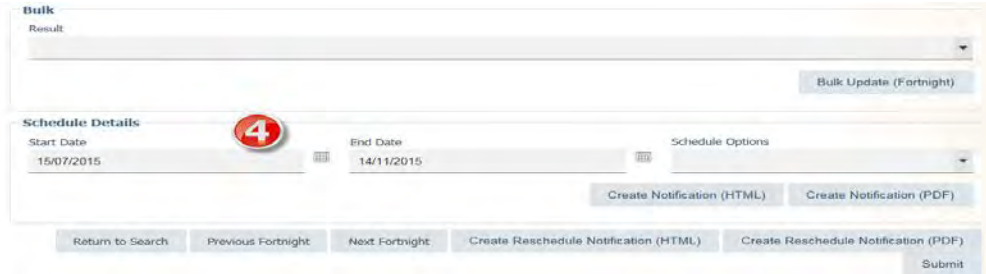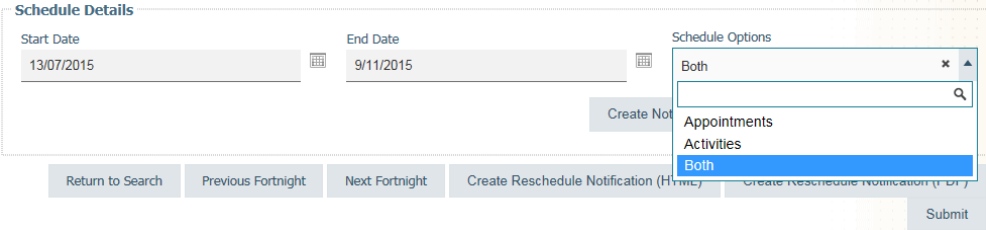
It should be noted that using the bulk Update function will overwrite any previously recorded results in the fortnight.

Process Steps	Screen Shots
From the **Activity Summary** Screen (with a job seeker selected) or **Job Seeker Summary** screen (with an activity selected) click the <**View Hours and Attendance**> button. The **Activity Diary Details** will be displayed.	
The system will default to the current fortnight. You can select a different fortnight by changing the **From Date** field and clicking <**Refresh**>.	**Important Information**: If you accessed the screen from the **Activity Summary** the **Job Seeker** field will be active and will list all af the job seekers on the activity. When the Bulk update process is complete for the original job seeker you can select other job seeker from the list to update. If you accessed the screen from the **Job Seeker Summary** the **Activity** field will be active and will list all af the Activities the job seeker is undertaking. When the Bulk update process is complete for the original Activity you can

Process Steps	Screen Shots
	select other Activity from the list to update.
Scroll the bottom of the screen to access the **Bulk** field.	**Bulk** Result ③ Bulk Update (Fortnight) **Schedule Details** Start Date 15/07/2015 End Date 14/11/2015 Schedule Options Create Notification (HTML) Create Notification (PDF) Return to Search Previous Fortnight Next Fortnight Create Reschedule Notification (HTML) Create Reschedule Notification (PDF) Submit
Select the result from the dropdown list. Click **<Bulk Update (Fortnight)>.**	**Bulk** Result Attended Cancelled Created in Error Did Not Attend Did Not Attend - Discretionary Did Not Attend - Invalid Did Not Attend - Valid No Action by Provider Reschedule Return to Search Previous Fortnight Next Fortnight Create Reschedule Notification (HTML) Create Reschedule Notification (PDF) Submit
Click **<Yes>** to confirm the update.	**Activity Diary Details** Note: Required fields are marked with an asterisk * **Bulk Update Confirmation** Warning: This will update any previously entered data for the fortnight. Are you sure you would like to do this? No Yes ▶ ✓ Success message • Job seeker successfully updated
	Important Information: You can only use one result type when using the bulk update (eg attended). If the job seeker had the same result for the whole fortnight except one day (eg attended 9 days but was absent with a valid reason for 1 day) you can still use the bulk update. In this case you would set the fortnight results to attended using the bulk update process outlined above. You would then immediately manually change the required days result to Did Not Attend – Valid (don't forget to click **<Submit>**.

Printing a Schedule

You can print a schedule notification of required attendance in an activity and appointments for a job seeker. This can be given to the job seeker as a reminder of when and where they are required to attend appointments or activities.

Process Steps	Screen Shots
Scroll to the bottom of the **Activity Diary Details**. You will find the **Schedule Details** section	
Select the Time period required using the Start and End Date fields. Select what you want included in the schedule from the **Schedule Options** dropdown.	
Click <**Create Schedule Notification (HTML or PDF)>**.	

Process Steps	Screen Shots
The Notification will be available to view or Print in the selected form	**SUMMARY OF REQUIREMENTS** The following are your requirements for the period 13/07/2015 to 9/08/2015. You must attend these appointments and activities in return for **Provider Appointments** There are no appointments scheduled for you for the period **Activities** | Activity	Location	Day/Date	Start Time	End Time
---	---	---	---	---
The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Thursday, 16 July 2015	8:30 AM	1:00 PM
The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Friday, 17 July 2015	8:30 AM	1:00 PM	 Note: Please speak to your activity coordinator concerning activities on public holidays **Centrelink Appointments** There are no Centrelink events scheduled for you for the period

Employers and Vacancies

Employer and Vacancies	Search for and Create an Employer
	Search for and Create a Vacancy
	Record a Job Seeker's Referral/Placement in a Vacancy
	Search for a Job Seeker's Job Placements and Job Seekers Who Have Been Placed in a Vacancy
	Verify that the Job Seeker has Worked Required Hours so you can Claim a Job Placement Fee
	Perform a Find Staff match
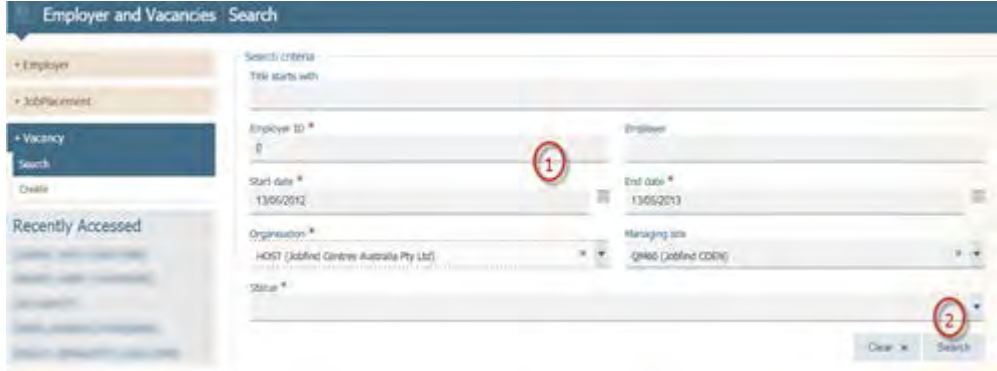
Search for and Create an Employer
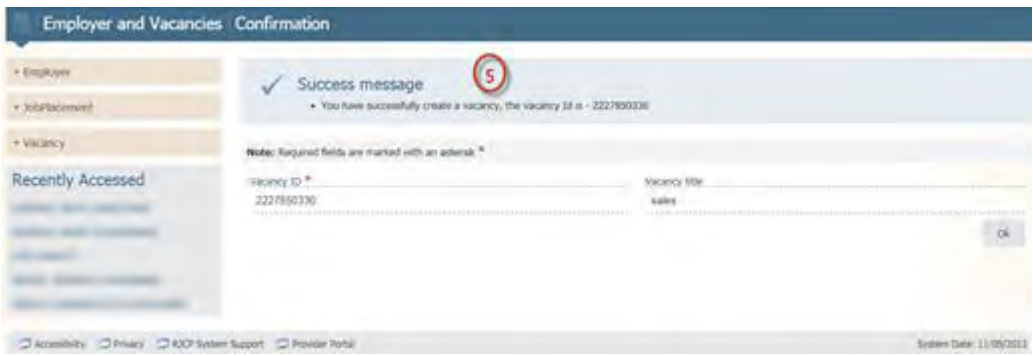
Process Steps	Screen Shots
Select **Employer and Vacancy** from the **Home** page. Then **Search** for an Employer. Enter your search criteria. Click **<Search>**. Records found in the search are displayed at the bottom of the page. If there is no record of the Employer click **<Create>**.	

Process Steps	Screen Shots
Record employer details. Click **<Create>**. An information message displays if you have not recorded an ABN. **Note:** The ABN is not mandatory.	
More Information	To create an employer record you must record the **Entity Type** (i.e. is the employer related to your organisation), **ANZSIC** (Industry Code), **Address** and telephone contact details.
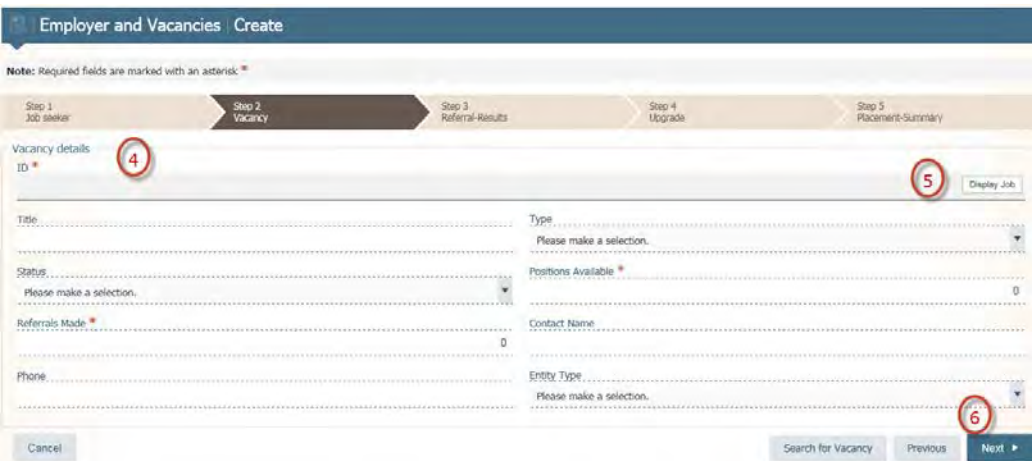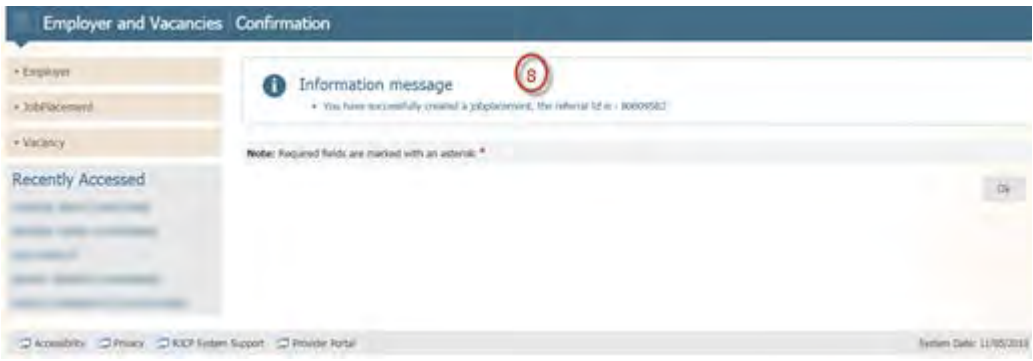
Search for and Create a Vacancy

Process Steps	Screen Shots
Select **Employer and Vacancy** from the **Home** page. Then **Search** for a Vacancy. Enter your search criteria. Click **<Search>**. Records found in the search are displayed at the bottom of the page. If there is no record of the vacancy select **Vacancy > Create** from the side menu.	
Start with **Step 1 Job Category**. Give the vacancy a title and select an **Occupational Category** and **Specific Occupation** from the drop down lists. Click **<Next>** to move to **Step 2 Job Details**. Move through each step. Once you've finished review all the information (**Step 6 Review**) then scroll to the bottom of the **Review** page and click **<Submit>**.	

Process Steps	Screen Shots
The **Success message** is displayed and a unique **Vacancy Id** is generated.	

More Information	Some key fields in the add vacancy process are:
	Tenure – where you describe if the job is expected to be permanent, temporary or contract
	Vacancy Type – is the job an apprenticeship/traineeship, a graduate position, a seasonal position. If it's none of these select 'Normal' **Work type** - is the job expected to be full time, part time or casual?
	Vacancy Source – are job placement services being provided to the employer (in which case the vacancy will be displayed on the Australian JobSearch web site) or are you recording that the job seeker has found their own employment?
	Placement Type – is the job with a labour hire company or group training company. If not choose 'Other'
	To Apply – how will the candidate apply for the job – do they contact you or send in a written application and résumé?

Record a job seeker's Referral/Placement in a Vacancy
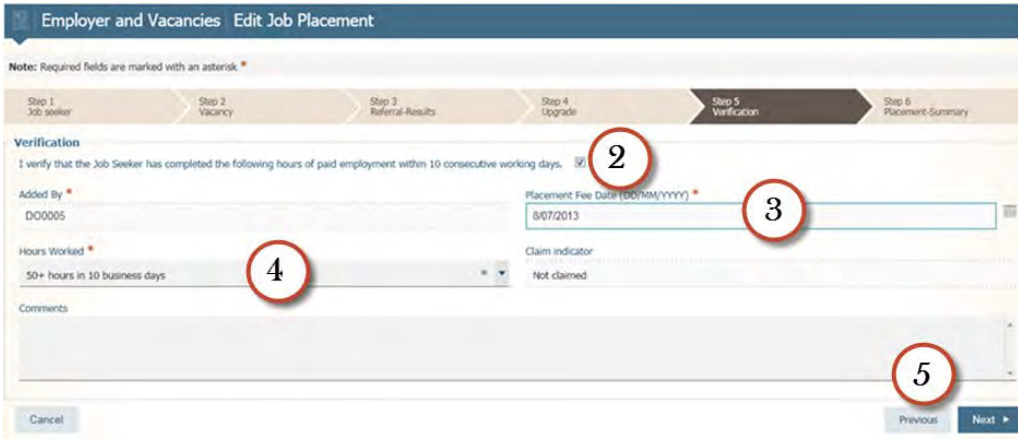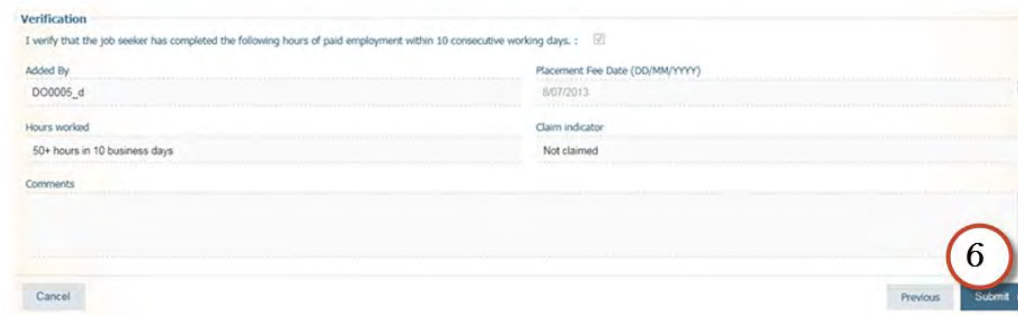
Process Steps	Screen Shots
Select **Employer and Vacancy** from the **Home** page. Then Add a Job Placement. Type in the **Job seeker** Id. Click **<Display Job seeker>**. Click **<Next>**.	
For **Step 2 Vacancy**, type in the vacancy **Id**. Click **<Display Job>**. Click **<Next>**.	
Move through each step. Once you've finished review all the information (**Step 5 Review**) then scroll to the bottom of the Review page and click **<Submit>**.	

Process Steps	Screen Shots
The **Success message** is displayed and a unique referral Id is generated.	
More Information	It's very important that all job placements – both those where you have provided job placement services to an employer and where the job seeker has found own employment – are recorded in the system as soon as they occur. The system requires a job placement record before any Job Placement or Employment Outcome can be achieved. Some key fields in the add placement process are: **Referral Result** – where you record if a job seeker is 'expected to start' and when the job seeker has commenced ('placement confirmed'). You might also need to record that a job seeker has 'failed to commence' as arranged. **Vacancy and Referral - backdating** **Referral date** - Providers cannot backdate the referral date. CMs can back date as required including before the vacancy creation date. **Placement date** – Providers can back date up to 28 days, but cannot go past referral date for a Job Placement vacancy. CMs can backdate more than 28 days; even if before referral or vacancy creation date. **Upgrade date** - Providers can backdate up to 28 days. CMs can backdate more than 28 days. **Verify the placement**- Providers cannot verify the vacancy placement after 42 days after job placement date. The section of the screen will be greyed out. For CMs it remains enabled. **Placement fee date**- Providers can only backdate up to 28 days CMs can backdate more than 28 days without affecting eligibility to claim. Placement fee claim after the claimable period. Providers have 42 days after placement fee date to lodge the claim from the site payments screen. CMs do not have access to the Site payments screen but can lodge the claim on the provider's behalf by withdrawing verification on the Vacancy Placement screen and verifying again to trigger a claim.

Search for a job seeker's Job Placements and job seekers who have been placed in a Vacancy
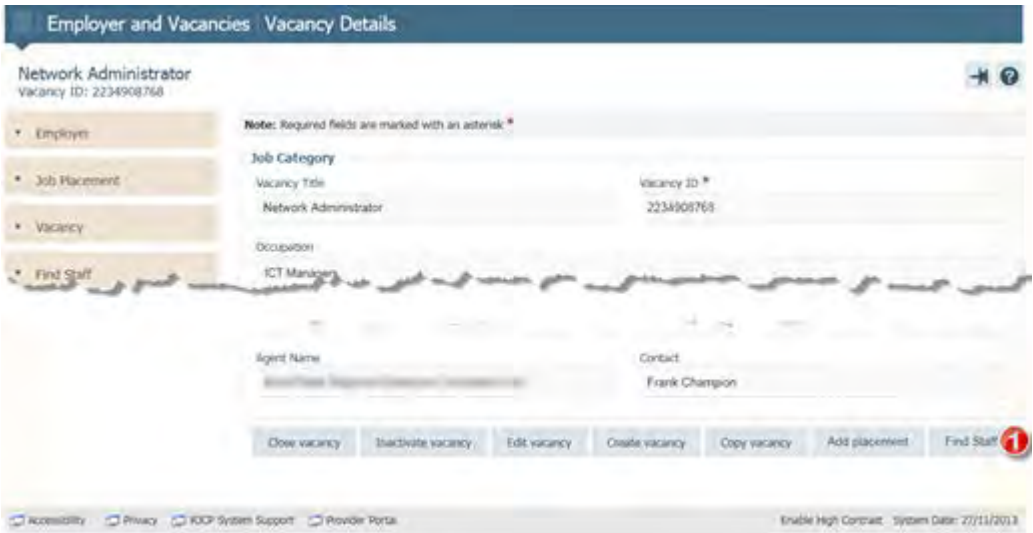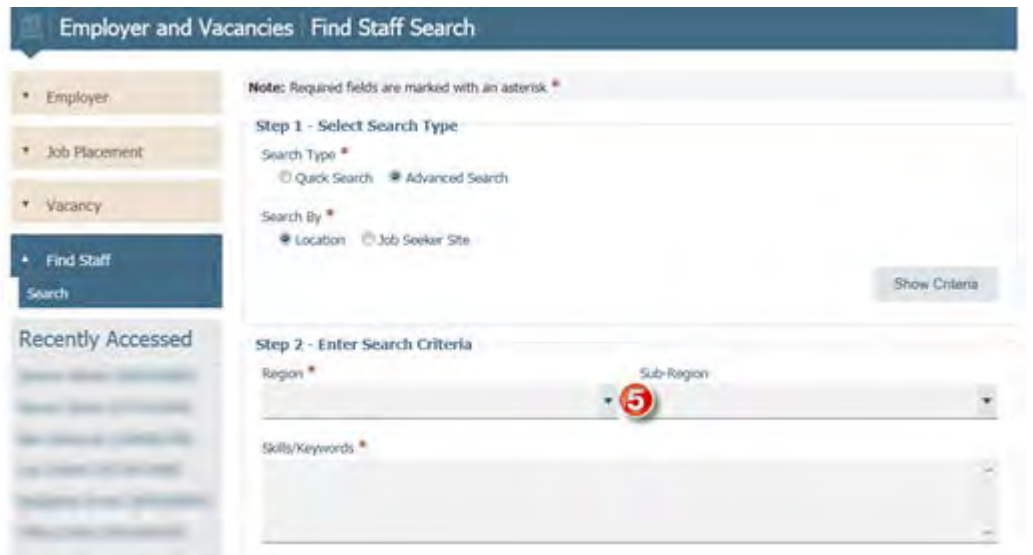
Process Steps	Screen Shots
Select **Employer and Vacancy** from the **Home** page. Then select **Search** for **Job Placements**. Enter your search criteria. Click **<Search>**. Records found in the search are displayed at the bottom of the page.	

Verify that the job seeker has worked required hours so you can Claim a Job Placement Fee
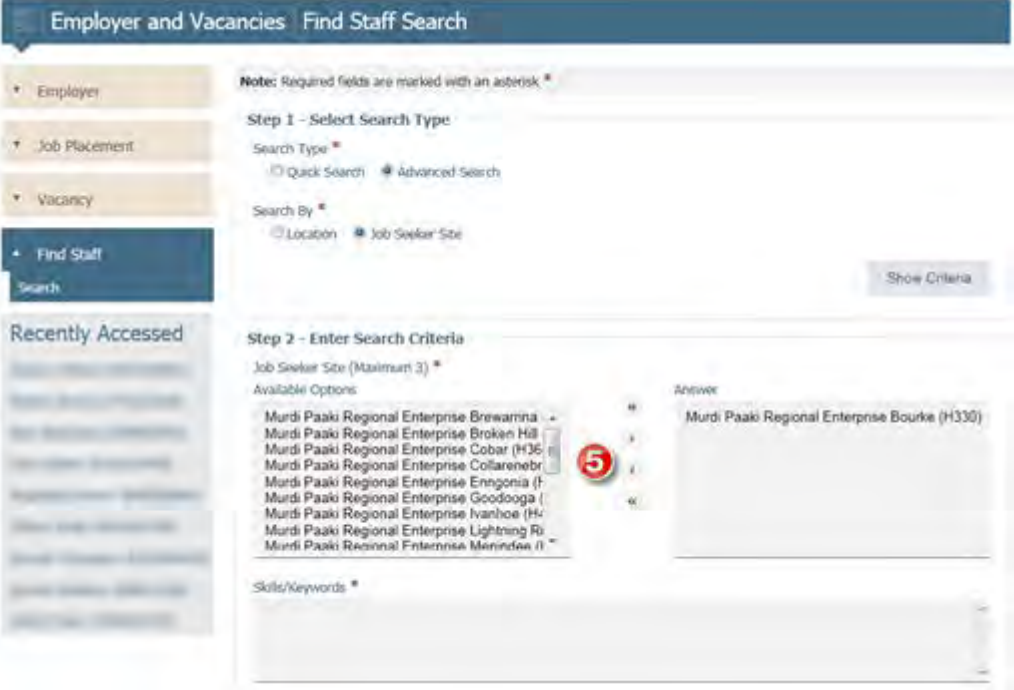
Process Steps	Screen Shots
Open the **Job Placement** record. Scroll to the bottom of the page and click **<Edit>** to place the record in 'edit' mode. (You might use Search for Job Placements to find it). The system has taken you to the first page of the placement record. Go to **Step 5 Verification.**	
Tick 'I verify that the job seeker…" Enter the **Placement Fee Date** (the date that the job seeker has achieved the required number of hours). Select **Hours Worked**. Add any **Comments** and click **<Next>**.	
You're now on the **Step 6 Placement Summary** tab of the placement record. Scroll to the bottom of the page and click **<Submit>**.	
More Information	Once the **Verification** information has been entered the system will check your

Process Steps	Screen Shots
	access. If you are able to lodge claims the **Tax Invoice** will display. The Job Placement claim may also be lodged from the **Site Payments** list.

Perform a Find Staff match
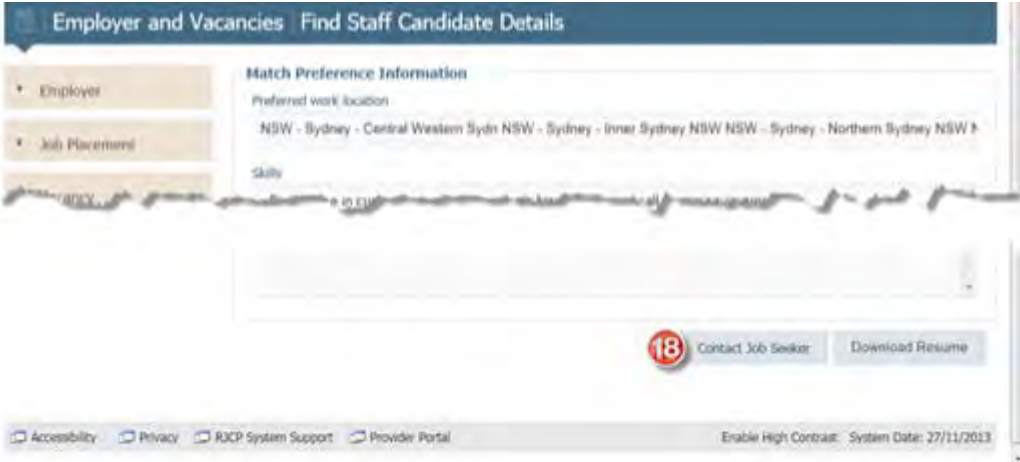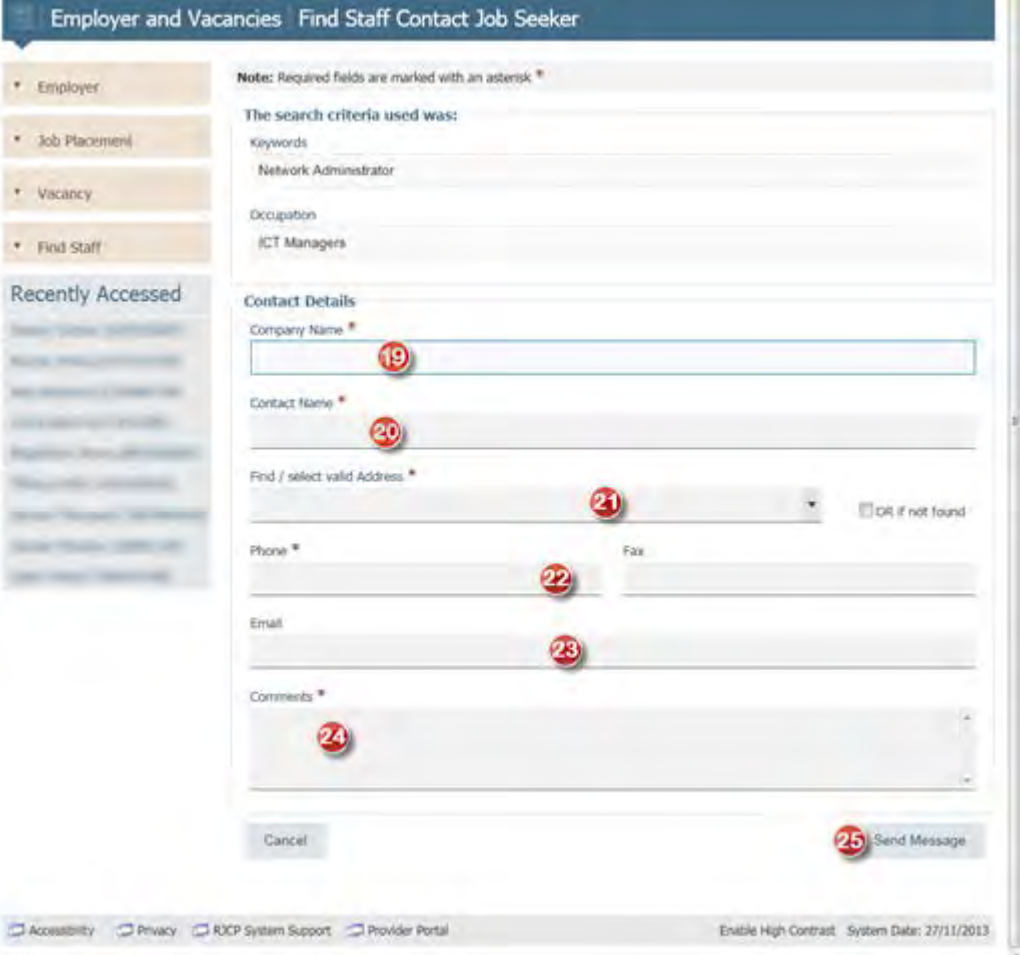
Process Steps	Screen Shots
Display the **Vacancy** you wish to match**.** Click **<Find Staff>.** The **Find Staff Search** screen will display.	
Use the **Search Type** checkboxes to select either **Quick Search** or **Advanced Search**. Use the **Search By** checkboxes to select either **Location** or **Job Seeker Site**. Click **<Show Criteria>**.	
Select and enter your search criteria. If you selected **Location** as your **Search By** option – **Region** and **Sub-Region** drop down lists will be your first option; however if you choose **Job Seeker Site** as your **Search By** option – you can select up to 3 **Job Seeker Sites** from the **Available Options**. Use the **>** to select your site choices.	

Process Steps	Screen Shots
This is a mandatory field which defaults to **Search By** - **Job Seeker Site** when you use **Find Staff** from a **Vacancy**.	
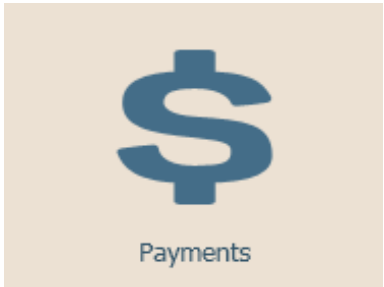
Process Steps	Screen Shots
The **Skills/Keywords** field will populate from the vacancy and you can edit this to add or remove skills for your search. This is another mandatory field. If you select either the **Remote Fully Eligible** checkbox or the **Remote Community Volunteer** checkbox the system will give a higher ranking to job seekers with that eligibility condition. You can add **Job Seeker Preferences** by selecting the preference from the **Available Options** list and using the **>** arrow to select the preference. You can add licences by selecting up to 5 **Licence Names** from the **Available Options** list and using the **>** arrow to select the preference. You can select an **Unemployment Length** range by selecting an option from the drop down list. You can select an **Occupation Category** of the job seeker by selecting an option from the drop down list. If you selected an	

Process Steps	Screen Shots
Occupation Category then you must select a **Specific Occupation** from the options in the drop down list. This field is only mandatory if you have selected an **Occupation Category**. You can select a **Type of Employment** that the job seeker is looking for by selecting an option from the drop down list. Click **<Search>**.	
Job seekers found in the search are displayed at the bottom of the screen. Select **Load More** to load additional job seekers who have a match ranking lower than those already showing To display information about matched job seekers, select a job seeker. Click **<View Job Seeker Details>.** The **Find Staff Candidate Details** screen will display.	
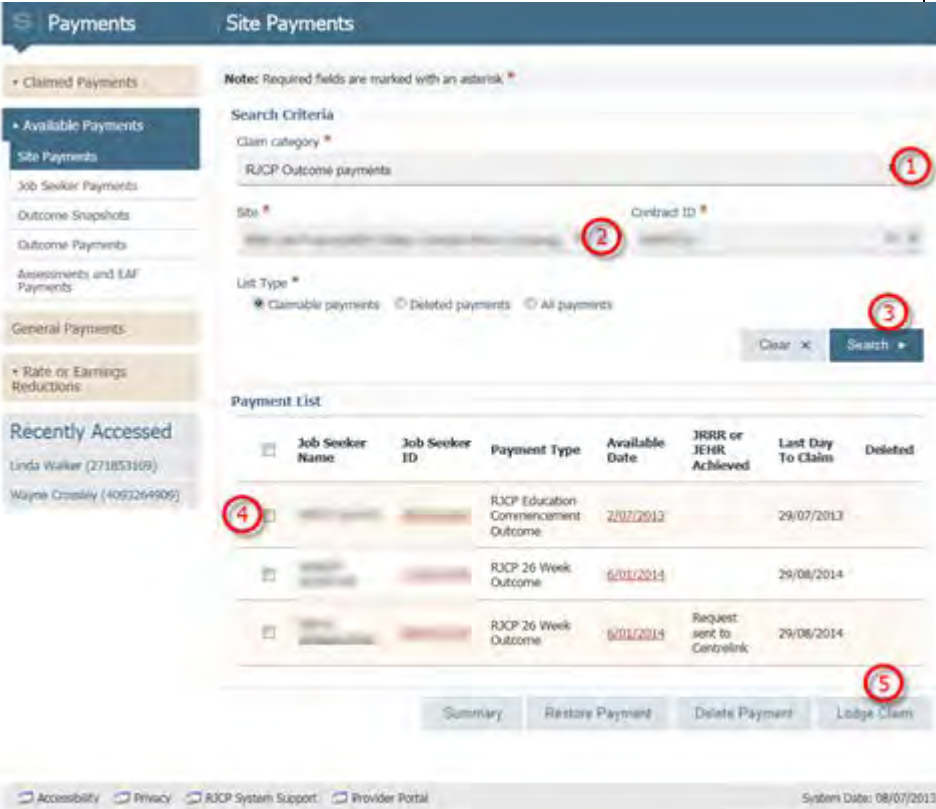
Process Steps	Screen Shots
To contact a job seeker click **\<Contact Job Seeker\>**. The **Find Staff Contact Job Seeker** screen will display.	
Enter the **Company Name**. This is a mandatory field. Enter the **Contact Name** of the person the job seeker needs to contact. This is a mandatory field. **Find/select valid Address** of the company. This is a mandatory field. Enter the **Phone** number (this is a mandatory field) and a **Fax** number (where applicable) for the company. Enter a contact **Email** address for the company/contact person. Enter a message in the **Comments** section directing the job seeker to what you would like them to do. This is a mandatory field.	

Process Steps	Screen Shots
Click **\<Send Message\>**.	
More Information:	You can do a Find Staff without having a vacancy in the background by selecting **Find Staff** from the **Employer and Vacancy** menu**.**
	To view the job seeker's résumé click **\<Download Résumé\>** from the **Find Staff Candidate Details** page.
	The search defaults to search for job seekers serviced in your region. You can select other sites/regions or you can search by location. Location will also look at job seekers who are receiving other employment services programmes (i.e. JSA/DES) but who wish to work in the job location. When searching by Location you can **\<Expand Search Area\>**. This means that if your original search was for job seekers seeking work in e.g. Coffs Harbour it will now look for job seekers seeking work anywhere in Northern NSW. You can keep expanding the search area to look for job seekers looking for work anywhere in NSW.
	If you nominate a Search Occupation the system will only look for job seekers who have that same occupation in their Occupation Profile/s (see Résumé screen).
	Job seekers who are not serviced by your organisation won't have their job seeker Ids displayed. Instead ************** is displayed. You can still view their résumé.
	Licences (e.g. car, plant and equipment) are recorded in the job seeker's Job Match Profile, but are not recorded in a 'codified' format on the vacancy. If you want to match against a particular licence type you need to include it on the Find Staff Search page.
	A job seeker will be found in a Find Staff search only if they meet all criteria. For example, if the Find Staff search specifies a location/region of Coffs Harbour, and that the job seeker must have indicated that they are interested in graduate positions, and the Specific Occupation of 'ICT Manager', then the job seeker must have a Job Match profile that's says they wish work in that location: they may have chosen Coffs Harbour or NSW Regional and they wish to be matched to graduate positions and they wish to be matched to 'ICT Managers'.

Activities

$ Payments	Lodge a claim for an Education Commencement Payment Outcome or Education Completion Outcome or a Participation Outcome Lodge a Job Placement Claim Lodge an Employment Outcome Claim for a job seeker on Allowance (JEHR/JRRR) Lodge an Automated Special Claim for a Non-Allowance job seeker for an Employment Outcome Search for and View JEHR/JRRR Reduction Information Search your Payments History Lodging a Special Claim Override
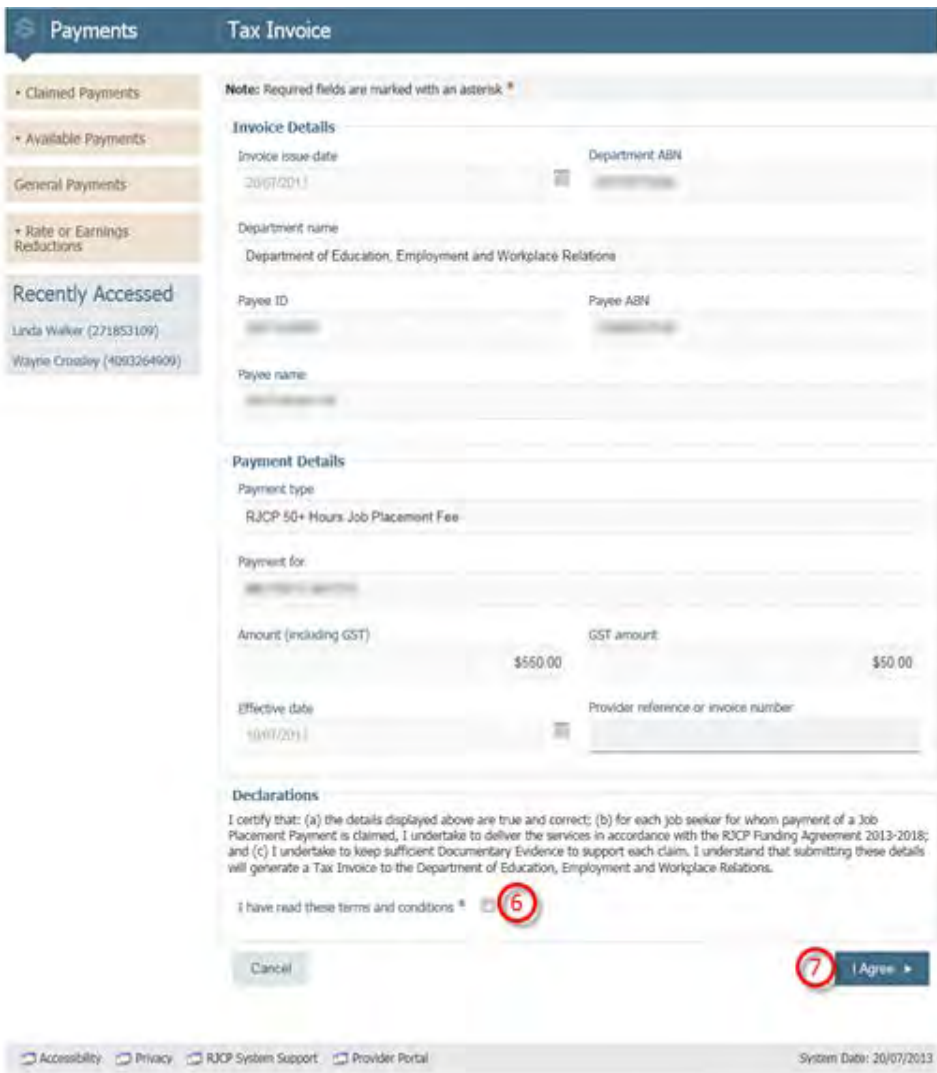
Lodge a Claim for an Outcome

Process Steps	Screen Shots
Select **Payments** from the Home page. Select **Site Payments**. Select 'CDP Outcome payments' from the **Claim category** drop down list. Select the **Site** you wish to search for Job Placement payments for using the drop down list. Click **<Search>.** Select the claim/s you wish to lodge. Click **<Lodge Claim>.**	
More information	You can also lodge a claim by clicking on the 'Available Date' hyperlink Potential claims are displayed on the **Site Payments** page when the conditions for claiming the outcome are met. The **Education Commencement Outcome** payment can be lodged from the **Site Payments** page when the job seeker has been placed in an Activity that has the **Activity Type** of 'Accredited Education and Training (Voc)'. The **Education Completion Outcome** or **Participation Outcome** can be lodged from the **Site Payments** page when you have recorded an **Exit Reason** of 'Successful Completion of Activity' and the job seeker has been placed in an Activity that has an **Activity Type** of: Accredited Education and Training and a sub category of Certificate II or higher (for **Education Completion Outcome**) or Intervention/Remote Intervention (for **Participation Outcome**). For the **Education Commencement Outcome** and the **Education Completion Outcome** you must also have ticked the 'Placement may Result in Education Outcome' box on the **Activity Placement** page.

Lodge a Job Placement Payment Claim

Process Steps	Screen Shots
Select **Payments** from the Home page. Select **Site Payments**. Select 'Job Placement payments' from the **Claim category** drop down list. Select the **Site** you wish to search for Job Placement payments for using the drop down list. Click **<Search>.** Select the claim/s you wish to lodge. Click **<Lodge Claim>.**	

Process Steps	Screen Shots
The **Tax Invoice** displays. Check the details on the invoice, certify that you have read and the terms and conditions. Click **<I Agree>**.	

Lodge an Employment Outcome Claim for a Job Seeker on Allowance (JEHR/JRRR)

Process Steps	Screen Shots
Select **Payments** from the **Home** page. Select **Site Payments** from **Available Payments**.* Select 'CDP Outcome Payments' from the **Claim category** drop down list. Select the **Site** you wish to search using the drop down list. The **Contract ID** should auto-populate after you have selected a **Site**. Select the **Claimable payments** checkbox. Click **<Search>**. From the **Payment List** , select the **Available Date** of the record you wish to claim. The **Outcome Details** screen will display.	

Process Steps	Screen Shots
Select the **Reduction start date** for the period you wish to claim.** Check that the correct Outcome is displayed and then click **<Send JRRR or JEHR>**.	

Process Steps	Screen Shots
Refresh the **Outcome Details** screen (Note: You may have to wait a few minutes for the information to be returned from DHS systems. Check the **Result** *e.g.* shows '100% rate reduction achieved'.***) Read the **Declarations** and tick the 'I agree with this declaration' checkbox. Click **<Lodge Claim>**. The **Tax Invoice** will display.	
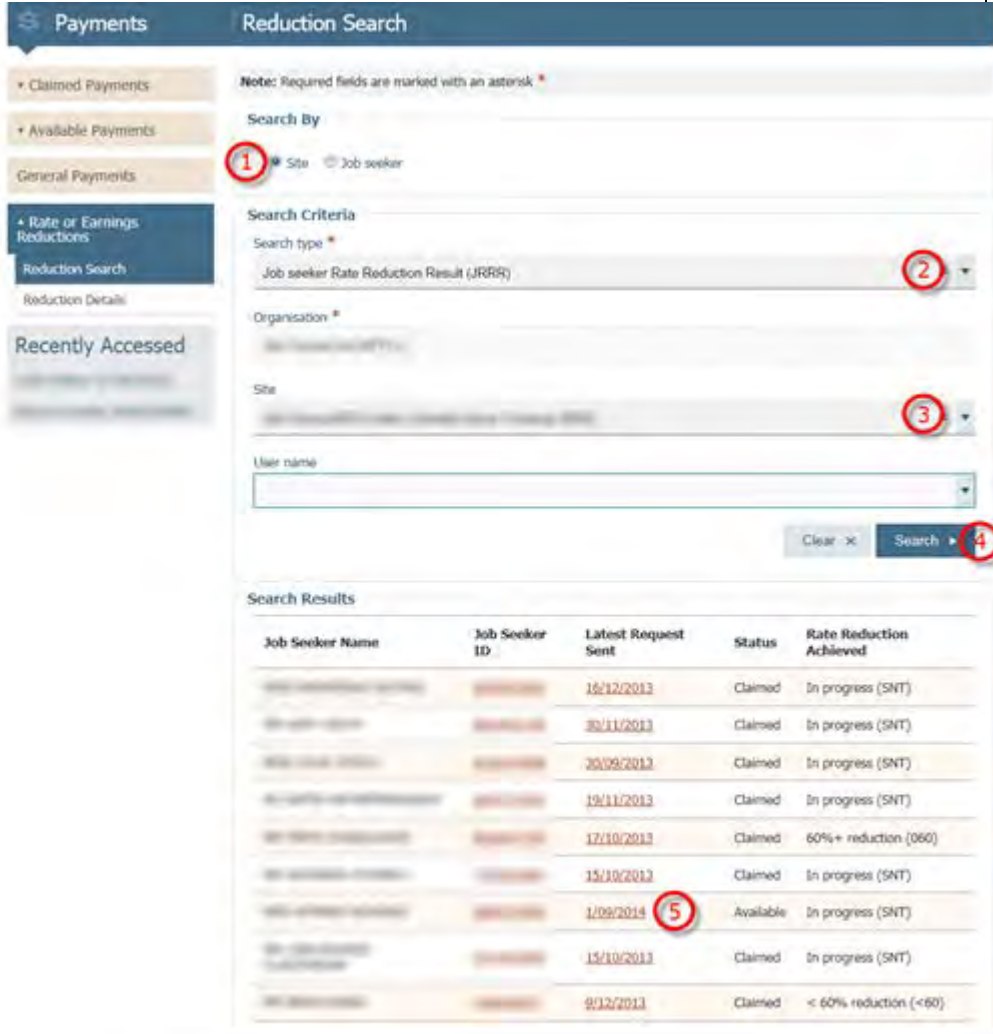
Process Steps	Screen Shots
More Information	In this example we've 'refreshed' the Outcome Details to see when the JRRR/JEHR information has returned from DHS/Centrelink. You can also see when JRRR/JEHR data has been returned on the Site Payments list. For 7, 13 or 26 Week Outcome payments the Placement must be recorded against a **Vacancy** in the **Vacancy Placement** screen in the CDP system. *Note: If you know the job seeker ID, you can search for the Outome claim using the **Outcome Payments** option in the left hand menu and enter the **Job seeker ID** to get to the **Outcome Details** screen. **The outcome period start date must be within 28 days after the job seeker has commenced in the job. ***If the Outcome Verification on **Result** does not show a that you have achieved a rate reduction that allows you to claim an Employment Outcome, you may consider sending a new JRRR request with a different Reduction Start Date (Moved Outcome Start Date).

Lodge an Automated Special Claim for a Non-Allowance job seeker for an Employment Outcome

Process Steps	Screen Shots
Select **Payments** from the **Home** page. Select **Site Payments** from **Available Payments**.* Select 'CDP Outcome Payments' from the **Claim category** drop down list. Select the **Site** you wish to search using the drop down list. The **Contract ID** will auto-populate after you have selected a **Site**. Select the **Claimable payments** checkbox. Click **<Search>**. From the **Payment List**, select the 'Available Date' of the record you wish to claim. The **Outcome Details** screen will display.	

Process Steps	Screen Shots
If the job seeker does not have a CRN (i.e. they are a non-allowee) you will need to complete the **Automated Special Claim** information including: Select either 'Full Outcome' or 'Pathway Outcome' from the **Claim level** drop down list. Select or enter the **Requirement met date** (this is the date your outcome was achieved and cannot exceed the **Last date to claim**). Select your **Verifiation source** from the drop down list, and Read the certification statement and tick the 'I agree with declaration' checkbox. Read the **Declarations** and tick the 'I agree with this declaration' checkbox. Click **<Lodge Claim>**. The **Tax Invoice** will display.	
More Information	For 7, 13 or 26 Week Outcome payments the Placement must be recorded against a **Vacancy** in the **Vacancy Placement** screen in the CDP system. *Note: If you know the job seeker ID you can search for the Outome claim using the **Outcome Payments** option in the left hand menu and enter the **Job seeker ID** to get to the **Outcome Details** screen.
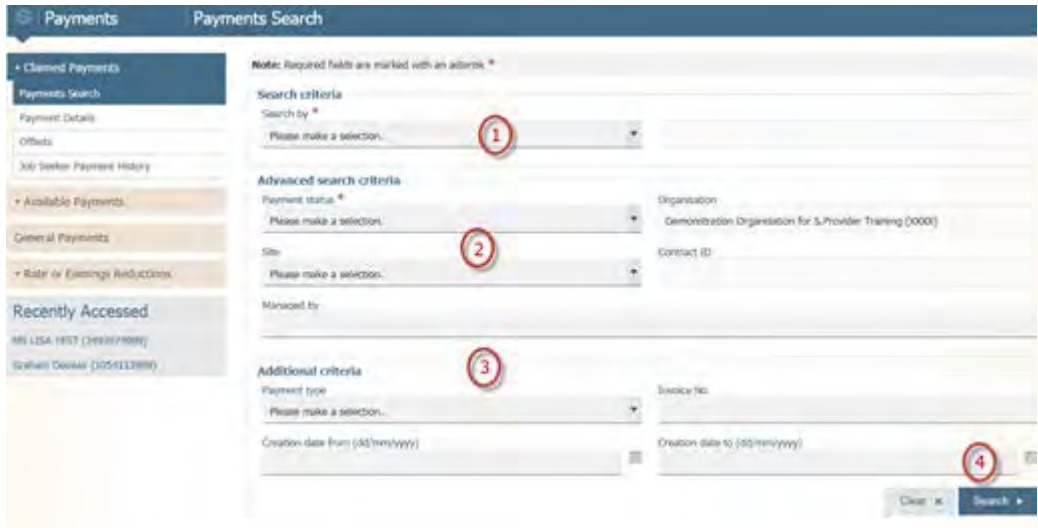
Search for and View JEHR/JRRR Reduction information

Process Steps	Screen Shots
Select **Payments** from the Home page. Select **Reduction Search** from the **Rate or Earnings Reductions**. Select to **Search By** 'Site'. Select either JEHR or JRRR from the **Search type** drop down list. Select the **Site** you wish to search. Click **<Search>**. In the **Search Results** select the record you wish to display by clicking on the 'Latest Request Sent' link.	

Process Steps	Screen Shots
View the information in the **Rate Reduction Details** section of the **Reduction Details** page. View individual period reductions.	

Search your Payments History

Process Steps	Screen Shots
Select **Payments** from the **Home** page. Select **Payments Search** for **Claimed Payments**. Enter **Search criteria** (you may want to search for payments relating to an activity, job seeker or vacancy). Enter any **Advanced search criteria** (you may search for payments that have been approved or are still pending payment). Enter any **Additional criteria** (you may want to just search for Activity Payments or Outcome Payments. Click **<Search>**. Records found in the search are displayed at the bottom of the page.	
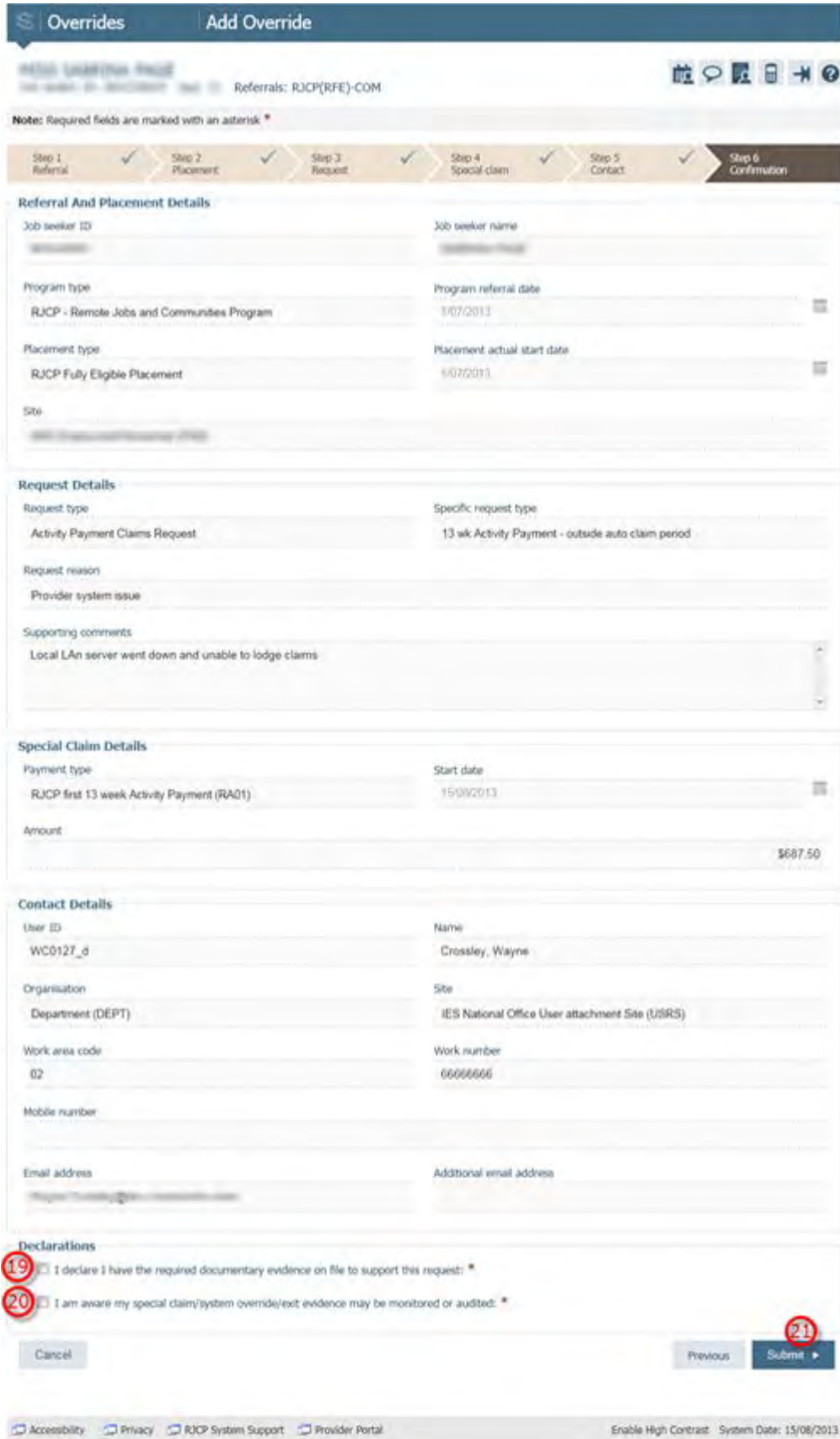
Lodging a Special Claim Override
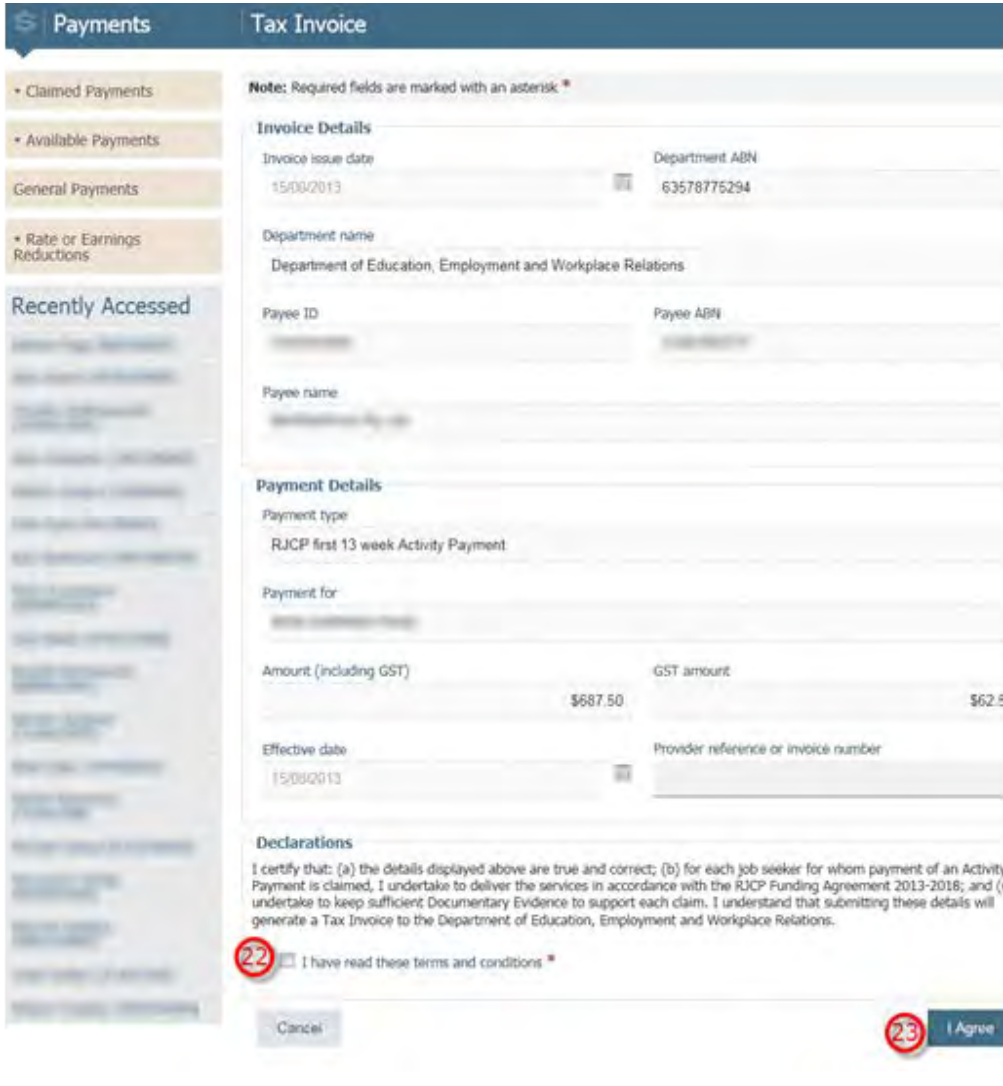
If you have a security role that allows you to lodge claims for payment then you can lodge a Special Claim Override. If you do not have the required security role the Tax Invoice will not display.

Process Steps	Screen Shots
Select **Overrides** from the Home page. The **Override Search** screen is displayed. Select **Add Override** from the left hand menu. The **Add Override** screen is displayed. **Step 1-Referral** Enter your job seeker ID into the **Job seeker ID** field. **Note:** The system will auto select the last job seeker record you were in. Click **<Display Record>**. Click **<Next>**.	
Step 2 Placement The current programme placement for the job seeker is displayed. Click **<Next>**.	

Process Steps	Screen Shots
Step 3 Request Select the type of request from the **Request type** drop down list. Select the related **Specific request type** from the drop down list. Select the **Reason** for the request from the drop down list. Enter any supporting comments in the **Supporting comments** field. Tick the checkbox to indicate **Is this a special claim override? Note**: If you select 'No' then the next step will be **Contact** instead of **Special Claim**. Where the job seeker has a vacancy referral or Outcome snapshot, an additional question will appear asking the user if they would like to add any additional information. A drop down will contain the responses 'No', 'Vacancy' or 'Snapshot'. Click **<Next>**.	

Process Steps	Screen Shots
Step 4 Special claim Select the payment type from the **Requested payment type** drop down list. Enter the **Start date** for the claim or use the date picker to select the date. The **Amount** for the claim will default to the maximum payable amount for the claim payment type. You can reduce this amount but you cannot enter a figure greater than the default amount. **Note**: if the default amount is $0 then the user can manually enter a higher amount. Click **<Next>**.	
Step 5 Contact Enter your telephone **Work area code**. Enter your telephone **Work number**. Your **Email address** will default from your user profile security setting. Click **<Next>**.	
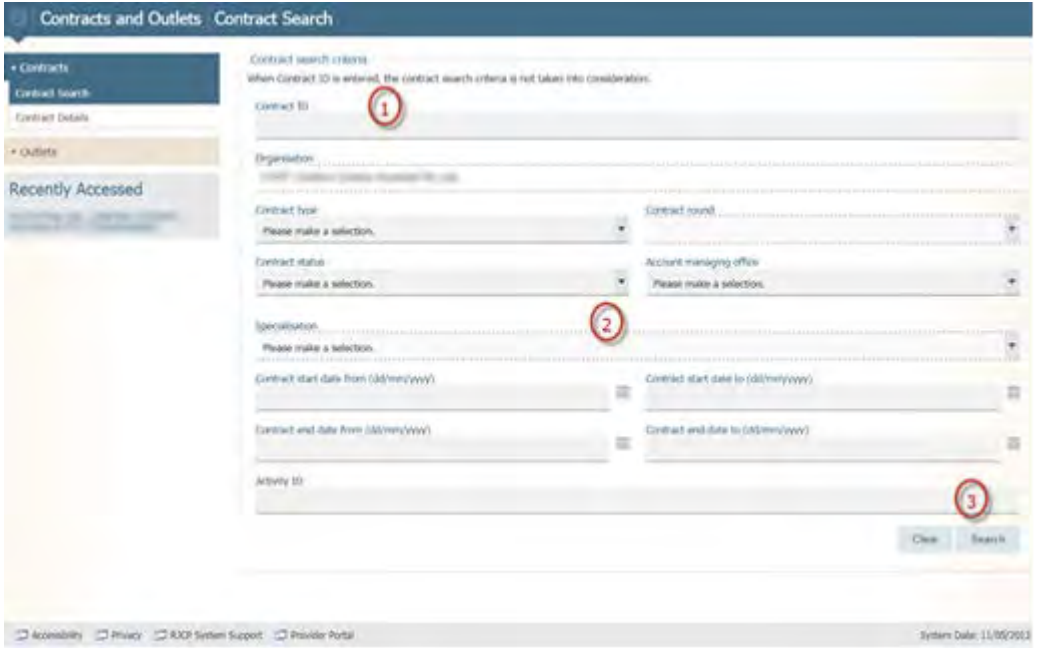
Process Steps	Screen Shots
Step 6 Confirmation Tick the declaration that you have the required documentary evidence for this claim. Tick the declaration that you are aware the claim may be monitored or audited. Click **<Submit>.** The **Tax Invoice** displays.	

Process Steps	Screen Shots
Tick the declaration that you have read the terms and conditions. Click **<I Agree>**.	
More information	This step by step only shows one type of Special Claim Override. Some of the fields may vary depending on your selections as the system is dynamic and will only display information relevant to your choices.

Contracts and Outlets

	View Contract and Site Information
Contracts and Outlets	
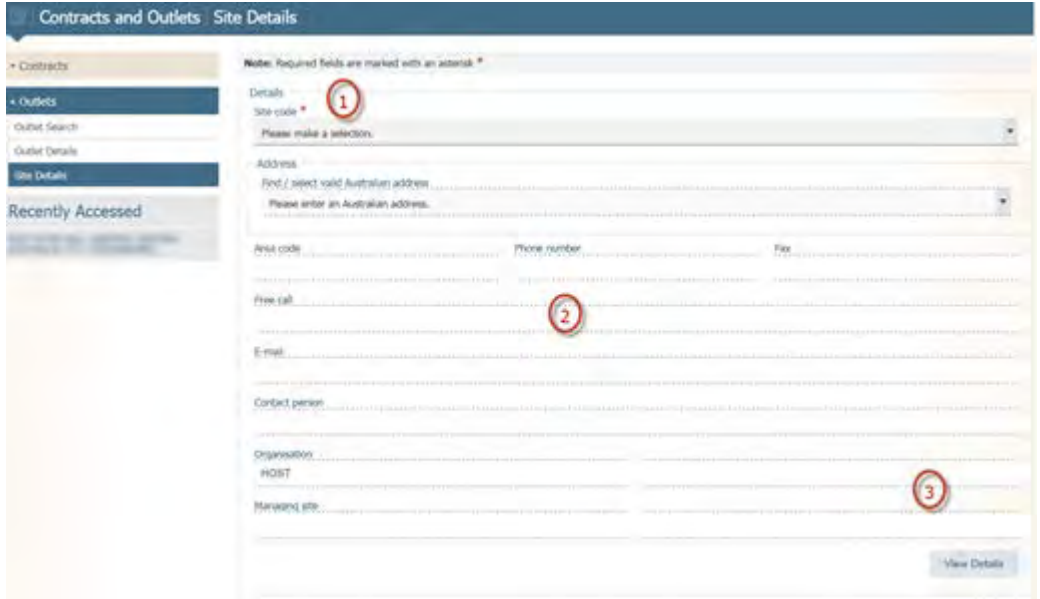
Search for your System Contract

Process Steps	Screen Shots
Select **Contracts and Outlets** from the **Home** page. Then select **Contract Search**. You will have a 'system contract' for each remote region in which you deliver RJCP. If you only deliver RJCP in a single region you will only have one 'system contract'. If you know your system **Contract ID** (it's in a format of 0000099Z) you can type it in. OR If you don't know your **Contract ID** you can search for it. Enter your search criteria. Click **<Search>**. Contracts found in the search are displayed at the bottom of the page.	
More Information	The 'system contact' represents your organisation providing a service (i.e. CDP) in a remote region. It tells you the start and end date of the contract, the
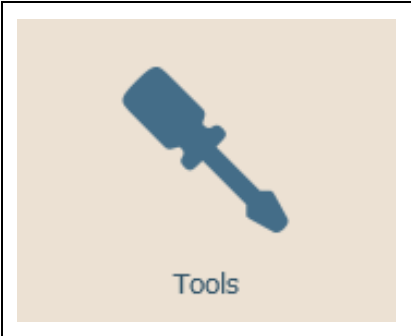
Process Steps	Screen Shots
	person within your organisation who has been nominated as the contact, and details of the Department's office that is managing your contract. Authorised users within your organisation can also view details of your nominated account for payments.
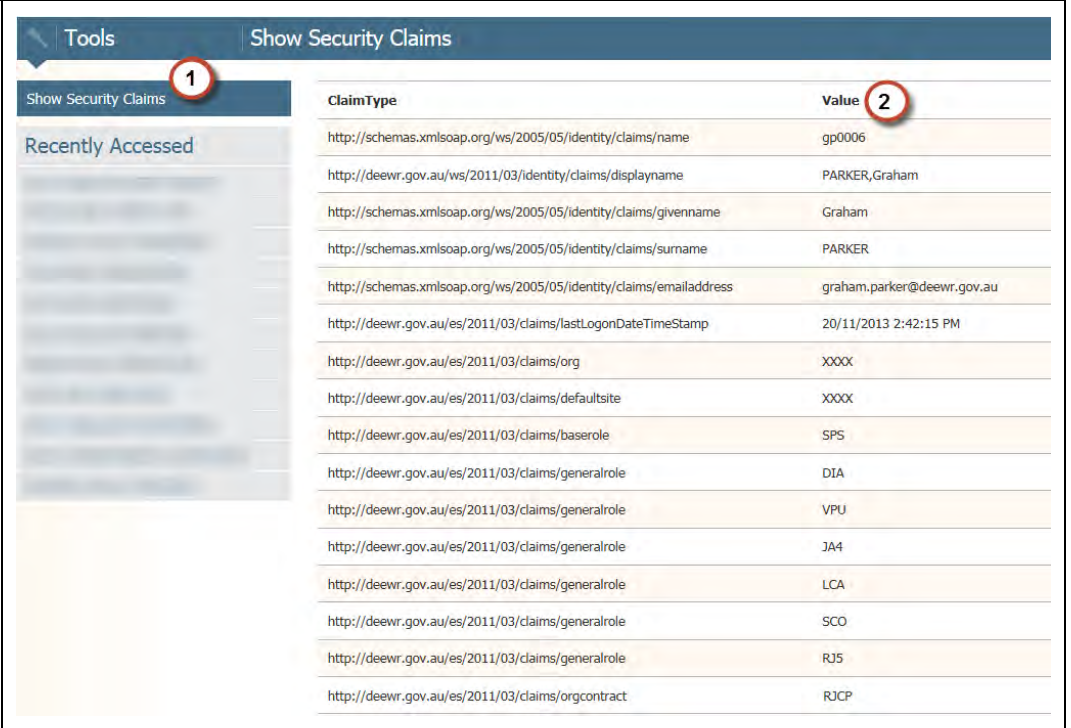
View Site details

Process Steps	Screen Shots
Select **Contracts and Outlets** from the **Home** page. Then select Search for **Site Details**. Each CDP contract will have an associated Site. The Site is your major presence in the remote region. If you know your **Site code** (it's in a format of ZZZZ) you can type it in. OR If you don't know your **Site code** you can search for it. Enter your search criteria. Click **<Search>**.	
More Information	The 'system contact' represents your organisation providing a service (i.e. CDP) in a remote region. It tells you the start and end date of the contract, the person within your organisation who has been nominated as the contact, and details of the Department's office that is managing your contract. Authorised users within your organisation can also view details of your nominated account for payments.

Tools

Tools	View Your CDP IT system Security Roles
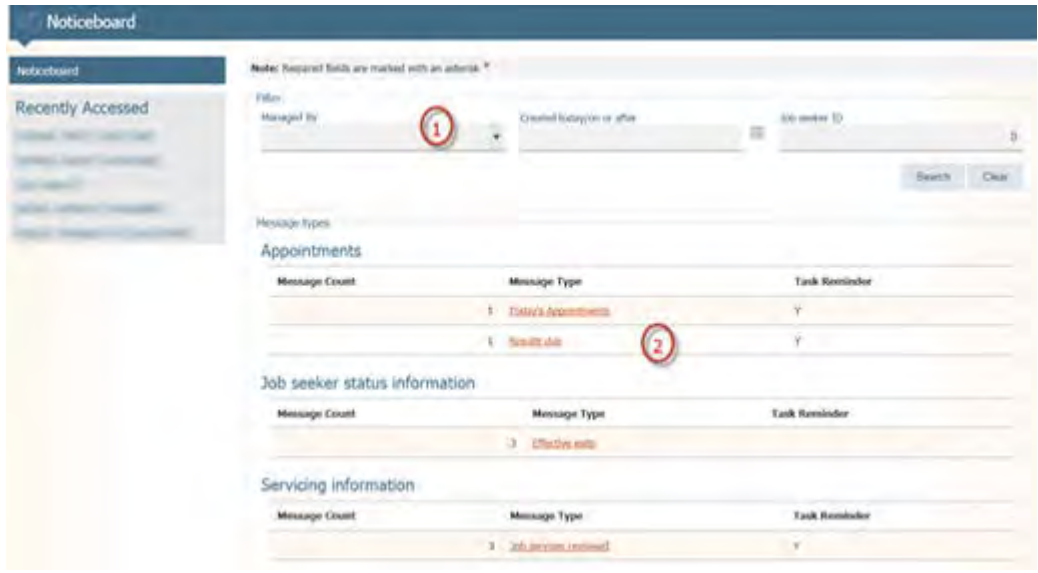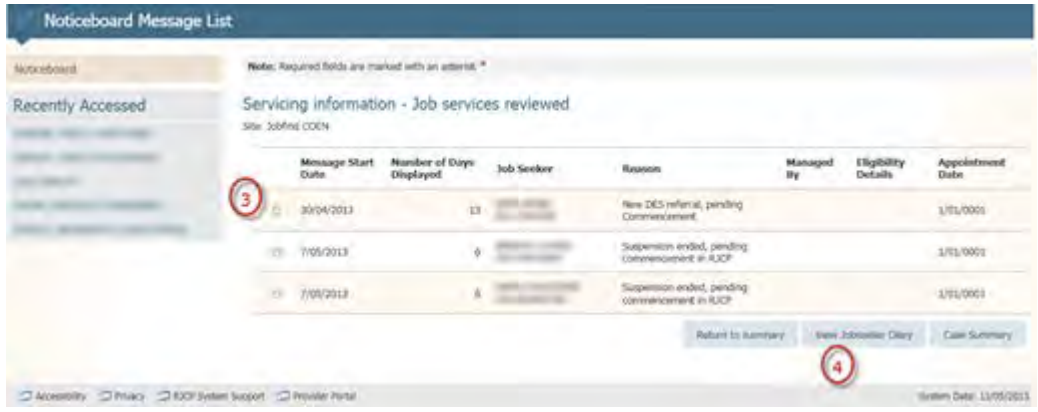
View your CDP system Security Roles

Process Steps	Screen Shots
Select the **Tools** from the **Home** page. Select **Show Security Claims** from the left hand menu. The **Security Roles** will display under the 'Values' column.	

Noticeboard

Noticeboard 0 Today's Appointmen 1 Results due 0 Participation Reports 0 Re-engagement	View and Process Noticeboard Messages.

View and Process Noticeboard Messages

Process Steps	Screen Shots
Select **Noticeboard** from the **Home** page. Set filters as required. Click the hyperlink to select messages. The message details are displayed.	
In this example we've selected a 'Servicing Information' message. The message details are displayed. Select the job seekers you wish to process. Select the action you wish to perform.	
More Information	For full details of **Noticeboard** messages see *Attachment A*. Noticeboard messages are divided into six main categories:

Process Steps	Screen Shots
	Appointments
	Compliance
	Activity management and placements
	Plans and agreements
	Job seeker status information, and
	Servicing information.
	Task Reminders are messages identified by an asterisk (*) and require an action to remove them from the **Noticeboard**. If you do not complete an action, the message will remain, but will be automatically removed by the IT system after a specified period of time, depending on the message.
	The filter at the top of the **Noticeboard** page enables messages to be filtered to individual consultants, JSID or the date the message first appeared. These settings can be changed and will not be stored by the IT system for the next time you log on.

Attachment A -How are Noticeboard messages triggered?

Appointments

Message	Reason/Trigger process	Removal Condition	When to use
'Today's Appointments'	Generated for all appointments occurring on that day irrespective of the appointment type including RapidConnect (which have the R symbol) and Re-engagement (Reconnection) appointments (which have the R! Symbol).	Message will be closed when the current day has passed.	Providers should check this message in the morning and throughout the day to stay up-to-date with appointments.
'Results Due*'	All appointments less than 28 days in the past which currently do not have result entered.	Where the appointment result is entered, or Where the appointment occurred more than 28 days in the past.	Providers should enter appointment results at the time of the appointment. Note: This message includes outstanding Reconnection and RapidConnect appointments which must have a result entered by COB on the day of the appointment. **Next Step:** Providers need to enter in an appointment result. The 'Created Today' filter functionality in Noticeboard enables providers to manage this message more effectively.
'Job seekers Requiring Contact*'	Job seeker previously exited is reinstated in CDP, or Job seeker reinstated with changed eligibility and new referral required.	When the next appointment is booked (other than re-engagement), or Message removed after displaying for 90 days.	Providers should use this message to manage job seekers who have been reinstated after an Exit or transferred into their CDP region. **Next Step:** Providers must make contact with the job seeker to arrange their next appointment.

Message	Reason/Trigger process	Removal Condition	When to use
'Email Receipt Not Confirmed*'	Triggered for job seekers who are notified of their appointment by email and did not confirm by email receipt 2 days prior to appointment date.	Receipt of email notification from job seeker 24 hours or more before the appointment Notification type updated (e.g. change to Phone Notification) Appointment is cancelled or rescheduled, or Appointment date is in the past.	This message will notify providers when an email receipt has not been received from a job seeker after an email notification has been issued. **Next Step:** Providers need to make contact with the job seeker to issue another mode of Formal Notification if the appointment is still valid (i.e. not cancelled).

Activity Management and Placements

Message	Reason/Trigger process	Removal Condition	When to use
'ETS Activity Placements*'	Triggered for all 'Activity Placements' with status 'Expected-To-Start' for the job seeker, either on the current date or in the past.	Entry of 'Activity Placement' status is set to 'Placement Confirmed' and 'Activity Placement' 'Actual Start Date' is set 'Activity Placement Status' set to either 'Created in error' or 'Did not start' Where the job seeker is exited from CDP, or Message removed after displaying for 28 days.	This message provides information on job seekers who are 'Expected-To-Start' an activity. **Next Step:** Providers need to enter an actual start date for the job seeker's 'Activity Placement'.
'Nearing completion of Activity Placement*'	Where a job seeker is due to finish an 'Activity Placement' in 14 days' time.	Entry of 'Activity Placement Exit Reason' and 'Actual End Date' Update of 'Activity Placement Status' from 'Placement Confirmed' to any other Placement Status 'Expected End Date' for the 'Activity Placement' is reset or extended into the future The job seeker is on a suspension The job seeker has been transferred to a new region The job seeker has been exited from their current contract referral, or	This message provides information on a job seeker's Activity Placements which will end in 14 days' time and may need to be reviewed/updated etc. **Next Step:** This can be done through the Activity Placement Details page.

Message	Reason/Trigger process	Removal Condition	When to use
		Message removed after displaying for 28 Days.	
'Activity Diary results require update'	When there are days in the Activity Diary which have no attendance result recorded up to 14 days in the past	after 10 business days as providers only have this timeframe to submit a No Show No Pay Participation Report for non-attendance.	Where no attendance result has been entered, providers should follow up on the job seeker's attendance at the activity and ensure appropriate results are recorded.

Job seeker Status Information

Message	Reason/Trigger process	Removal Condition	When to use
'Effective exits'	Triggered for job seekers Effectively exited either manually or via a system process.	Message removed after displaying for 28 days.	This message shows job seekers who exited from CDP.
'Job seekers transferred from your site'	Job seekers who have transferred out from your service.	Message removed after displaying for 14 days.	This message displays CDP job seekers who have Exited and been referred to another CDP region/provider.
'Submitted ESAt/JCA Reports'	Submission of an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) Report.	Message removed after displaying for 14 days.	This message shows all ESAt/JCA Reports that have been submitted by Human Services.
'ESAt/JCA Attendance and Allowance Status'	This message will be triggered by Human Services if a job seeker's allowance has been suspended or cancelled due to non-attendance at an ESAt/JCA appointment.	Message removed after displaying for 14 days.	This message shows job seekers whose payments have been suspended or cancelled due to non-attendance at an ESAt/JCA appointment.
'Participation Requirements changed'	A change in a job seeker's circumstances (as identified/triggered by Human Services) that leads to a change in their requirements.	Job seeker is exited from CDP via an Effective exit or transfer, or Message removed after displaying for 14 days.	This message provides information on job seekers whose requirements have changed as determined by Human Services. This will also be shown on the Participation Profile page. **Next Step:** Providers should review and update the

Message	Reason/Trigger process	Removal Condition	When to use
			job seeker's Job Plan and record as appropriate.
'Historical Rate Information'	This message will be triggered by Human Services if the job seeker has received a nil rate of payment within the last 28 days.	Job seeker is exited from CDP, or Message removed after displaying for 14 days.	This message shows the duration and reason for a job seeker's nil rate of payment. **Next Step:** This message should be considered by providers when determining whether it is appropriate to submit compliance action for a job seeker who has failed to attend or meet their requirements.

Compliance

Message	Reason/Trigger process	Removal Condition	When to use
'CCA raised/outcome'	Comprehensive Compliance Assessment request has been raised by Human Services or triggered automatically.	CCA is cancelled CCA outcome is received from Human Services, or Message removed after displaying for 7 days.	This message reports when a CCA request has been raised.
	Receipt of CCA outcome from Human Services.	Message removed after displaying for 7 days	Provides information on CCA outcomes sent from Human Services.
'Reports to Submit*'	When a provider records a DNAI result for a compellable appointment or an activity in the Activity Diary, reflecting their decision that they will utilise the compliance framework; and When a draft Participation Report or Non Attendance Report is saved for the first time.	A Non Attendance Report or Participation Report is submitted Appointment result changed to any result other than DNAI, or Message removed after displaying for 2 days.	This message is reminding the provider that there is a NAR or PR that has been saved in draft and needs to be submitted. Required action: NAR – Provider will need to submit the NAR to Human Services within 2 days of the incident or update the appointment result in the Online Diary if the NAR does not need to be submitted. PR – Provider will need to complete and submit the draft PR within 2 days (otherwise it will be deleted automatically by the system) or delete the draft PR if the PR does not need to be submitted.

Message	Reason/Trigger process	Removal Condition	When to use
'Participation Report outcomes'	Receipt of Participation Report outcomes (final or interim) from Human Services.	Message removed after displaying for 7 days. **Note:** The message will be closed and regenerated when an interim outcome is received from Human Services.	This message reports the status/outcome of a Participation Report which has been sent from Human Services.
'Re-engagement'	Re-engagement outcome received from Human Services.	If a Human Services Reconnection Appointment is rescheduled, or Message removed after displaying for 14 days. **Note:** Where the previous Re-engagement message for the Appointment is rescheduled by Human Services the message will be closed and a new message created.	This message advises whether or not job seeker was re-engaged and the type of appointment.
'Non-Attendance Report Finalised'	Message is triggered when a NAR is finalised by Human Services.	This message will appear on the Noticeboard for 7 days.	Message advises when a NAR is finalised by Human Services.

Message	Reason/Trigger process	Removal Condition	When to use
'NAR submitted-job seeker requires reconnection'	Message is triggered when the job seeker has an outstanding Reconnection Requirement following the submission of a valid NAR.	The message will appear on the Noticeboard for 21 days or until: A Reconnection appointment is booked; or The provider records that it is not reasonable for the job seeker to attend a Reconnection appointment through the Provider Re-engagement screen; or Human Services ends the requirement to re-engage due to other circumstances and send an update outcome to the NAR.	This message is used to remind the provider that it has been seven days since the NAR was submitted, and the NAR is still outstanding, but no Reconnection appointment has been booked in the system.
'Re-engagement following NAR outstanding	Message triggered when either: An SMS or Email was automatically sent to the job seeker, based on their preferred method of contact, advising that they are required to contact their provider as their payment has been impacted following the submission of a NAR; or The provider must print and send a Letter to job seeker advising that they are required to contact their provider as their payment has been impacted following the submission of a NAR.	This message will appear on the Noticeboard for 28 days or until: A Reconnection appointment is booked for the job seeker; or A letter notification is printed for the job seeker; or The provider records that it is not reasonable for the job seeker to attend a Reconnection appointment through the Provider Re-engagement screen; or Human Services end the requirement to re-engage due to other circumstances and send an update outcome to the NAR.	This message is used to remind the provider that notification was or needs to be issued to job seeker.

Plans and Agreements

Message	Reason/Trigger process	Removal Condition	When to use
'Job Plans Pending approval*	Job Plan has been in Pending Approval status for more than 5 days.	Job Plan approved, or Message removed after displaying for 1 day. **Note:** This message will be recreated every day as a new message with a new message start date until a Job Plan is approved.	This message appears when a Job Plan has been created for a job seeker and the Job Plan has been pending approval for more than 5 days; or when an offline Job Plan record is due to expire in 5 days' time. **Next Step:** Providers need to approve the job seeker's Job Plan or upload and unlock the offline Job Plan record.
	Job seeker's offline Job Plan record is due to expire in 5 days' time.	Offline Job Plan uploaded or the offline period for the record expires, resulting in the record being unlocked, or Message removed after displaying for 5 days.	
'Job Plan compulsory activities expired*'	When compulsory activities in a Job Plan will expire in 2 weeks' time.	Job Plan approved with compulsory activities included.	This message is displayed for job seekers with requirements, and shows job seekers who will have no compulsory activities in their Job Plan in 2 weeks' time or have only expired compulsory activities in their Job Plan. **Next Step:** Providers need to contact the job seeker to arrange an appointment to update their Job Plan to include new compulsory activities.
	When compulsory activities in a Job Plan have expired. Triggered for each compulsory activities in a Job Plan that has expired.	Job Plan approved with compulsory activities included, or Message removed after displaying for 1 day. **Note:** This message will be recreated every day as a new message with a new message start date until a Job Plan is approved with compulsory activities included.	

Message	Reason/Trigger process	Removal Condition	When to use
'Job Plan status notices'	Message is triggered when a job seeker agrees to their Job Plan on AJS.	This message will remain on the Noticeboard for 7 days.	This message is for information only, but the provider may wish to ensure that if required, appropriate additional Notification is issued to the job seeker of their Job Plan requirements.
'Job Plans Pending Approval on AJS'	Message is triggered when a Job Plan has been sent to a job seeker's personal page on Australian JobSearch (AJS) but still has a pending status after 3 business days.	This message will remain on the Noticeboard for 5 days unless the Job Plan is agreed to or withdrawn from AJS beforehand.	Providers should consider why the job seeker has not yet agreed to the Job Plan and consider what the most appropriate action should be, such as submitting a PR for Failing to enter into a Job Plan or book an appointment for the job seeker to agree to the Job Plan in person.

Service Information

Message	Reason/Trigger process	Removal Condition	When to use
'Service Clock stopped/ resumed*'	When a job seeker's Period of Service clock has stopped (e.g. job seeker is suspended).	Period of Service Clock has resumed Job seeker is exited from CDP Job seeker transfers region, or Message removed after displaying for 7 days.	This message provides information on when a job seeker's Period of Service Clock has stopped (for job seekers who are not volunteering) or resumed. **Next Step:** Providers must make contact with the job seeker after their suspension to arrange their next appointment and resume.
	When a job seeker's suspension has ended and servicing is to be resumed.	Period of Service Clock resumed Removed when appointment booked Job seeker is Exited from CDP, Job seeker transfers region, or Message removed after displaying for 14 days	
	When a job seeker has a pending CDP referral placement, however is currently suspended.	Period of Service clock resumed Job seeker is Exited from CDP Job seeker transfers region, or Message removed after displaying for 90 days.	

Message	Reason/Trigger process	Removal Condition	When to use
'Job seeker services reviewed*'	This message will be triggered when a job seeker's eligibility is updated or confirmed in the following circumstances: Where the job seeker has been initially referred to CDP (e.g. new job seeker) and is not yet commenced Job seeker eligibility has changed and a new placement created, however no 'Diary Appointment' in the future to commence job seeker Job seeker eligibility has not changed as a result of a Change of Circumstances Suspension has been lifted and job seeker is pending in placement Job seeker who is pending in placement has been suspended but job seeker chooses to volunteer, or When an ESAt/JCA assessment has been completed and job seeker eligibility has not been changed.	Pending Contract Referral Placement is removed Upon creation of another "Job seeker Services Reviewed" message (Pending Commencement), or Message removed after displaying for 90 days (14 days for new pending placement created but no appointment booked).	This message provides information on when a job seeker's eligibility is updated, for example after a Change of Circumstances, or when a job seeker is first referred to a region. **Next Step:** Providers need to make contact with the job seeker to update the job seeker's record and begin the delivery of new eligible services.

Message	Reason/Trigger process	Removal Condition	When to use
'ESAt/JCA Referral without outcome'	Triggered when a job seeker has a current ESAt/JCA referral that was created 7 calendar days in the past and the status of the assessment is not submitted or finalised.	When a ESAt/JCA is submitted, or Message removed after displaying for 14 days.	Reminds providers that this is still outstanding, so that they can consider any barriers or issues when discussing participation with the job seeker.
'Moved community'	Triggered when a job seeker changes their residential address and community but remains within the same CDP region.	Where the job seeker is transferred to another region Where the job seeker is exited completely from CDP, or Message removed after displaying for 14 days.	Providers need to check which location the job seeker is being serviced at, and contact the job seeker if there is a closer/more accessible location to attend.
'Job seeker contact	The message will be generated when the job seeker requests contact from their provider through the AJS system.	The message will remain for a maximum of three working days or until the jobseekers cancels the request.	The provider will need to make contact with the job seeker to discuss their contact request.

Attachment B – Job Plan Activities and Assistance Categories and Lists

Only the following Activities appear under the **Appointment and Interviews** category:

AI01   Attend Appointment

AI12   CDP Provider Contact Appointment

Only the following Activities appear under the **Job Search Activities** category:

JS02   Job Search Activities

JS05   Job Search with a Disability - AT

JS06   Job Search with a Disability - non AT

JS07   Research and Prepare applications

JS09   Job Search Contacts – Monthly

JS10   Job Interviews

FTXT   Free Text

Only the following Activities appear under the **Employment** category:

EM54   Self Employment

EM6   Paid Work

FTXT   Free Text

Only the following Activities appear under the **Non Vocational** category:

NV02   Counselling

NV04   Non-vocational training

NV05   Parenting Skills program

NV07   Drug and Alcohol Rehab

NV09   Self-Help or support Group

NV10   Undertake an Assessment

NV12   Child Care

NV13   Intervention - Non Specific

NV14   Health Maintenance Programme

Only the following Activities appear under the **Compliance** category:

EM54   Self Employment

EM56   Paid Work

ET52   Adult Migrant English

ET53   Apprenticeship or Traineeship

ET56   SEE or ESL course

ET57   SEE or ESL Assessment

ET59   Study – Part or Full Time

ET60   Work Related Licences/Quals/Memberships

ET64   Work Preparation

FTXT   Free Text

JS09   Job Search Contacts - Monthly

WE09   Temporary Relocation to undertake an Activity

WE10   Unpaid Work Experience

WE11   Voluntary Work

WE12   Work for the Dole

WE15   Defence Force Reserves

RE03   Remote Youth Leadership and Development Corps

RE04   Community Participation

Attachment C – Activity Categories and List

Activity Type description	Activity Sub type description	Identify CDP specific activities and activities common to CDP and JSA/DES
Accredited Education and Training (Vocational)	Advanced Diploma	COMMON
Accredited Education and Training (Vocational)	Associate Degree	COMMON
Accredited Education and Training (Vocational)	Bachelor Degree	COMMON
Accredited Education and Training (Vocational)	Certificate 1	COMMON
Accredited Education and Training (Vocational)	Certificate 2	COMMON
Accredited Education and Training (Vocational)	Certificate 3	COMMON
Accredited Education and Training (Vocational)	Certificate 4	COMMON
Accredited Education and Training (Vocational)	Diploma	COMMON
Accredited Education and Training (Vocational)	Masters Degree	COMMON
Accredited Education and Training (Vocational)	Postgraduate Certificate	COMMON
Accredited Education and Training (Vocational)	Postgraduate Diploma	COMMON

Activity Type description	Activity Sub type description	Identify CDP specific activities and activities common to CDP and JSA/DES
Accredited Education and Training (Vocational)	Primary School	COMMON
Accredited Education and Training (Vocational)	Secondary School	COMMON
Accredited Education and Training (Vocational)	University (6 mths or 1 semester remaining)	COMMON
Vocational Assistance	Non-Accredited Training	COMMON
Interventions	Addictions Intervention	COMMON
Interventions	Counselling Services	COMMON
Interventions	Disability Intervention	COMMON
Interventions	Drug or alcohol detox/rehabilitation	COMMON
Interventions	Homelessness Intervention	COMMON
Interventions	Medical/Health Related Services	COMMON
Interventions	Mental Health Interventions	COMMON
Defence Force Reserves		COMMON
Other Approved Programmes		COMMON
Part Time/Casual Paid Employment		COMMON
Remote Interventions	DV Intervention	CDP
Remote Interventions	AM Intervention	CDP

Activity Type description	Activity Sub type description	Identify CDP specific activities and activities common to CDP and JSA/DES
Other Assistance	Literacy and Numeracy Courses	CDP
CDP Work for the Dole	Supporting community and Environment	CDP
CDP Work for the Dole	Improving Health	CDP
CDP Work for the Dole	Supporting Schools	CDP
CDP Work for the Dole	Drivers Licences	CDP
CDP Work for the Dole	Building Job Seeker Skills	CDP
CDP Work for the Dole	Environmental activities/Arts	CDP
CDP Work for the Dole	Literacy and Numeracy	CDP
CDP Work for the Dole	School attendance	CDP
CDP Work for the Dole	Supporting Housing	CDP
Voluntary Work		COMMON
Unpaid Work Experience		COMMON

Disability Specific Services User Guide

Document change history

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1.0	11 12 15	11 12 15	30 06 18	Original version of document

Explanatory Note

All capitalised terms have the same meaning as in the Funding Agreement 2013-2018 Community Development Programme (CDP). In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

Disclaimer

This User Guide is not a stand-alone document and does not contain the entirety of Providers' obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by the Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Summary

This User Guide specifies Providers' responsibilities and required actions, and the support available, in relation to providing Services to CDP participants with disability.

Relevant Funding Agreement clause/s

The relevant clauses in the Funding Agreement include:

- General Terms and Conditions, Annexure 1 Definitions - 'Employment Assistance Fund', 'Supported Wage System or SWS'
- General Terms and Conditions – Clause 39.8 – Factors in Performance Assessment
- RAC 1 – Clause 19-21 – Eligible Job Seekers with a Disability

Disability Specific Services for CDP Participants

Background

Providers must assist people with disability participating in CDP with tailored assistance, which takes into account their capacity for work and participation in CDP activities. Providers must support people with a disability who wish to improve their vocational and non-vocational skills and gain employment and participate in activities. Providers should also be aware of additional support services which could be accessed through JobAccess.

What is a disability?

In Australia, definitions of disability are based on the World Health Organisation's International Classification of Functioning, Disability, and Health, which uses 'disability' as an umbrella term for any or all of the following components:

- Impairments - problems in body function or structure.
- Activity limitations - difficulties in executing activities.
- Participation restrictions - problems an individual may experience in involvement in life situations.

What should I do if a participant discloses a disability?

People with disability could disclose their disability or medical condition during their initial interview or subsequent contacts with CDP providers. Where a disability is disclosed it must be recorded in the Job Seeker Classification Instrument (JSCI) and might lead to an Employment Services Assessment (ESAt) referral.

Servicing people with disability

Providers must assist job seekers with disability with Services tailored to their needs and assessed capacity to work. Providers must help job seekers with disability to address relevant vocational barriers and non-vocational barriers to build their capacity to work. Providers should also consider purchasing additional services or support for job seekers with disability where appropriate.

Providers can access the following nationally available services for people with disability and their employers:

- The Employment Assistance Fund (EAF) - financial assistance for work-related equipment, modifications and services (see below); and
- The Supported Wage System (SWS) - a workplace relations instrument that allows eligible job seekers with disability to be paid a productivity-based wage (see below).

Working with employers

Providers should engage with employers in their region to discuss ways to employ job seekers with disability. Providers should discuss various strategies such as modifying available positions to tailor them to a job seeker's capacity, e.g. a part-time job or job sharing arrangement. Other options may include flexible working hours, specialised on-the-job support, specialised training and working from home options.

There is also a range of help available through the EAF to assist employers with the cost of workplace modifications and services that may be needed to assist a person with disability to find and keep a job.

JobAccess

JobAccess (job.access.gov.au) is an information and advice service funded by the Australian Government that offers helps and workplace solutions for people with disability and their employers. JobAccess includes a comprehensive, easy to use website and a free telephone information and advice service where providers, job seekers, and employers can access confidential, expert advice on the employment of people with disability. Providers can access EAF and SWS via JobAccess.

Employment Assistance Fund

The Employment Assistance Fund (EAF) helps people with disability and mental health condition by providing financial assistance to purchase a range of work-related modifications and services for people who are about to start a job or who are currently working, as well as those who require assistance to find and prepare for work. These may include modifications to the physical work environment, modifications to work vehicles, adaptive equipment for the workplace, Auslan interpreting services and specialist services for people with mental health conditions and specific learning disorders.

Providers, employers and people with disability may apply for EAF assistance by completing an online application form from the Job Access Website. JobAccess Advisers are available on 1800 464 800 to provide help with completing the form. Assistance available through the EAF is subject to eligibility and application requirements.

Supported Wage System

Most people with disability who participate in the open workforce do so at full rates of pay, however, there are some people who cannot work at full wage rates due to the effect of disability on their workplace productivity. The Supported Wage System (SWS) is a process that enables employers to pay productivity-based wages to people whose work productivity is significantly reduced as a result of the effects of their disability.

The SWS provides access to a reliable process of productivity-based wage assessment to determine fair pay for fair work. The SWS is supported by a National Panel of Assessors who provide free workplace assessments. Assessors identify a work productivity rate as a percentage of the acceptable standard for the particular work classification, which is then used to calculate a corresponding wage. For example, if a person has a productivity rate of 70% of the minimum standard for the job, the employer may offer employment to the person at 70% of the full award rate for the classification.

Providers can work with employers to assist eligible job seekers to utilise the SWS if appropriate.

Approval of a SWS application must be obtained before employing a person on SWS provisions.

Providers should visit the Job Access Website or call 1800 464 800 for more information on SWS.

Participation in Remote Services

Some job seekers with disability may be Disability Support Pension (DSP) recipients, while others may be on other income support allowances such as Newstart or Youth Allowance. Whether a job seeker with disability has mutual obligations will depend on factors such as their age, assessed work capacity and caring responsibilities. Providers should refer to the *CDP Mutual Obligation Requirements User Guide* to determine a job seeker's mutual obligations.

CDP job seekers with disability may be required to do Work for the Dole (WFD) if they are 18-49 years of age, receive the full rate of income support and have mutual obligation requirements. Having a disability does not mean that job seekers don't need to participate in WFD. However, providers should be aware of each job seeker's limitations and issues in relation to their disability and match them with activities that are appropriate to their capabilities. The provider must not place them in any activity (including WFD) that may aggravate their illness, injury or disability. If a job seeker is not required to do WFD they may choose to participate voluntarily as a way of meeting their mutual obligations.

Where job seekers with disability have mutual obligations and have either a Partial Capacity to Work (e.g. ongoing back injury) or a Temporary Reduced Work Capacity (e.g. recovering from a broken leg) as assessed by an Employment Services Assessment (ESAt), they will be required to participate in activities for at least the minimum hours of their assessed capacity.

Case Study 1

A job seeker has a diagnosed condition and has had an ESAt which determined they have a Partial Capacity to Work of 15-22 hours per week. The job seeker is on full rate of Newstart Allowance and has mutual obligations, and is therefore is required to do WFD. The provider must place the job seeker into activities of at least 15 hours per week to meet their mutual obligations, and these activities must include WFD.

Case Study 2

The job seeker reports an illness, injury or disability to their provider, who should then consider the following options:

- Temporary but still participates in CDP - If the condition is likely to be temporary, and the job seeker is not able to participate fully in their current activities (including WFD), the provider may consider placing the job seeker into different activities temporarily so that they can continue to meet their mutual obligations; *or*

- Temporary but cannot participate in CDP - If the condition is sufficient to prevent the job seeker from participating in CDP for a period, the provider may advise the job seeker to seek an exemption from their mutual obligations from Centrelink. The provider should remind the job seeker that they will need to take supporting medical evidence with them to Centrelink when applying for an exemption; *or*

- Permanent - If the condition looks like it may be long-term or permanent, the provider may need to refer the job seeker to the Department of Human Services (DHS) for an ESAt to assess their capacity to work. When considering referral for an ESAt, the provider must confirm that the job seeker has appropriate medical evidence supporting their condition before they are referred to DHS.
  (Refer to the *Employment Services Assessments User Guide* for further information.)

Employment Services Assessments User Guide

Version	Start Date	Effective Date	End Date	Change & Location
1.0	01 07 15	01 07 15	30 06 18	Original version of document

Employment Services Assessment

Where a job seeker is identified as having multiple and complex barriers, they may be referred for further assessment through an Employment Services Assessment (ESAt). An ESAt is used to determine a job seeker's Vocational and Non-vocational Barriers to finding and maintaining employment, their work capacity and ongoing support needs to assist a provider to tailor servicing.

An ESAt is generally conducted by a Department of Human Services (DHS) Assessor (Assessor) who is a qualified health or allied health professional.

An ESAt assesses the job seeker's work capacity in the following bandwidths: 0–7 hours per week, 8–14 hours per week, 15–22 hours per week, 23–29 hours per week and 30 or more hours per week.

A job seeker who is assessed with a Partial Capacity to Work or a Temporary Reduced Work Capacity between zero and 14 hours per week:
- is not required to participate in RJCP and is automatically suspended
- will receive a letter from DHS advising that they may contact a provider to volunteer for RJCP.

The ESAt Report

The ESAt report prepared by the assessor is available on the RJCP IT system and should be used to develop the suite of services to meet the job seeker's needs.

As part of the assessment, a referral may be made to:
- a RJCP provider
- Streams 1 to 3;
- Stream 4 (where multiple and/or complex Non-Vocational Barriers are identified);
- referral to DES—Disability Management Service or Employment Support Service; or
- a non-departmental funded programme such as the Australian Disability Enterprises (ADE), State Government or community sector programme or activities.

A referral from an ESAt to an employment service remains valid for two years from the date the ESAt was completed.

The ESAt may also determine that the job seeker is unable to benefit from assistance through employment services.

If the recommended referral is to a non-departmental funded programme or if the job seeker is assessed as unable to benefit from RJCP, the provider must manually exit the job seeker. DHS will action any referrals to ADE.

Providing copies of the ESAt report to the job seeker

The ESAt report can be released to the job seeker except where it has been identified as containing information that may be prejudicial to their health.

Where the ESAt report identifies that it contains information that may be prejudicial to the job seeker's health, the information request should be directed to the Department of Social Services (DSS) FOI team for consideration under the FOI Act.

How to refer a job seeker to an Employment Services Assessment

A provider may refer a job seeker for an ESAt when the Job Seeker Classification Instrument (JSCI) indicates they may require further assessment.

In areas where there are no permanent DHS sites, the provider should contact DHS Assessment Services using the *DHS Assessment Services Contacts List* to discuss visiting schedules and appointments to ensure that the maximum number of job seekers can have their ESAt undertaken when arranging assessor visits.

It is important for a provider to work with assessors to maximise opportunities for the ESAt to be completed face-to-face where feasible. If no appointments are available in the diary, contact DHS via the *Escalation Procedures for Employment Service Providers.*

Prior to referring a Job Seeker to an ESAt

Prior to making a referral to an ESAt, the provider must review all available and relevant job seeker information to determine if further assessment of the job seeker's work capacity or barriers is required.

A referral for an ESAt must be of genuine benefit to the job seeker and should generally not be completed for the job seeker if:
- they have a valid assessment
- their identified barriers will not/do not have a significant long-term impact on the job seeker's ability to work or participate in other activities
- their identified barriers are being actively addressed
- an ESAt referral is not likely to result in a change to the job seeker's currently assessed work capacity, and
- they are expected to be exempt from Activity Test or Participation or Participation Requirements for an extended period and are unlikely to benefit from further assessment while the exemption is current.

Provider refers a job seeker for an ESAt

A provider makes a referral for an ESAt on the RJCP IT system. The provider should select the next appropriate available appointment ensuring that:
- if the job seeker has special interview requirements such as the need for an interpreter, there needs to be sufficient time for the assessor to arrange for the interpreter to attend the appointment
- any relevant medical evidence required for the ESAt is available to be presented at the assessment, and
- if there are no suitable or available appointments the provider should contact DHS via the Escalation Procedures for Employment Service Providers.

Supporting medical evidence

When considering a referral for an ESAt, a provider must confirm that the job seeker has appropriate medical evidence supporting their condition(s) <u>before the job seeker is referred</u>. Where there is no medical evidence available to support the job seeker's identified condition(s), the provider should assist the job seeker to obtain relevant medical evidence before referral.

A provider should advise a job seeker to provide medical evidence to the assessor. Where a referral for an ESAt is made and a medical condition(s) is self-reported by the job seeker but no medical evidence is presented, the assessment will be completed as a Non-Medical Condition ESAt. <u>Under Social Security Law, reduced work capacity cannot be assigned without medical evidence.</u>

Please refer to *Medical Evidence Requirements for Employment Services Assessments* on the RJCP provider portal for information about appropriate medical evidence.

Referral Reasons

A provider must select the appropriate referral reason on the RJCP IT system when making an ESAt referral. The ESAt referral reasons are:
- Change of Circumstances
- JSCI Special Needs
- JSCI Personal Factors
- JSCI Combined, or
- DSP Volunteer.

<u>Note:</u> It is essential when referring a job seeker in receipt of DSP for an ESAt that <u>the appropriate DSP Volunteer referral reason is selected</u>. The 'DSP Volunteer' ESAt will not affect their DSP. Selecting any other referral reason could unnecessarily result in the job seeker's eligibility for DSP being reassessed.

The use of incorrect referral reasons or inappropriate comments may:
- inconvenience the job seeker
- lead to the referral being cancelled and re-submitted, and
- delay the job seeker's connection to a provider.

As the referral reason affects what servicing options are available to the job seeker, the assessor cannot correctly conduct the ESAt under an incorrect referral reason. In this instance, DHS would contact the referring provider to cancel the referral and arrange a new referral using the correct referral code.

When making the referral it is important that the provider enters appropriate comments in the free text field identifying:
- the event that has indicated a need for the assessment
- supporting documentation available to inform the assessment
- whether an interpreter is required and if so, the relevant language, and/or
- whether the job seeker has any special interview needs.

Provider informs the job seeker of the ESAt appointment

When scheduling the appointment the job seeker must be given appropriate notification of the appointment details. The job seeker must be advised:
- the reason for the assessment
- that the assessment will involve an interview to determine their work capacity and the assistance that they will need to help them gain work
- the date, time and venue for the ESAt - an appointment letter with the details is available when the referral is made

- of the importance of disclosing all barriers to employment, including medical conditions, significant personal issues and disability or mental health issues, to ensure they receive the most appropriate assistance
- of the importance of taking relevant medical evidence to the assessment, if applicable. Please refer to the Medical Evidence Requirements for ESAt for more information about appropriate medical evidence
- that they may have a nominee attend the assessment to assist them
- if they are Activity Tested or have Participation Requirements, that attending the appointment is compulsory and that non-attendance without a valid reason or not notifying the assessor of their non-attendance may result in them not receiving income support payments until they attend, and
- of the requirement to contact the assessor at least 24 hours before the appointment time if they cannot attend for a valid reason.

DHS Assessor conducts ESAt and submits ESAt report

After the ESAt has been conducted the Assessor will submit a report. The provider will be notified via the Noticeboard in the RJCP IT System when the report has been submitted. The report is then available to view and to use to assist in servicing the job seeker.

Re-scheduling an ESAt referral

Where necessary, a provider should contact the Assessor to arrange rescheduling of a job seeker's appointment and advise the job seeker of the new appointment. Cancelling an ESAt referral should not be used as an alternative to rescheduling an appointment.

Monitoring progress of an ESAt

Where a provider has made a referral for an ESAt, the provider can contact DHS Assessment Services to discuss the progress of the assessment. In most circumstances ESAt reports are automatically finalised 28 days after submission. If the report is older than this, the provider should contact DHS Assessment Services for further advice.

DSP volunteers

A DSP volunteer has no Activity Test or Participation Requirements, so when they volunteer with a provider and are subsequently referred to an ESAt they have the option at any point to withdraw from the process. If the DSP volunteer decides not to undergo an ESAt they should inform their provider that they no longer wish to volunteer for employment assistance.

Threatening Violent Behaviour

If the job seeker has either displayed or threatened violent behaviour which may present a threat to an Assessor, the provider must notify the Assessor of the circumstances prior to the scheduled ESAt appointment and refer to the *Servicing Challenging Clients Advice* for further information

Managing and Monitoring Job Seeker Appointments User Guide

Document change history

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1.0	01 07 15	01 07 15	30 06 18	Original version of document

Explanatory Note

All capitalised terms have the same meaning as in Remote Jobs and Communities Programme (RJCP) 2013-2018 Funding Agreement. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

The term 'job seeker' in this Guideline means an Eligible Job Seeker.

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Provider's obligations.

It **must** be read in conjunction with the RJCP Funding Agreement and any relevant Guidelines or reference material issued by the Department of the Prime Minister and Cabinet (PM&C) under or in connection with the Funding Agreement.

Summary

This Guideline provides information on the policy and processes that Providers need to use in their delivery of services to assist job seekers to find and keep a job.

Providers **must** deliver Appointments to each job seeker and ensure that these Appointments are appropriately tailored to meet the circumstances of the individual job seeker. Providers may use the Appointment to update the job seeker's Job Plan, discuss and monitor their job search techniques and the vacancies for which the job seeker **should** submit an application, as well as to discuss and arrange the job seeker's compulsory activities as outlined in the Job Plan.

Eligible Job Seekers without Social Security (SS) Activity Test Requirements will have Appointments with their Providers to receive Services and assistance and to discuss their progress in looking for work. While the arrangements for booking Appointments apply for all Eligible Job Seekers, the procedures for monitoring and reporting non-attendance set out in this Guideline apply only to Eligible Job Seekers with SS Activity Test Requirements.

Policy Intent

Attendance at Appointments, particularly with their Provider, is a key part of a job seeker's SS Activity Test Requirements and is the first step to getting them the assistance they need to find work. A Provider's relationship with their job seekers places them in the best position to determine the most effective re-engagement strategies if job seekers don't attend those Appointments. Providers have flexibility to choose

when to use the Job Seeker Compliance Framework, and when to use a different strategy instead. The aim is to ensure that job seekers remain actively engaged with the assistance designed to help them. Where a Provider chooses to use the Job Seeker Compliance Framework, it will have an immediate impact on the job seeker's Income Support Payment. Payment suspension is a lever that can encourage job seekers to attend their next Appointment. Providers can also choose to recommend to the Department of Human Services (DHS) that they apply a financial penalty where the job seeker did not have a Valid Reason or Reasonable Excuse for the non-attendance. This can be a lever that helps change job seeker behaviour in the longer term.

Relevant Funding Agreement clause/s

The relevant clauses in the Funding Agreement include:

- Clauses 3 – 9 of RAC1 —Contact with Eligible Job Seekers
- Clauses 22 – 30 of RAC1 – Compliance and Reporting

Relevant references

Reference documents relevant to this Guideline include:

- Job Seeker Compliance Framework Training via Learning Centre
- Job Seeker Compliance Framework Guideline
- Social Security Act 1991
- Social Security (Administration) Act 1999
- Guide to Social Security Law

Arranging Appointments with job seekers

Process	Details
Booking Appointments	The Electronic Diary within the Department's IT system facilitates the delivery of services and engagement of job seekers with their Provider and allows for different types of Appointments to be booked. It enables Appointments to be booked by both Providers and DHS, and the electronic exchange of job seeker Appointment and attendance information between Providers and DHS.
	The Electronic Diary books Appointments into 'timeslots'. When Providers create a timeslot, they need to set timeslot characteristics including the purpose and delivery format of the timeslot and what specific services will be delivered. Providers **must** ensure that their Electronic Diary has sufficient timeslot capacity at all times so that DHS can at any time book job seeker Appointments to occur within the next two business days.
	Providers **must** book Appointments into timeslots in order to deliver job seeker Contacts in accordance with the Funding Agreement. Where timeslot characteristics are not already set, Providers can tailor the characteristics of the Appointment at the point of booking.
	When booking Appointments, Providers **should** take the job seeker's individual circumstances, personal issues and other SS Activity Test Requirements into consideration to determine the Appointment date and time. Providers will have regular appointments with jobseekers, at least monthly in accordance with the Funding Agreement.
	Providers **must** set the date, start and end time and physical location/format of the Appointment in the Electronic Diary. At the point of booking the Appointment, Providers **should** also set the purpose of the Appointment and what specific services will be delivered.

Process	Details
	Note: Re-engagement Appointments can be booked by Providers or DHS. Providers **must** book these Appointments in consultation with the job seeker after they have decided to utilise the Job Seeker Compliance Framework for non-attendance at a Provider Appointment.
Issuing formal notification to the job seekers	To ensure job seekers are aware of their SS Activity Test Requirements and the consequences of not meeting these requirements, Providers **must** issue formal notification to the job seeker as specified below. The type of notification issued **must** always be recorded in the IT system when booking an Appointment; for example, letter, email or verbal notification via phone or in person using the notification script. The IT system will automatically create a notification for Providers to issue to job seekers, based on their SS Activity Test Requirements and the notification method selected at the point of booking. Provider staff have been delegated the power under the *Social Security (Administration) Act 1999* (subsections 63(2) and 234(1)) to formally notify a job seeker of their SS Activity Test Requirement to attend an Appointment with them. Legislation prescribes that formal notification **must** include: • The date and time of the requirement; • The physical location of the requirement (where not being conducted over the phone or via video conference); • The consequences of failing to meet the requirement; • A statement that it is a Notice under the Social Security Law. The statement explains to the job seeker that the Appointment is part of their requirements in order to receive Income Support Payments. Formal notification **must** also include the purpose of the Appointment and be issued to the job seeker within the appropriate timeframe before the Appointment is due to occur (reasonable notice). See the Job Seeker Compliance Framework Guideline for information on reasonable notice timeframes and the types of formal notification that can be used.
Rescheduling Appointments	Where the job seeker makes contact before their Appointment, and has what the Provider accepts as a Valid Reason as to why they cannot attend the Appointment, the Provider **must** reschedule the Appointment directly with the job seeker. Providers may also reschedule Appointments directly with the job seeker where consultants are unavailable to meet with a job seeker. Providers need to record the reason they are rescheduling an Appointment in the IT system. For Re-engagement Appointments, the rescheduled Appointment **must** occur within seven days of the original Appointment time. Where the job seeker has a Valid Reason but it is not appropriate to reschedule the Appointment, Providers **must** cancel the Appointment and book a new Appointment for a future date. Formal notification **must** be issued again to the job seeker to advise them of their new requirement to attend an Appointment at a changed date or time.

Monitoring and recording attendance at Appointments

Process	Details
Job seeker attends Appointment	Where a job seeker has an Appointment with their Provider, the Provider **must** meet with the job seeker at the scheduled time and location. A job seeker is deemed to have attended (or been available for) an Appointment when they have arrived on time at the correct location, have behaved appropriately, treated staff and others with respect and participated for the duration of the Appointment. Where this has occurred, Providers **must** record in the IT system that the job seeker attended their Appointment by close of business on the day of the attended Appointment, and where appropriate, book the next Appointment and issue a formal notification to the job seeker.
Job seeker does not attend Appointment **Confirm no prior contact has been made by the job seeker. Attempt to contact job seeker to assess if they have a Reasonable Excuse**	Where a job seeker does not attend an Appointment with their Provider, the Provider **must**, on the same day of the missed Appointment, determine whether there was any prior contact by the job seeker that supports that they had a Valid Reason for not being able to attend their Appointment. For appointments with a third party organisation, the Provider **must**, on the day they become aware of the non-attendance, confirm that no prior contact has been made by the job seeker. Where there is no evidence of prior contact by the job seeker, or where a job seeker made contact prior but did not have a Valid Reason for not being able to meet their requirement, the Provider **must**, on the same day of the missed Appointment, attempt to contact the job seeker to consider if they had a Reasonable Excuse for not attending and document the contact attempt in the IT system. Where the Provider made contact with the job seeker, they will need to consider whether the job seeker had a Reasonable Excuse for the non-attendance. Where the job seeker does not have a Reasonable Excuse, the Provider will need to decide on the most appropriate re-engagement strategy for the job seeker and **must** record this decision in the IT system on the same business day. Where the Provider could not make contact, they will still need to decide on the most appropriate re-engagement strategy for the job seeker and **must** record this decision in the IT system. See Attachment A for information on the considerations and decisions Providers **must** undertake following job seeker non-attendance at a Provider Appointment. See the Job Seeker Compliance Framework Guideline for information on considerations concerning prior contact by the job seeker and consideration if the job seeker had a Reasonable Excuse for non-attendance.
Job seeker does not attend Appointment—determining the best strategy to re-engage the job seeker	Regardless of whether the Provider can contact the job seeker, the Provider will need to determine the best strategy to re-engage the job seeker in their requirements. To assist in determining what re-engagement strategy to use following non-attendance, Providers **must** consider the job seeker's explanation for non-attendance or non-compliance (if contact with the job seeker was successful) and their personal circumstances.

Process	Details
	Based on this information, Providers may decide that the best way to influence a change in the job seeker's behaviour is to use the Job Seeker Compliance Framework:
	- for Appointments with the Provider— - Encourage engagement through the suspension of the job seeker's Income Support Payment with full back pay once they attend another Appointment or; - Seek to change the job seeker's behaviour by recommending to DHS that a financial penalty be applied for the missed Appointment (in addition to using suspension of the job seeker's Income Support Payment). - for appointments with a third party (i.e. not directly with the Provider)— - Suspension of the job seeker's Income Support Payment until they agree with DHS to attend another Appointment. This will need to be done through the submission of a failure to attend Appointment (other) Participation Report (CFAO PR) by the Provider. DHS will book a Re-engagement Appointment for the job seeker to attend with their Provider.
	If the Provider determines that reporting the incident to DHS is not the most appropriate re-engagement strategy to secure the job seeker's ongoing participation, the Provider can use their discretion and instead schedule another Appointment for the job seeker to attend, using other strategies to encourage attendance.
Recording attendance in the Department's IT system	Providers **must** ensure that accurate records of attendance at Appointments, including the Provider's decision about any non-attendance, are recorded in the IT system by close of business on the day of all scheduled Appointments.
Re-engagement Appointments booked by DHS	DHS will book a Re-engagement Appointment for the job seeker to attend with the Provider following: - suspension of a job seeker's Income Support Payment for disengaging from an activity (i.e. submission of a No Show, No Pay Participation Report where the disengagement indicator is selected) - an applied or rejected Connection Failure Participation Report (the Re-engagement Appointment booked is a Reconnection Requirement) - a rejected Serious Failure Participation Report - the application of an eight week non-payment penalty for persistent non-compliance (determined through a Comprehensive Compliance Assessment) when the job seeker chooses to participate in a Compliance Activity to waive the penalty - the completion of an eight week non-payment penalty - the completion of an Exemption or approved activity - following the end of an eight week non-payment penalty due to hardship provisions - an applied eight week non-payment penalty when the job seeker has chosen to appeal the decision.

Process	Details
RapidConnect	RapidConnect is the process of referring job seekers who are 'job-ready' to Providers as quickly as possible. When a job seeker first claims income support, DHS will determine whether the job seeker has a RapidConnect requirement, and book an initial Appointment with the Provider for these job seekers using the IT system. Job seekers **must** attend an Initial RapidConnect Appointment before their Income Support Payment will be activated. Providers **must** ensure that they: • Have timeslots available in the Electronic Diary at all times within the next two business days for referrals from DHS • Record Electronic Diary Appointment results on the same day as the Appointment. Note: Providers cannot submit a Non-Attendance Report (NAR) or Provider Appointment Report (PAR) for non-attendance at an Initial RapidConnect Appointment. For job seekers exempt from RapidConnect, a NAR or PAR **should** be considered for managing non-attendance.

Using the Job Seeker Compliance Framework in the case of non-attendance at a Provider Appointment

Process	Details

Determining which compliance strategy to use	Depending on whether contact can be made with the job seeker following non-attendance, the Provider will be able to use the Job Seeker Compliance Framework in different ways, based on the most appropriate way to re-engage the job seeker and encourage attendance.
	
	Contact successfully occurs with the job seeker
	
	Where the Provider has successfully made contact with the job seeker following non-attendance at a Provider Appointment, they will need to decide whether:
	
	• The job seeker's Income Support Payment should be suspended until they attend another Appointment
	  • a NAR **must** be submitted to trigger the suspension of payment; or
	• They should recommend to DHS that a financial penalty be applied for the non-attendance
	  • a PAR **must** be submitted to facilitate the recommendation of a financial penalty to DHS. This will also trigger the suspension of the job seeker's Income Support Payment until they attend the booked Re-engagement Appointment; however, they may also incur a financial penalty from the date they were notified of their payment being stopped, until they attend the Re-engagement Appointment.
	
	See Attachment A for information on the Job Seeker Compliance Framework options available when the Provider is speaking with the job seeker following non-attendance.

Process	Details
	Contact cannot be made with the job seeker
	Where contact cannot be made with the job seeker on the day of the missed Appointment, but the Provider wants to use the Job Seeker Compliance Framework, they **must** record a 'Did Not Attend Invalid' Appointment result and submit a NAR through the IT system.
	The job seeker **must** be notified by both their Provider and DHS of the impact on their Income Support Payment as a result of the submission of a NAR.
	Providers **must** issue notification to the job seeker that their payment has been stopped and they need to make contact with their Provider. This will be done:
	• Automatically by the IT system where the job seeker has email or SMS contact details in their record or
	• manually by the Provider by printing and mailing a letter to the job seeker where the job seeker does not have email or SMS contact details in their record
	• Upon receipt of a NAR, the DHS IT system will check the validity of the NAR to ensure the job seeker had SS Activity Test Requirements on the incident date and, if valid, immediately suspend the job seeker's Income Support Payment. DHS will notify the job seeker that their payment has been suspended and the reason why, and that they need to contact their Provider if they have not already done so.
	Providers may then wait until the job seeker makes contact with them before taking the necessary steps to reconnect the job seeker.
	Only when contact has been made, can a Provider:
	• Book a Re-engagement Appointment for the job seeker to attend within the next two business days and, if appropriate
	• Recommend to DHS that a financial penalty be applied for the non-attendance by submitting a PAR.
	See Attachment B for information on the considerations and decisions Providers **must** undertake when a job seeker makes contact, following the submission of a NAR.
Booking Re-engagement Appointments	When contact does occur between the job seeker and Provider, the Provider **must** consider if the job seeker is able to re-engage within two business days of that contact occurring. If so, the Provider **must** book a Re-engagement Appointment for the job seeker to attend within two business days.
	As part of the Re-engagement Appointment booking process, Providers **must** select the method of formal notification they have used to notify the job seeker of their Re-engagement Appointment. As job seekers need to attend an Appointment within two business days of when contact is made, only phone or face-to-face notification is possible and allowed in the IT system.
	Providers **must** use the formal notification script in the IT system when notifying the job seeker of their requirement to attend a Re-engagement Appointment. This ensures they have notified the job seeker of the date, time, format and location of the Appointment, the consequences of non-

Process	Details
	attendance, what they need to do if they cannot attend and that it is a Notice under the Social Security Law.
	At the time of booking the Re-engagement Appointment, Providers **must** also record that the job seeker understood their requirement to attend and the consequences of not attending the Appointment. This is important to ensure that accurate records are maintained about the job seeker's understanding of their SS Activity Test Requirement. **Should** the job seeker not attend their Re-engagement Appointment without a Valid Reason or Reasonable Excuse, and the Provider wants to recommend a financial penalty be applied, DHS will take confirmation of the job seeker's understanding into account during an investigation.
Processing Non-Attendance Reports (NARs)	NARs can only be submitted on the day of the missed Appointment. Providers will need to re-engage the job seeker through booking a normal Appointment if the NAR is not submitted by close of business that day.
	Through the submission of a valid NAR, the job seeker's Income Support Payment will be suspended until they actually attend the booked Reengagement Appointment. When job seekers do attend the Re-engagement Appointment they will receive full back pay.
Completing Provider Appointment Reports (PAR)	When completing a PAR, Providers **must** record:
	• Details of any prior notice by the job seeker and why the reason was not accepted
	• Details of the discussion with the job seeker following non-attendance and why their reason for not attending was not reasonable
	• Why a financial penalty is being recommended.
	Through the submission of a PAR (where a NAR has not previously been submitted), the job seeker's payment will also be suspended and DHS will investigate if a financial penalty **should** be applied.
	Where a NAR has already been submitted for a missed Appointment and the job seeker does not attend their Re-engagement Appointment, and in this instance a decision to recommend a financial penalty is made, the submission of a PAR will maintain the job seeker's Income Support Payment suspension and recommend a penalty to DHS.
	Where a financial penalty is applied by DHS, it will begin on the day that the job seeker was notified of the non-attendance and the impact of that on their Income Support Payment.
	A PAR can only be submitted on the same day that a Re-engagement Appointment has been booked for the job seeker to attend. Where this does not occur on the same day that contact takes place with the job seeker, they will be unable to create a PAR at a later stage. Instead, until the job seeker attends the Re-engagement Appointment, payment suspension will be automatically used (Providers do not need to submit a NAR to trigger payment suspension in this circumstance).

Process	Details
Managing situations where the job seeker is unable to re-engage within two business days	When contact occurs between the job seeker and Provider after the submission of a NAR, it may be identified that the job seeker is unable to attend or participate in an Appointment within the next two business days due to an ongoing reasonable excuse. For example, the job seeker will be working full-time over the next two days or they have a medical issue that will reasonably prevent them from participating.

Where the job seeker is unable to re-engage within two business days, Providers **must** immediately record this, together with the reason, in the IT system. Recording this will lift the job seeker's income support payment suspension and remove the need for a Re-engagement Appointment to be booked. Providers **should** then book a new Appointment for the job seeker to attend as soon as is practicable.

Other circumstances

There may also be instances following the submission of a NAR, when contact with the job seeker is made one or more days after, and based on the reason for non-attendance and knowledge of the job seeker, the Provider wants to recommend a financial penalty be applied by DHS. If, due to being a remote or outreach service site, the Provider's servicing schedule means the Provider is physically unable to deliver a Re-engagement Appointment within the next two business days, this alternative option can be recorded and a PAR submitted.

This option **must** be used only in the limited circumstances where Providers cannot deliver a Re-engagement Appointment within two business days due to non-delivery of services at the job seeker's normal location but they still want to recommend a financial penalty. Providers **must** record this decision in the IT system, book a Re-engagement Appointment within the next 28 days and submit a PAR. The recording of this decision will lift the job seeker's Income Support Payment suspension; however, they are still required to attend the Re-engagement Appointment.

This option is expected to be used primarily in remote locations. |
| **Managing situations where compliance action is no longer appropriate** | There may be instances where a Re-engagement Appointment has been booked, but due to a change of job seeker circumstances, it is no longer appropriate to maintain Income Support Payment suspension or reschedule the Re-engagement Appointment. This may occur, for example, in circumstances where the job seeker has experienced a major personal crisis following the booked Appointment, or due to a local issue beyond the Provider's control, the Provider is no longer able to conduct or reschedule the Appointment. These circumstances **must** immediately be recorded in the IT system and will lift the Income Support Payment suspension for the job seeker. |
| **Regular Contacts** | The Provider must provide each job seeker with at least one Contact per month while they are undertaking Activities to ensure the job seeker can successfully complete the Activities and address any barriers outlined in their Job Plan.

The Provider can schedule additional appointments if they think the job seeker requires additional support. The number of Contacts should be decided in conjunction with the job seeker and be recorded in their Job Plan. |

Process	Details
	Regular Contact appointments with the job seeker should be face to face, except in exceptional circumstances, when the Contact appointment should be conducted to best meet the needs of the job seeker.
	While there is no requirement to record ongoing appointments with any RJCP Ineligible Participants, the Provider should actively engage with them and encourage their participation in community activities or voluntary work.
	Regular Contact appointments
	The discussion covered in regular Contact appointments must be appropriate to each job seeker's individual circumstances, and may cover:
	• Reviewing progress, discussion of ways to overcome barriers, and any changes to barriers
	• Discussion of job search activities and strategies for looking for work and other opportunities
	• Identification of and referral to appropriate activities or job vacancies
	• Reviewing and updating their Job Plan. Job Plans should also be reviewed when a job seeker completes an activity
	• An update to their JSCI. Significant change in circumstance or when the job seeker discloses information that relates to their skills or barriers to employment may require a JSCI update or referral to an Employment Services Assessor (ESA) for an Employment Services Assessment (ESAt).
	The Provider must identify and record any relevant changes in the system. The appointment result of a Contact must be recorded on the same day as the Contact (or, if this is not possible, as soon as possible thereafter) in the Department's IT system.

Attachment A—Workflow when contact is on the day of non-attendance at a Provider Appointment

Providers **must** attempt to contact the job seeker to discuss their non-attendance on the same business day as the missed Appointment. Where contact is made with the job seeker, the Provider **must**:

- Discuss the job seeker's reason for non-attendance at their Appointment and where the reason given is acceptable, discuss the reason why the job seeker did not make contact before the Appointment; and
- Consider the job seeker's personal circumstances and any impact these may have had specifically on the job seeker's ability to comply with their requirement.

Based on this discussion, the Provider needs to consider whether the job seeker had a Reasonable Excuse for not attending their Appointment.

Yes	*No*		
1. Providers **must** record this outcome within the IT system Electronic Diary— 'Did not attend *valid* (DNAV)'—on the same day.	Providers will need to determine the best strategy to re-engage the job seeker in their requirements and to influence a change in the job seeker's behaviour to ensure future attendance and understanding of their requirements. This may include using discretion and ensuring the job seeker complies with their requirements at the next available opportunity or reporting the non-attendance using the Job Seeker Compliance Framework.		
	Discretion	*Use of the Job Seeker Compliance Framework*	
2. Continue to engage and service the job seeker as normal.	1. Providers **must** record this outcome within the IT system Electronic Diary—'Did not attend *discretion* (DNAD)'—on the same day. 2. Continue to engage and service the job seeker as normal.	1. Providers **must** record this outcome within the IT system Electronic Diary—'Did not attend *invalid* (DNAI)'—on the same day. 2. Providers **must** then record whether they want suspension of payment until the job seeker attends another Appointment or want to also recommend to DHS that a financial penalty be applied.	
		NAR: Encourage engagement through suspension of Income Support Payment only until attendance at a Re-engagement Appointment through submission of a Non-Attendance Report	*PAR: In addition to suspension of Income Support Payment to encourage re-engagement— recommend to DHS that a financial penalty be applied for the missed Appointment through submission of a Provider Appointment Report*
		Providers **must** book a *Re-engagement Appointment* for the job seeker to attend within the next two business days and formally notify them of their requirement to attend. ** Re-engagement Appointments **must** be booked directly with the job seeker to ensure they are fully aware of and understand their requirement to attend. Providers **must** ensure they tell the job seeker that their payment will remain suspended until they actually attend their Re-engagement Appointment.*	

Attachment B—Workflow when contact is made after a NAR is submitted

Job seeker makes contact

When the job seeker makes contact after a NAR is submitted, the Provider will:

- advise the job seeker that following their non-attendance at their Appointment, their Income Support Payment has been suspended
- advise the job seeker of their requirement to attend an Appointment within the next two business days in order to have their payment suspension lifted
- (as appropriate) identify any personal circumstances that may reasonably prevent a job seeker from re-engaging within two business days
- where the Provider considers recommending a financial penalty to DHS, identify if a Reasonable Excuse existed for the non-attendance
- discuss the job seeker's reason for non-attendance at their Appointment and, where the reason given is acceptable, also discuss the reason why the job seeker did not make contact before the Appointment.

Based on this discussion, the Provider **must** confirm the appropriate next step. The Provider **must** record this decision in the Department's IT system on the same day as the contact occurs with the job seeker.

Continue only to use Income Support Payment suspension until job seeker attendance at a Re-engagement Appointment	*In addition to suspension of Income Support Payment, recommend to DHS that a financial penalty be applied for the missed Appointment*	*Job seeker has a Reasonable Excuse as well as circumstances impacting their ability to participate (Reasonable Excuse) - Unable to re-engage within two business days*
Providers **must** book a *Re-engagement Appointment* for the job seeker to attend within the next two business days of contact with the job seeker and issue formal notification. * Re-engagement Appointments **must** be booked directly with the job seeker to ensure they are fully aware and understand their requirement to attend. Providers **must** ensure they tell the job seeker that their payment will remain suspended until they actually attend their Re-engagement Appointment.	Providers **must** book a *Re-engagement Appointment* for the job seeker to attend within the next two business days of contact with the job seeker, formally notify them and submit a *Provider Appointment Report* to DHS. * Re-engagement Appointments **must** be booked directly with the job seeker to ensure they are fully aware and understand their requirement to attend. Providers **must** ensure they tell the job seeker that their payment will remain suspended until they actually attend their Re-engagement Appointment.	Providers **must** immediately record the reason why the job seeker is unable to re-engage within the next two business days. Providers need to then continue to engage and service the job seeker as normal. * Providers **must** ensure this decision is recorded immediately as the trigger to lift Income Support Payment suspension will be sent to DHS systems when this is recorded. Any Provider delays to recording the reason will affect the job seeker's ability to have their payment suspension lifted. Providers should tell the job seeker that it may take up to an hour for their Income Support Payment suspension to be lifted.

Job seeker does not make contact

As a result of the job seeker not making contact within 28 days, their Income Support Payment will be cancelled and they will need to reapply for payment with DHS.

* Following the submission of the Non-Attendance Report, Providers may make further attempts to reach the job seeker to assist them to re-engage sooner.

Please note: *Where the job seeker is being serviced in a part time or outreach location, Providers may recommend a financial penalty for investigation where they are also unable to book a Re-engagement Appointment within two business days.*

Australian Government

Mutual Obligation Requirements User Guide

Document change history

Version	Start date	Effective date	End date	Change and location
1.1	08 03 16	08 03 16		Addition of a new Attachment A, updates to Early School Leaver policy and minor clarifications throughout.
1.0	01 07 15	01 07 15	07 03 16	Original version of document

Explanatory Note
All capitalised terms have the same meaning as in the Community Development Programme (CDP) Funding Agreement 2013-2018 (CDP Funding Agreement). In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

The term 'job seeker' in this User Guide means an SS Activity Tested Eligible Job Seeker.

The term 'Mutual Obligation Requirement' in this User Guide means an SS Activity Test Requirement.

This User Guide is issued as a Guideline for the purposes of the CDP Funding Agreement.

Disclaimer
This User Guide is not a stand-alone document and does not contain the entirety of a providers' obligations.

It **must** be read in conjunction with the CDP Funding Agreement and any relevant Guidelines, including User Guides or reference material issued by the Department of the Prime Minister and Cabinet under or in connection with the CDP Funding Agreement and the Guide to Social Security Law.

Summary
This User Guide outlines the Mutual Obligation Requirements for SS Activity Tested Eligible Job Seekers**.** It includes the provider's responsibilities and required actions to enable SS Activity Tested Eligible Job Seekers with Mutual Obligation Requirements to meet their requirements.

Policy Intent
In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation requirements such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

Mutual Obligation Requirements

Process	Details
Defining Mutual Obligation Requirements	Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements **must** show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements. Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending provider appointments, undertaking Job Search and acting on referrals to jobs, participating in Work for the Dole and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects. Job seekers **must** meet their Mutual Obligation Requirements to continue to receive their income support payment. Job seekers on the following income support payments have Mutual Obligation Requirements: • Newstart Allowance • Youth Allowance (other) • Parenting Payment Single (when their youngest child turns six (6)) • Special Benefit (nominated visa holders). Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers must have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments. <u>Note</u>: Some Disability Support Pension recipients under 35 years of age and special benefit recipients (who are not nominated visa holders) have some compulsory requirements and may be referred to an employment provider. Providers will be able to view this in the IT System via the *Participation Profile* screen. For Disability Support Pension recipients with compulsory requirements see the *Disability Support Pension Recipients (Compulsory Requirements) User Guide*.
Role of Providers	The provider **must** consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes participation in Work for the Dole, where relevant. The Mutual Obligation Requirements **must** be included in the job seeker's Job Plan. The provider **must** set a job seeker's Mutual Obligation Requirements in accordance with the CDP Funding Agreement, this User Guide and other relevant Guidelines and the Social Security Law. The *CDP Mutual Obligation Requirements Tip Sheet* (at <u>Attachment A</u> of this User Guide) provides a handy one page diagram outlining how to determine a job seeker's Mutual Obligation requirements.

Mutual Obligation Requirements— general expectations	A job seeker's Mutual Obligation Requirements are generally determined by: • their age, • their assessed work capacity, and • whether they have the primary responsibility for the care of a child. Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements **should** be looking for work on a full-time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work. The following job seekers have part-time Mutual Obligation Requirements: • Principal Carer Parents (PCP) once the youngest child in their care turns six years of age, and • job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week. The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker's Job Plan **should** have a requirement to: • attend provider appointments • act on referrals to particular jobs from their provider and attend job interviews offered by employers • undertake Job Search. A job seeker's Job Search Requirement will be set by the provider taking into account the individual job seeker's circumstances and the state of the local labour market. • participate in Work for the Dole • undertake appropriate activities to increase their job competitiveness, address non-vocational issues, and increase their employability. <u>Attachment B</u> provides a table outlining job seeker Mutual Obligation Requirements.
Considering a job seeker's circumstances Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan	When outlining a job seeker's Mutual Obligation Requirements, the provider **must** take into account: • the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs • the person's education, experience, skills and age • whether the job seeker has part-time or casual work • the impact of any disability, illness, mental condition or physical condition on the person's ability to work, look for work or participate in activities • the state of the local labour market and the transport options available to the person in accessing that market • the participation opportunities available to the person • the family and caring responsibilities of the person (including availability of child care) • the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW) • the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the Guide to Social Security Law for further information • whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown

	• any history of the job seeker not complying with their Mutual Obligation Requirements • cultural factors • any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence). Providers **should** consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the provider **should** take this into account wherever possible, persons engaged by the provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker **must** satisfy to meet their Mutual Obligation Requirements under Social Security Law.
Considering a job seeker's capacity to undertake activities	**Capacity of a job seeker to undertake activities** Some job seekers may have vocational or non-vocational issues, an assessed Partial Capacity to Work (PCW) or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability. The provider **must** review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements. If a job seeker cannot reasonably undertake an activity (or a combination of activities) then providers **must** not include that activity (or combination of activities) in their Job Plan. *Tip*: *To see whether a job seeker has a PCW or TRWC go to the Participation Profile screen in the IT System.* **Partial Capacity to Work (PCW)** Job seekers have a PCW if both their baseline work capacity and work capacity within two years with intervention are less than 30 hours per week. (Refer to page 6 for more details about PCWs under the heading *Job seekers fully meeting their Mutual Obligation Requirements*) Mutual Obligation Requirements are based on a job seeker's work capacity within two years with intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate employment service. Note: When a job seeker's work capacity with intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity. **Temporary Reduced Work Capacity (TRWC)** A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, providers must ensure that activities and the level of participation take into account the job seeker's TRWC.

Principal Carer Parents (PCPs)	Providers **must** consider a PCP's family and caring responsibilities, including the availability of child care. Face-to-face provider appointments and participation in activities **should** typically be scheduled during school hours (that is, generally between 9am and 3pm during school terms) unless it is otherwise agreed by the PCP. PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls. PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, providers **must** consider whether the PCP can access appropriate care and supervision for their children during this time. If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the *Job Seeker Compliance Framework User Guide* for further information. If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For example, while PCPs are not required to attend face-to-face provider appointments during school holidays, they are required to engage with providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their homes while they are caring for children on school holidays. ***Tip***: *To see whether a job seeker is a PCP go to the Participation Profile screen in the IT System.*
Approved programs of work for income support payments	The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole and the Green Army Programme. In a Job Plan, providers **must** not include participation in Work for the Dole (or other approved programs of work) as a compulsory item: • for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (Note: A reduced rate can result from the job seeker's own income and/or their partner's income.) • for Special Benefit—Nominated Visa Holders if the person or the person's partner has income • where the Activity is more than 50 hours per fortnight • where the job seeker is aged under 18 or is 60 and over*. *In CDP, job seekers cannot be required to undertake Work for the Dole if they are aged under 18 or over 49. As specified in the final dot point above, Job Plans **should not** include Work for the Dole as a compulsory item for job seekers who are under 18 or over 60 years of age. Even though a job seeker who is aged between 50 and 59 is not required to undertake Work for the Dole under CDP, if they volunteer to do Work for the Dole it must be included as a compulsory item.* Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.

	Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved activities to meet their Mutual Obligation Requirement. If they elect to do this, Work for the Dole **must** only be included as a voluntary item in their Job Plan. See 'Suitable Activities-Work for the Dole', http://guides.dss.gov.au/guide-social-security-law/3/2/9/60 Providers should regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support and meets all other criteria for Work for the Dole eligibility then the provider **should** update the job seeker's Job Plan to include Work for the Dole as a compulsory activity. If the job seeker subsequently fails to actively participate in Work for the Dole, the provider **should** consider replacing the voluntary Work for the Dole activity with an alternative compulsory approved activity so that the job seeker can meet their Mutual Obligation Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement. Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.
Job seekers fully meeting their Mutual Obligation Requirements	Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved activities for at least 30 hours per fortnight. PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a provider and can be Suspended or Exited from the provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See approved short courses under Additional information below. PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of voluntary work alone, or in combination with paid work or study, for 30 hours per fortnight. However the following criteria must be met for Voluntary Work to fully meet a PCP's requirements: • the PCP lives in a poor labour market • there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer) • there is a significant vocational aspect to the voluntary work. PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, providers **must** not require the PCP to undertake other additional

activities. Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:

- simultaneously look for additional work
- undertake other activities.

However, they **must** remain connected with a provider (although they are Suspended on a provider's caseload). They **must** attend any notified appointments with their provider; however, these appointments **should** only be related to employment opportunities or job referrals. These appointments must be made around the times of their paid and/or Voluntary Work hours.

These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a Full-Time job or no longer receive income support.

DHS will make an initial appointment with the provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this appointment or any other notified provider appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the *Job Seeker Compliance Framework User Guide* for additional information.

PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a provider and can be Suspended or Exited from the provider's caseload.

Role of DHS

For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in CDP.

The following are two exceptions to this:

- For PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, providers are responsible for approving this activity and updating the Job Plan accordingly. See Additional information below, for more details on approved short courses.
- Where providers give approval for PCPs to undertake 30 hours per fortnight of voluntary work where they live in a poor labour market. Providers are responsible for approving this activity and updating the Job Plan accordingly.

Continuing voluntarily in CDP

Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue receiving CDP services. If a job seeker continues receiving CDP services, providers must not remove the relevant compulsory activities that DHS has included in the job seeker's Job Plan. Any additional activities included in the Job Plan must only be added as voluntary items.

Job Searches

Process	Details
Job Search requirements	Job seekers generally have a Job Search requirement as part of their mutual obligation requirements; this includes both job seekers that are required to do Work for the Dole and those receiving Basic Services only. The provider must ensure that the Delegate determines the Job Search requirement for each job seeker in a Job Search Period, taking into account local labour market conditions and the individual job seeker's circumstances. Job Search does not count towards the job seeker's required Work for the Dole hours. Any Job Searches should be additional to the Work for the Dole hours the job seeker is required to complete. When setting a Job Search requirement, providers **must** use the JS09 code. Providers **must** ensure that the Delegate specifies the Job Search requirement for a job seeker in their Job Plan. Note: Job seekers cannot be required to undertake more than 20 Job Searches per Job Search Period.
Defining 'Suitable work' Guide to Social Security Law—3.2.8.60—Unsuitable work	Job seekers **must** actively look for work and be prepared to accept any offer of suitable work in a variety of fields. 'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and part-time or full-time work (depending on the job seeker's assessed capacity). Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest. Work will be Unsuitable if it: • aggravates a job seeker's medical illness, disability or injury • is above the job seeker's assessed work capacity within the next two years with intervention • does not meet the applicable statutory conditions of work • requires the person to change their place of residence where they are unwilling to move • involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers) • involves skills the job seeker does not possess and appropriate training will not be provided by the employer. Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training. **Unsuitable work for Principal Carer Parents** PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, providers **should** consider whether: • the PCP has access to appropriate care and supervision for their child/children during the times when the PCP would be required to work

	- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable - the PCP will be financially better off as a result of undertaking the work (refer to the Financial Suitability Test). Work will be unsuitable for PCPs if they do not have access to appropriate care and supervision for their children at the times when they would be required to work. See the [Guide to Social Security Law](#) for further information. Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means: - child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999) - any other care or supervision arrangements that the parent deems suitable where the child is attending school. **Unsuitable work for job seekers with a Partial Capacity to Work** Additionally, work will be unsuitable for job seekers with an assessed PCW if: - it does not provide appropriate support or facilities to take account of the illness, disability or injury - the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the employer; and the cost of travel to and from the job by the job seeker's normal means of transport. <u>Note</u>: Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the national minimum wage.

Mutual Obligation Requirements

Process	Details
'Annual Activity Requirement'	CDP participants do <u>not</u> have an Annual Activity Requirement. The Annual Activity Requirement applies to jobactive job seekers only.
Suitable Activities	For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal activity to meet their Mutual Obligation Requirement. Job seekers aged under 18 and over 49 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved activities to meet their Mutual Obligation Requirement. PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved activities to meet their Mutual Obligation Requirement.

	Approved activities that will enable a job seeker to meet their Mutual Obligation Requirement are: • Work for the Dole • part-time employment • unpaid work experience placement activities • voluntary work activities • part-time study/training (in a Certificate III or higher) • accredited language, literacy and numeracy courses, which can include • Skills for Education and Employment • Adult Migrant English Programme • Defence Force Reserves • Other government programmes, including state government programmes and the Green Army Programme. Job seekers may also undertake a combination of the activities listed above where it is deemed suitable or necessary by the provider.
Setting Mutual Obligation Requirements in the Job Plan	When setting approved activities to enable a job seeker to meet their Mutual Obligation Requirement, the relevant approved activities **must** be included in each job seeker's Job Plan. Each job seeker will have a Job Plan developed with their provider. It will set out the activities that they must do to meet their Mutual Obligation Requirements and receive income support. This will be based on their assessed capacity to work, which will take into account circumstances such as health issues and caring responsibilities. Providers **must** use the relevant Job Plan activity codes in the IT System. The Department will actively monitor this. Please refer to the *Job Plan User Guide* for further information.
Setting required hours in the Activity Diary	**Work for the Dole** Providers **must** use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker for all job seekers undertaking Work for the Dole. **Other Approved Activities** Providers are encouraged to use the Activity Diary to set required hours for all Activities. For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Learning Centre Website.
Participation in the Green Army Programme	Participation in the Green Army Programme will meet the job seeker's Mutual Obligation Requirement as long as the job seeker completes the relevant Green Army Programme or project.

Early School Leavers

Process	Details
Defining who is an 'Early School Leaver' (ESL)	An Early School Leaver (ESL) is a person who: • is in receipt of Youth Allowance (Other); • is under 22 years of age; and • has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework). Providers **must** ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, providers **must** take into account the CDP Funding Agreement, this User Guide and the Social Security Law. ***Tip***: *To see whether a job seeker is an ESL go to the Participation Profile screen in the IT System.*
Suitable activities for an ESL	ESLs are generally required to participate for at least 25 hours per week (15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week) in: • full-time education or training; or • a combination of part-time education or training and part-time work; or • other approved activities in addition to compulsory Job Search (number determined by the provider); until they turn 22 years of age or attain Year 12 or an equivalent qualification. Providers **must not** include Job Search requirements in the Job Plan of ESLs who are in full-time education or training, or who are undertaking a combination of part-time education or training and part-time work for 25 hours per week (15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week). However, Job Search **can and should** be included as a compulsory term in the Job Plan of all Early School Leavers who are <u>not</u> in the above outlined circumstances. Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), or turns 22 years of age, the young person will no longer be an ESL and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers. Providers should encourage ESLs to re-engage in education and/or training to complete their Year 12 or equivalent wherever possible. ESLs who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities (if any). Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities. **Education or training activities** Participation in a full-time approved education or training course will meet ESL requirements even if the full-time course is less than 25 hours per week. Full-time is at least 75 per cent of the full-time course-load of an approved full-time educational course. The Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2) sets out approved courses.

	If a Certificate III course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I or Certificate II course if participation in the lower level course will help them to go on to complete their Year 12 or a Certificate III (or above) qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate III level of education is attained, or they turn 22 years of age. ESLs can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.
	Skills for Education and Employment, Adult Migrant English Programme or other accredited language, literacy and numeracy training Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an ESL's requirements. Part-time participation will count towards a full-time ESL's requirements if undertaken with additional activities totaling 25 hours per week (or 15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week). Providers may consider state-based programmes such as the NSW Government's Links to Learning, and other accredited or non-accredited courses to be suitable for an ESL. These activities will satisfy ESL mutual obligation requirements if they are 25 hours a week or if they are undertaken with part-time work to total 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW {15 to 29 hours per week}). In all other circumstances, participation in these programmes should be accompanied by participation in other approved activities together with Job Search to achieve a total participation of 25 hours a week. **Paid Employment (including self-employment), Work for the Dole, Voluntary Work, non-vocational activities** Paid employment, Work for the Dole, voluntary work and non-vocational activities may count towards meeting an ESL's Mutual Obligation Requirements **if they are undertaken in combination with education and training**. If they are undertaken alone, they <u>cannot</u> satisfy the ESL's requirements, regardless of the number of hours of participation, unless the ESL is in a break period from their education or training. These activities can be undertaken during breaks in education and training, such as between semesters or courses or while waiting for a course to begin. **ESLs and Work for the Dole in CDP** ESLs in CDP aged 18 years and over <u>can</u> be compelled to participate in Work for the Dole if they are receiving the full rate of income support and are not meeting their Mutual Obligation Requirements with full-time education/training, or a combination of education/training and employment. However, Work for the Dole cannot be the only activity in the ESL's Job Plan, there must be an element of education and/or training included. ESLs under the age of 18 cannot be compelled to undertake Work for the Dole but may volunteer to participate as a way to meet their Mutual Obligation Requirements. Again, if they do choose to participate in Work for the Dole, this must be undertaken in conjunction with education and/or training. Work for the Dole cannot be the only activity in their Job Plan.

Verifying educational qualifications	Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:
	• a Year 12 Certificate issued by a Senior Secondary Board of Studies
	• an 'equivalent qualification', being:
	    o an Australian Qualification Framework Certificate III
	    o a higher qualification issued by a Registered Training Organisation or higher educational institution
	    o a Certificate III or IV of General Education for Adults
	    o the International Baccalaureate
	    o other higher education pre-entry course.
	
	Providers **must** fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified, using the cover sheet at <u>Attachment C</u> together with:
	• a copy of the original relevant qualification (having sighted the original)
	• if the original qualification has been lost or destroyed
	    o a certified true copy of the qualification
	    o a letter from the relevant education institution formally verifying attainment of the qualification
	    o if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and institution contact details.
	
	Providers **should** not send verification to DHS where the education level is below Year 12.
	
	The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers **must** update the Job Plan to reflect the new Mutual Obligation Requirements as a usual job seeker.
	
	The provider **should** also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.
	
	If DHS does not verify the qualification, they will contact the provider. Providers must then contact the ESL to advise them of the reason why the qualification was not verified by DHS.

ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme	As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, providers **should** encourage (but cannot require) the ESL to undertake additional education and training.

Additional information

Process	Details
Financial suitability test for PCPs	PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least $50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at http://www.humanservices.gov.au/customer/enablers/online-estimators.

Breaks in activities	**'Time off' or breaks in Work for the Dole activities** There will be times when a job seeker will be permitted to have a break (or 'time off') from participating in a Work for the Dole activity. 'Time off' only applies to job seekers required to participate in Work for the Dole, not those job seekers who are participating in Work for the Dole voluntarily or who are only receiving Basic Services. 'Time off' does not give the job seeker an exemption from meeting their Mutual Obligation Requirements - it only gives them a break from participating in Work for the Dole. The job seeker will still be required to meet their Mutual Obligation Requirements and the provider will be providing Basic Services during their 'time off' from Work for the Dole. This means that the job seeker will still be required to attend appointments with their provider, complete Job Search requirements if applicable, and other activities as required. 'Time off' from Work for the Dole activities should not exceed six weeks over a 12 month period (including any period for which the provider has a Christmas shutdown) without approval from PM&C. For further information on 'time off' from Work for the Dole activities please refer to the *CDP Guidelines Handbook*. **Christmas Shutdown** Where a CDP provider shuts down for the Christmas period, the provider will record that the job seeker did not attend Work for the Dole activities with a Valid Reason and therefore, the job seeker will be considered to be meeting their Mutual Obligation Requirements for that period. It should be noted that recording of attendance in this way only applies to the Christmas shutdown period, not periods of 'time-off'.
Sufficient Work Test **Guide to Social Security Law—3.2.2.10—Sufficient work**	In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight. If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If: • the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement, or • the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test. *Example* *Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns $26 an hour, or $260 a week. The applicable hourly rate for Ralph is the National Minimum Wage of $17.29 an hour. This means he*

	will satisfy the remuneration test if he earns at least $253.05 a week (that is, 15 hours at $16.87). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work. The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work. If their commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.

Approved short courses	Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (Student). Job seekers undertaking Full-Time Study **should** be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart Allowance, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.
	
	Providers can approve short courses for a job seeker on the condition that the course is:
	  • vocationally orientated
	  • less than 12 months in duration
	  • highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.
	
	Note: Providers are responsible for identifying what training relates to skills in demand in each particular employment region, as there is no defined list.
	
	Full-time courses of more than 12 months duration, Masters courses and Doctorate courses cannot be approved under short course conditions.
	
	Tertiary study can be an approved short course if:
	
	  • the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects;
	  • the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for an academic course (or a longer course—that is, more than 12 months). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course);
	  • the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS);

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- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).

Where a provider approves the activity as an approved short course and includes it on a compulsory basis in the job seeker's Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course.

<u>Note</u>: Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, providers must complete the relevant details in Activity Management and tick the 'Meets full-time approved short course criteria' box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from CDP Provider Services.

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Exemptions

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There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other activities. In the first instance, DHS will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.

If a provider believes that the job seeker **should** be exempt from Mutual Obligation Requirements, the job seeker **should** be advised to contact DHS to test their eligibility for an Exemption. Job seekers would need to take any evidence to DHS to support their claim. For example, a medical certificate from their doctor, if they are applying for a medical Exemption.

When a job seeker is granted an Exemption, they will be Suspended from a provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a provider's caseload). However, job seekers may voluntarily choose to continue in CDP for the period of their Exemption.

Domestic violence
Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption **must** be granted by DHS.

In situations where there is any suspicion of domestic violence, providers **must** refer the job seeker to a DHS social worker. Providers **should** also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.

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Process	Details
	Pregnant job seekers During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the provider **must** take into account the job seeker's personal circumstances when setting activities in their Job Plan. Pregnant job seekers who are three months from their expected due date **must** not be required to look for work. During this time, providers cannot compel these job seekers to accept job offers or referrals to job interviews, but the job seekers will be required to continue in some activities subject to their capacity. Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.
Parenting Payment Single recipients over Age Pension age	Job seekers who are over Age Pension age and are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.

Community Development Programme
CDP Mutual Obligation Requirements Tip Sheet

Mutual obligation requirements are designed to ensure that unemployed people receiving activity-tested income support payments are actively looking for work and are participating in activities that will help them into employment, unless DHS has granted the job seeker an exemption from these requirements.

DOES THE JOB SEEKER HAVE MUTUAL OBLIGATION REQUIREMENTS?

Go to the **Participation Profile** screen in the IT System and check under the **Mutual Obligation Requirement** heading.

Voluntary Job seeker does not have Mutual Obligations

Full Time or Part Time Activity Test Job seeker has Mutual Obligations

<u>Note</u>: The Participation Profile screen also shows the job seeker's status in relation to being:
- an Early School Leaver,
- a Principal Carer Parent,
- on exemption from meeting mutual obligations,
- a Disability Support Pension recipient (compulsory),
- assessed as having Partial Capacity to Work or Temporary Reduced Work Capacity, and
- on nil rate of income support allowance.

HOW MANY HOURS OF MUTUAL OBLIGATION REQUIREMENTS?

The job seeker's Mutual Obligations will generally be 50 hours per fortnight, <u>unless</u> they are:
- a Principal Carer Parent
  - ➢ 30 hours per fortnight
- a Disability Support Pension recipient (with compulsory requirements)
  - ➢ minimum hours of assessed capacity in their Employment Services Assessment (ESAt), e.g. if 15-22 hours per week is the minimum required hours would be 15 per week.
- assessed as having Partial Capacity to Work or a Temporary Reduced Capacity to Work
  - ➢ at least the minimum hours of assessed capacity in their ESAt and up the maximum hours (see above example)
- aged 55 years and over
  - ➢ 30 hours per fortnight.

HOW DO JOB SEEKERS MEET THEIR MUTUAL OBLIGATION REQUIREMENTS?

Mutual obligation activities may include a combination of:
- Work for the Dole*
- Employment
- Education/training
- Non-vocational support
- Voluntary work
- Job Search
- Provider appointments
- Attending all job interviews
* *Approved Program of Work*

Note: Check whether the job seeker has any special conditions related to their Mutual Obligations. Refer to the *Mutual Obligation Requirements User Guide* for more details. Some examples are:
- <u>Early School Leavers</u> - focus on education/training and completing Year 12 or equivalent. WFD can only be undertaken in combination with education and training.
- <u>Principal Carer Parents</u> - appointments and activities should be scheduled during school hours unless job seeker agrees otherwise; job seeker does not have Mutual Obligations during the fortnight of Christmas public holidays.

IS THE JOB SEEKER REQUIRED TO DO WORK FOR THE DOLE (WFD)?

Job Plan Screen
Go to the Job Plan screen in the IT System and check under the <u>WFD Required</u>* heading for a Yes or No

If the job seeker does not have an existing Job Plan in the IT System the provider will need to create one – the <u>WFD Required</u> field will then populate either a Yes or **No**

No

Yes

<u>Not required</u> to do WFD but may choose to do WFD on a voluntary basis, or participate in other suitable activities, to meet their Mutual Obligations
- ➢ WFD is a *voluntary* activity in the Job Plan

<u>Required</u> to do WFD as part of meeting their mutual obligation
- ➢ WFD is a *compulsory* activity in the Job Plan

*WFD required job seekers are:
- 18-49 years of age;
- receiving the full rate of income support (visible on the Job Seeker Details screen in the IT System); and
- not exempt from Mutual Obligation requirements.

Please note: This diagram does not provide comprehensive details about Mutual Obligation Requirements and should be read in conjunction with the Mutual Obligation Requirements User Guide and any other relevant User Guides or reference materials issued by PM&C and the DSS Guide to Social Security Law.

Attachment B

Summary of Mutual Obligation Requirements for CDP Job Seeker Cohorts				
All Eligible Job Seekers must be provided Basic Services as a minimum level of service				
Under 18 years old	**18 -49 years old eligible for Work for the Dole**	**18 -49 years old ineligible for Work for the Dole**	**50 -59 years old**	**60 years and over**
- Monthly Appointments. - Looking for a job as agreed with the provider – Job Search. - May choose to participate in Work for the Dole activities on a voluntary basis. - They may undertake other suitable activities, as appropriate. - They are generally required to participate in Full-Time Study, Training or an Education Programme or part-time education or training in combination with other suitable activities for at least 25 hours per week until they attain Year 12 or an equivalent qualification.	- Monthly Appointments. - Looking for a job as agreed with the provider – Job Search. 25 hours per week in Work for the Dole activities, or up to their assessed capacity.	- Monthly Appointments. - Looking for a job as agreed with the provider – Job Search. - May choose to participate in Work for the Dole activities on a voluntary basis, up to their assessed capacity. - May undertake other suitable activities, as appropriate.	- Monthly Appointments. - Looking for a job as agreed with the provider – Job Search. - May choose to participate in Work for the Dole activities on a voluntary basis, up to their assessed capacity. - They must participate in other suitable activities, as appropriate.	- Monthly Appointments. - Job seekers aged 60 years and over may choose to participate in Work for the Dole activities or other suitable activities on a voluntary basis as appropriate.
- Principal Carer Parents (PCPs) should participate in activities of at least 30 hours per fortnight (and as appropriate, Job Search). There may only be one PCP per family. - Job Seekers with a Partial Capacity to Work (PCW) or a Temporary Reduced Work Capacity should participate in activities of at least the minimum hours of their assessed capacity (and as appropriate, Job Search). - Attending provider appointments and completing Job Search requirements <u>does not</u> count towards the job seeker's required Work for the Dole hours. - Job seekers aged 55 years and over have Mutual Obligations of 30 hours per fortnight.				

Attachment C

Early School Leaver - Facsimile Cover Sheet

<u>Fax to:</u>   DHS Business Hotline   **1300 786 102**

Verification of Year 12 or equivalent qualification

(Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's

name CRN

<u>Declaration by Provider</u>

I have sighted:

(**tick** *as to which applies*) the

original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:_____

Name (Please print)_____

Organisation:_____

Office telephone & fax numbers:_____

Number of pages (including cover sheet):_____

![Australian Government logo with coat of arms]

Job Seeker Classification Instrument User Guide

Document change history

Version	Start Date	Effective Date	End Date	Change & Location
1.0	01 07 15	01 07 15	30 06 18	Original version of document

Job Seeker Classification Instrument (JSCI)

The Job Seeker Classification Instrument (JSCI) is a tool to assist providers to assess a job seeker's individual circumstances and potential barriers to employment. Information from the JSCI will support providers in developing activities and assistance that can address job seeker's barriers and increase their employability.

The JSCI is based on a statistical model that determines a job seeker's relative level of disadvantage in the labour market and it is fundamental to the operation of Australian Government employment services nationally. [1] The JSCI relies on job seeker's answers to JSCI questions, supplemented by other information related to their employment prospects.

The JSCI questionnaire comprises of a maximum of 49 questions that collect information about 18 factors that have been found to have a significant impact on a job seeker's likelihood to remain unemployed for another year. The number of questions a job seeker needs to answer depends on their individual circumstances. Some job seekers will only need to answer a minimum of 18 questions. A job seeker who has a higher level of disadvantage will generally have to answer more questions.

The JSCI indicates whether a job seeker has identified multiple or complex barriers to employment that may require further assessment. Job seekers who require further assessment are referred to the Department of Human Services (Human Services) for an Employment Services Assessment (ESAt). In addition, the JSCI identifies job seekers who have:

- disclosed domestic violence, family grief or trauma and may need to be referred to Human Services[2].
- poor language, literacy and numeracy skills and may benefit from referral to the Skills for Education and Employment (SEE) programme [3].

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[1] More details about the JSCI are provided on the JSCI page on the departmental website

[2] Human Services (Centrelink) Social Work Services (Social Workers) can provide counselling and support services, as well as information and referral to other services to appropriately assist job seekers

- poor English language skills and may benefit from referral to the Adult Migrant English Program (AMEP)[4]

When to conduct the JSCI

There are two types of JSCIs:
- Initial (or New) JSCI, and
- Change of Circumstances Reassessment (CoCR) JSCI

The IT System selects the type of JSCI for the job seeker. The provider must ensure all Job Seekers have an active JSCI that reflects their current circumstances. An Initial JSCI:
- Is conducted by the provider when an Eligible Job Seeker registers directly with them. The provider must conduct a JSCI at the Initial Interview for all Job Seekers who do not have an active JSCI and require Commencement. For an Initial JSCI all JSCI questions must be asked in full.

A Change of Circumstances Reassessment (CoCR) JSCI:
- Is conducted at any time during a job seeker's period of service when a job seeker discloses new or additional information such that their most recent JSCI is affected.
- It is important that the provider establishes that a CoCR is required before actioning anything on the RJCP IT System.
- For a CoCR JSCI the provider has the option of asking the job seeker all the JSCI questions or only those JSCI questions that relate to the change in circumstances or disclosed information.
- The provider must give the job seeker the opportunity to answer all relevant questions. Before undertaking a CoCR, the provider should review the job seeker's current JSCI with the job seeker to identify those questions and responses that relate to the changed circumstances or disclosed information.

How to conduct the JSCI

Providers are expected to conduct the JSCI process in a professional, sensitive and culturally appropriate manner.

If job seekers require crisis assistance or disclose diagnosed or undiagnosed mental health issues providers must act in accordance to the *'Assisting job seekers/Participants in Crisis' Fact Sheet.*

The JSCI must be conducted with the job seeker in a private setting, unless there are Exceptional Circumstances[5]. If there are Exceptional Circumstances and the provider does not conduct the JSCI with the job seeker, the provider must keep a file note that details the reason for using the Exceptional Circumstances provision.

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[3] Formerly known as the Language, Literacy and Numeracy Program (LLNP); administered by the former Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education now administered by Department of Education.

[4] Administered by the Department of Immigration and Border Protection

[5] *'Exceptional Circumstances' means circumstances beyond the control of the Provider and/or the Job Seeker and includes: (a) where the Job Seeker resides in 1. a Remote Region where there is no Outreach service (agreed to by the department); 2. an area which is affected by extreme weather conditions (agreed to by the department); 3. an area affected by a natural disaster; or 4. an area affected by public transport strikes; (b) when a Job Seeker is participating in full-time Training or Education and their participation in those activities restricts their availability to participate in Contacts; or (c) other circumstances advised by the department from time to time*

Providers must explain to job seekers what is being asked of them and why it is required. Interpreter services should be used where appropriate.

A job seeker can be accompanied by a nominee, including a family member, advocate, social worker or counsellor for support when the JSCI is conducted.

The provider must inform the job seeker that the information provided is protected by the Privacy Act 1988.

There are voluntary disclosure questions in the JSCI that the job seeker may choose not to answer. For these questions, the job seeker is offered the response option of 'Do not wish to answer'.

The provider should encourage the job seeker to provide open and honest responses to all the questions to ensure that: the JSCI accurately reflects their circumstances, activities and assistance are tailored accordingly and the job seeker receives the most appropriate services and support. As part of this, the provider should explain the benefits of disclosure to the job seeker and inform them that there are different services available and that assistance can be tailored to their needs.

Process steps

The JSCI is completed on the RJCP IT system. Where the RJCP IT system is not available, for example in remote locations, there is a paper based JSCI form that can be used as an interim measure to record the job seeker's responses. The provider must record all the information from the paper based JSCI form in the RJCP IT system as soon as possible and retain the completed paper based JSCI signed by the job seeker on file.

The following paragraphs describe the IT processes and steps. Providers must check the RJCP IT system for any updates and ensure they use the latest IT advice available.

Start a JSCI and specify a reason for conducting it

a) From the RJCP IT system/Job Seeker record select **Job Seeker Classification Instrument/JSCI Details/ *Add*** JSCI[6] . This will bring up the ***Conducting Site*** screen.
b) The provider must:
    i) Select the site at which the JSCI is being conducted from the ***Conducting Site*** drop down list.
    ii) Keep a record that details the reason for conducting the JSCI on the job seeker's file.
c) Click ***Add***. The JSCI **Questions** steps are now available.

Record job seeker's answers to JSCI questions and review the answers

d) For an Initial JSCI, the provider must ask and record job seeker's answers to all JSCI questions in sequence.
e) For a CoCR JSCI the provider:
    i) may either ask all JSCI questions in sequence and update the job seeker's answers where relevant, or
    ii) ask only those questions and record responses that relate to the job seeker's changed circumstances or disclosed information.
f) Use the ***Next*/ *Previous*** button to move between **Question steps;** use the ***Review*** button to go to the **Review** step. This will ensure all information is saved.

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[6] Note that the ***Add*** JSCI button is also available from the **JSCI Questions** and **JSCI History** tabs.

RJCP Job Seeker Classification Instrument User Guide   Effective Date 1 July 2015
TRIM ID: D15/368908   3
FOI/2425/008   OFFICIAL

g) Once all the job seeker's answers have been recorded, the provider should review them in the **Review** screen to ensure they are correct prior to submitting the JSCI[7]. If corrections are required, use the *Previous* button in the **Review** screen to navigate back to the **Questions** steps.

h) Make corrections where required.

Submit the JSCI

i) When all answers have been reviewed, select *Submit* JSCI. This will display the **ESAt Confirmation** screen.

Print the JSCI Report and obtain job seeker confirmation

j) From the ESAt Confirmation screen, select Print JSCI. Providers must give the printed JSCI Report to the job seeker to check that the recorded responses are correct.

k) If the job seeker has difficulty reading the printed JSCI report, the questions and responses should be read out loud. This should be done in private and interpreter services should be used as appropriate to the job seeker's needs.

l) If the job seeker indicates that any responses are incorrect, the responses must be corrected in the RJCP IT system and the JSCI report reprinted for the job seeker to re-check. Select Return to review step to go back to step h) above.

m) Once the responses are agreed, the job seeker must initial each page of the finalised JSCI report and sign and date the last page, to verify they have read the information or have had the information read to them and agree that the information is correct. Once the JSCI is signed the provider must:
   i) provide a copy of the signed JSCI report to the job seeker
   ii) keep a signed copy of the JSCI report on file,
   iii) retain copies or originals of any documents provided by the job seeker that support responses recorded in the JSCI, and
   iv) tick the *Job seeker has signed a printout (retain on file*) check box on the ESAt confirmation screen. If the job seeker cannot or refuses to sign the printed JSCI report the provider must retain a file note recording the reason and circumstances (as appropriate) and tick the *Job seeker has signed a printout (retain on file*) check box so that the JSCI can be finalised.

Decide if further assessment is required

n) The JSCI **ESAt Confirmation** screen will assist the provider decide if an ESAt is required, by:
   i) indicating in the *ESAt may be required* section if any factors that may require further assessment have been identified,
   ii) displaying in the *Current ESAt/ Assessment Outcomes* section information from a current and valid ESAt[8], and
   iii) recommending a series of *ESAt requested actions*:

a. Factors were identified	Yes	Yes	No	No
b. Current and valid ESAt already exists	Yes	No	Yes	No
c. **ESAt requested action**	↓	↓	↓	↓
Apply / Reapply	Yes [D]		Yes	
Request New / Request ESAt	Yes	Yes [D]		
Do not assess		Yes [R]		Yes

[D] = Default option; [R] = Provide a reason

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[7] A limit of two JSCIs per job seeker per day is applied by the Department's IT System.

[8] 'Current and valid ESAts' are defined in the *Referral for an Employment Services Assessment User Guide*.

o) **Apply/Reapply** – if a current and valid ESAt already exists for the job seeker the provider should apply/reapply[9] it to the JSCI.

p) **Request New/Request ESAt** – if the JSCI has identified any factors that may require further assessment the provider can select this option to indicate that a referral for an ESAt will be made. Please refer to the *Employment Services Assessment User Guide* to determine if a referral for an ESAt is required.

    i) If the job seeker already has an ESAt the provider must first consider using the option of **Apply/Reapply**;

    ii) If the provider has determined that a new ESAt is required, **Request New/Request ESAt** can be selected; a **Reason for requesting/overriding request for ESAt** must be provided.

    iii) The JSCI status will become 'Pending' and will change to 'Active' after the new ESAt is submitted.

q) **Do not assess** – indicates that a referral for an ESAt is not required. If the JSCI has identified any factors that may require further assessment but the provider has determined that a referral for a new ESAt is NOT required, the provider should select this option and provide a **Reason for requesting/ overriding request for ESAt**.

Finalise the JSCI

r) After selecting the appropriate **ESAt Requested Action**, select **OK.** This completes the JSCI process.

Verify if the job seeker may require referral to other programmes

s) The JSCI indicates in the **JSCI Details** tab if the job seeker may benefit from a referral to SEE or AMEP.

Make a Referral for an ESAt, where applicable

t) If the **Request New/ Request ESAt** option has been selected, the provider must make the referral for an ESAt in the RJCP IT system and continue assisting the job seeker while awaiting the outcome of the assessment. Please refer to the *Employment Services Assessment User Guide* for details.

Withdraw the need for an ESAt, where applicable

u) If it eventuates that the job seeker does not require a new ESAt anymore and their JSCI has a status of *Pending*, the provider should withdraw the need for an ESAt:

    i) by selecting the **Withdraw need for ESAt** option in the **JSCI Details** screen if the referral for an ESAt has NOT been made in the RJCP IT system, or

    ii) by submitting a request to the Employment Services System Help Desk if the referral for an ESAt has already been made in the RJCP IT system

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[9] In this context, 'apply/re-apply' means that information from an existing ESAt will be integrated into the new JSCI. This information includes the job seeker's work capacity in hours per week bandwidths, any permanent or temporary disabilities and medical conditions, the impact of any personal factors and any workplace support.

Australian Government

Remote Jobs and Communities Program

Operational Guidelines

Job Seeker Compliance Monitoring and Managing for Income Support Recipients
V1.4

Version	Start Date	Effective Date	End Date	Change & Location
1.4	5 Feb 15	5 Feb 15		**Category**: Updates in line with 1 January Strengthening the Job Seeker Compliance Framework changes
1.3	15 Sept 14	15 Sept 14	4 Feb 15	**Category**: Changes as per 15 September 2014 changes to the Compliance Framework
1.2	1 July 14	1 July 14	14 Sept 14	New Guidelines on Comprehensive Compliance Assessments and Compliance Activity
1.1	1 April 14	1 April 14	1 July 14	Addition of Australian Government logo to reflect Machinery of Government changes. Change to reference for further information about Compliance Requirements for CDEP Scheme Participants on page 3
1.0	1 July 13	1 Jul 13	1 April 14	Original version of document

Compliance	It is important that a job seeker actively looks for work and participates in activities to become job ready and ultimately achieve employment. To fully participate, appropriate activities need to be identified for each individual and a provider must manage and monitor a job seeker's attendance. The compliance system is intended to encourage job seeker participation and engagement; for a job seeker in receipt of income support, action may be taken for non-attendance or any other form of non-compliance.
	Compliance requirements for CDEP Scheme Participants are covered in the "RJCP CDEP Scheme Operational Guidelines 2013-17 on the DSS website".
Mutual Obligation Requirements	Job seekers have mutual obligation requirements, in return for receiving income support. A job seeker's mutual obligation includes actively looking for work, participating in activities to become job ready and attending appointments with their RJCP providers.
	A provider should ensure that a job seeker understands their fortnightly mutual obligation requirements, encourage and monitor participation, and determine the most appropriate method of securing the job seeker's ongoing participation.
	Where a job seeker is not attending appointments or participating in activities (as set out in their Individual Participation Plan), a provider should take appropriate action to assist the job seeker to resume participation in their appointments or activities as soon as possible.
Notification of Requirements	Under the *Social Security (Administration) Act 1999*, provider has the authority to notify a job seeker of their requirement to:

- attend an appointment with their provider or a third party
- attend a job interview
- attend a location to participate in an activity, or
- enter into and actively participate in the activities included in the Individual Participation Plan.

A provider will generally need to use **formal notification** to notify a job seeker of their requirements. Formal notification must include:

- the time and date of the requirement
- the place of the requirement
- the consequences of failing to meet the requirement, and
- a statement that is a notice under the Social Security Law.

Methods of formal notification include telephone, face-to-face, appointment slip, letter or email. A job seeker's Individual Participation Plan is also a formal method of notifying a job seeker of their requirement if it includes time(s), date(s) and location (this is usually in the case of activities). It is not compulsory for the Individual Participation Plan to contain all of these details, and in cases

where it does not, another form of formal notification is required.

It is important that a job seeker is provided with formal notification and that the provider accurately records the notification in the RJCP IT system. Without formal notification, a job seeker cannot be compelled to meet their requirements and proof of notification may be required to support the submission of a Participation Report or Non-Attendance Report (NAR).

If a job seeker is required to attend an appointment, the provider should ensure that they inform the job seeker of the purpose of the appointment and give the job seeker sufficient time for preparation and travel.

To support formal notification, reminders should be used to remind a job seeker of their appointments or requirements. Formal notification methods can also be used to give reminders; however there are also automatic one-day reminders available for appointments. These are sent using the job seeker's preferred method of contact. Manual SMS reminders can also be used as reminders.

For more information on notification please refer to *Job Seeker Participation and Compliance Framework Reference Guide.*

Contact with a job seeker	Following an instance of non-attendance, a provider **must** attempt to contact the job seeker **at least once** on the day of the missed appointment or on the day of becoming aware of non-attendance at an activity.
	These contact attempts should be recorded in the RJCP IT System, including dates, times and details of the attempts.
	If the provider makes contact, they should discuss the circumstances leading up to the non-attendance and consider whether the job seeker has a Reasonable Excuse for non-attendance. This includes having a reasonable explanation for not being able to attend and for not advising of their inability to attend prior to the appointment or activity. These two requirements make up Reasonable Excuse legislation.
	When a job seeker does not meet their mutual obligation requirements and does not have a Reasonable Excuse, providers are responsible for submitting a Non-Attendance Report (NAR) in the RJCP IT System following non-attendance at a provider contact appointment, or, reporting all other failures to Human Services through the use of a Participation Report (PR) if they feel this is the best way to re-engage the job seeker.
	The NAR encourages engagement through suspension until attendance with the additional incentive of a potential financial penalty should they not attend their next appointment without a valid reason.

If a job seeker contacted their provider prior to an appointment or activity and had a reasonable explanation for not being able to attend, this would constitute a 'Reasonable Excuse'. Similarly, if a job seeker did not contact their provider prior to non-attendance but had a reasonable explanation for both non-attendance and why they could not contact their provider prior to the appointment or activity, this would also be considered a 'Reasonable Excuse'.

Please refer to the section below on *'Reasonable Excuse'* for more information.

Activity monitoring	A job seeker can participate in activities which may be hosted and delivered by different organisations. Where activities are being delivered by a third party, the provider remains responsible for ensuring that the job seeker is meeting their mutual obligation requirements. A provider needs to put arrangements in place with the third party for regular two way communication. It is important that a provider is advised of non-attendance in a timely manner. The maximum timeframe for becoming aware is fortnightly. A provider must ensure that all job seekers have a current Individual Participation Plan. This must contain all activities that will assist a job seeker meet their mutual obligation requirements, including time(s), date(s) and location. Activities are usually set up in Activity Management in the RJCP IT system. When using Activity Management, a provider must also record a job seeker's activity requirements in the Activity Diary. This will allow the provider to monitor a job seeker's activities and attendance and they can provide the job seeker with a copy of their activity mutual obligation requirements including the location, date(s) and time(s). Regularly monitoring attendance at activities will allow the provider to support participation and determine whether activities are still appropriate for a job seeker, and to take steps to quickly re-engage a job seeker in their activity if they do not attend.
Non-compliance	It is a provider's responsibility to take action when a job seeker: - fails to attend an appointment or activity - fails to enter into or vary an Individual Participation Plan when requested to do so - fails to comply with job search requirements - behaves inappropriately at an activity or job interview - fails to attend a job interview - fails to accept or commence a suitable job, or - becomes unemployed as a result of misconduct or voluntarily (without a Reasonable Excuse).

Providers may become aware of non-attendance through instances where:

- a job seeker does not attend a scheduled appointment or activity at the provider's premises
- a third party that is delivering an activity notifies the provider of a job seeker's failure to fully attend or participate as required (for example, arrived late or left early)
- a community or volunteer organisation at which a job seeker is completing an activity, notifies the provider of a job seeker's failure to fully attend or participate as required (for example, arrived late or left early)
- an employer advises the provider that a job seeker did not attend their job interview, behaved inappropriately at the interview or did not accept a job offer made to them, or
- an employer advises the provider that a job seeker no longer works for them as a result of misconduct or that they have left the job voluntarily.

When a provider becomes aware of any of these things, they must attempt to contact the job seeker once on the day of the missed appointment or on the day of becoming aware of non-attendance/misconduct at an activity. Please refer to the above section *Contact with the job seeker* for further information on provider requirements for contacting a job seeker.

Once the provider has attempted to make contact, they will need to determine whether the job seeker had a Reasonable Excuse for non-compliance and whether to submit a Participation Report or Non-Attendance Report or use discretion and re-engage the job seeker through an alternative method. Please refer to the sections below on *Reasonable Excuse* and *Provider Discretion* for more information.

| Reasonable Excuse | When a job seeker does not attend an appointment, activity or job interview, the provider is required to attempt to contact the job seeker after each incident of non-attendance to discuss the reasons why they are not meeting their requirements, and assess whether the job seeker's explanation is reasonable. ..

A 'Reasonable Excuse' is any excuse that would seem reasonable to a member of the public. Given that each situation is different, providers need to determine what is reasonable within the context of the specific situation. This consideration should also include the job seeker's ability to give prior notice.

When providers are considering if the job seeker had a Reasonable Excuse for not attending, they will also need to assess the reasons why the job seeker did not advise beforehand of why they would be unable to attend their appointment or activity. A participation failure will still be applied if the job seeker's reasons for non-attendance are considered reasonable, but they failed to contact the |

provider prior to the appointment or activity, to advise they could not attend despite having the ability to do so.

When a job seeker does have a Reasonable Excuse

Following non-attendance, if the provider makes contact with the job seeker and considers that the job seeker has a Reasonable Excuse, they should not submit a Participation Report or Non-Attendance Report. Instead, the provider should:

- re-schedule the **appointment** to another time and/or date that the job seeker is able to attend, or
- submit an Allowable Absence Record within the RJCP IT system and allow the job seeker to make up missed time in the **activity** or return to the **activity** on the next scheduled day.

When rescheduling an **appointment**, the provider needs to formally notify the job seeker of their new requirement to attend.

When a job seeker does not have a Reasonable Excuse or the provider is unable to determine Reasonable Excuse

If a job seeker contacts their provider prior to their appointment or activity, but they do not give a valid reason for not being able to attend (for example, they have a social activity they would prefer to attend or they are tired and don't feel like making the trip), the provider should explain that they are not accepting the job seeker's explanation as reasonable and that they will need to attend as scheduled. Details of this conversation should be recorded in the RJCP IT system. If the job seeker still does not attend, the provider should attempt to contact the job seeker again to confirm that there were no new circumstances that affected the job seeker's ability to attend.

There may be instances where a job seeker has not attended an appointment or activity and the provider has made contact with the job seeker and determined that Reasonable Excuse does not appear to exist. There may also be instances where a job seeker has **not** contacted their provider prior and the provider has been unable to contact the job seeker to discuss the non-attendance and determine if Reasonable Excuse exists; such an instance might include the job seeker being admitted to hospital suddenly. In these circumstances, the provider can determine the best way to engage the job seeker or assist them to participate. This could be by using discretion or submitting a Participation Report or Non-Attendance Report.

Where a NAR has been submitted following non-attendance at a provider appointment without a Reasonable Excuse, the provider is encouraging attendance through suspension until the job seeker attends, with the additional incentive of a potential financial penalty should they not attend their next appointment without a valid reason.

Provider discretion	In most circumstances, a provider has the discretion to determine the most appropriate re-engagement strategy for a job seeker, including: • submitting a Participation Report or Non-Attendance Report (NAR) • submitting an Allowable Absence Record and arranging for the job seeker to make up any missed time in an activity or return to the activity on the next scheduled day • arranging another contact. If the provider decides not to submit a Participation Report or NAR for missed appointments, this decision must be documented by entering the result of DNAD (Did Not Attend – Discretionary) in the job seeker's Online Diary. Note: Discretion cannot be used if the provider believes that a job seeker: • refused a job offer • failed to commence a suitable job, or • became unemployed as a result of misconduct or voluntarily (without a Reasonable Excuse). In these instances, the provider must submit a Participation Report or NAR.
Recording attendance and non-attendance	To monitor and manage participation, it is important that a provider has comprehensive and up to date records of all contact had with a job seeker—either with the provider or with a third party that may be delivering an activity. Record keeping will assist a provider with monitoring and managing a job seeker's participation before, during and after appointments and activities.
Job seeker's Online Diary	The Online Diary is an integral part of managing a job seeker and their requirements. It is used to record results against each appointment to reflect a job seeker's attendance or the validity of their reason for non-attendance, and when appropriate, manage the submission of Participation Reports or NARs for non-attendance within the required timeframes. While it is recommended that a provider enters a result for each appointment by close of business on that day, the process for re-engagement appointments and compliance activity appointments is different. A provider <u>must</u> enter an appointment result by **no later than close of business** on the day of the appointment. If they do not record the correct result in the Online Diary, it can lead to a longer period of disengagement for the job seeker. There are various appointment results that can be recorded in the Online Diary. <u>Attended</u> A provider can use this result type when: • a job seeker has arrived on time to the correct location • a job seeker has behaved appropriately and treated staff and others with respect, and

- a job seeker has remained for the entirety of the appointment.

<u>Rescheduled</u>

A provider can use this result type when the provider and a job seeker agree to reschedule an appointment before it is due to occur. This would occur in most instances where a job seeker contacts their provider prior to an appointment with a Reasonable Excuse as to why they are unable to attend. A provider is unable to reschedule a re-engagement appointment as this can only be done by Human Services.

<u>DNAV (Did Not Attend Valid)</u>

A provider has made contact with a job seeker and has determined that they had a Reasonable Excuse for non-attendance, which includes that it was unreasonable for them to contact their provider prior to the appointment or activity. If a job seeker does contact their provider prior with a Reasonable Excuse as to why they are unable to attend, the appointment should be rescheduled.

<u>DNAI (Did Not Attend Invalid)</u>

A provider can use this result type when:

- a job seeker has not attended an appointment, or has not provided prior notice of their inability to attend before the appointment time and does not have a Reasonable Excuse, or
- a job seeker has not attended an appointment and the provider cannot contact the job seeker to determine Reasonable Excuse and the provider will be submitting a Participation Report or NAR.

A Participation Report or NAR must be submitted when a DNAI result is recorded.

<u>DNAD (Did Not Attend Discretionary)</u>

A provider can use this result type when they are able to contact a job seeker following non-attendance and determine that the job seeker does not have a Reasonable Excuse, but they have decided not to submit a Participation Report or NAR. It can also be used if the provider has used their discretion not to submit a Participation Report for non-attendance when they have been unable to contact a job seeker and they did not give prior notice of non-attendance. A provider should consider whether submitting a Participation Report or NAR is the most appropriate way to re-engage a job seeker, or if another method would be more suitable.

<u>DNEP (Did Not Enter Into an Individual Participation Plan)</u>

A provider can use this result type when a job seeker attends an appointment but does not enter into an Individual Participation Plan. This result should be entered into the Online Diary by close of business on that day.

Cancelled

A provider can use this result type if an appointment is cancelled prior to the appointment time.

Created in Error

A provider can use this result type when an appointment has been created in error, but only on the same day as the appointment was originally created.

Submitting a Participation Report	If a provider decides a Participation Report or Non-Attendance Report (NAR) should be submitted, they have two business days (from becoming aware of non-attendance) to do so. A provider is to record relevant information in a Participation Report or NAR to help support a fair determination. Participation Reports or NAR submitted by a provider go to Human Services for investigation and decision. A provider should ensure they record all important information regarding servicing and Notification in the RJCP IT system.
	The job seeker's income support payment suspension will stay in place until the job seeker attends the Reconnection appointment. The job seeker's agreement to attend the Reconnection appointment should be recorded during the booking process. There are different types of Participation Reports for different circumstances of non-attendance or other non-compliance. These are NAR (previously known as Connection Failures), No Show No Pay, Serious Failures and Unemployment Non-Payment Period Failures.
Connection Failures	A Connection Failure occurs when a job seeker: • fails to attend an appointment with their provider or another party • refuses to enter into an Individual Participation Plan, or • fails to look for an appropriate number of jobs. The job seeker will not incur a financial penalty for a Connection Failure. However, if Human Services gives the job seeker a 'Reconnection requirement' and the job seeker fails to meet this requirement, they will lose one day's pay for each day until they complete the requirement (this is a Reconnection failure). If a job seeker fails to attend an appointment with their provider or other appointment, their payment will be automatically suspended upon Human Services receiving the Participation Report or NAR. Once the job seeker agrees to attend a re-engagement appointment with their provider, the job seeker's payment suspension will be lifted, with full back pay however, the Reconnection Requirement will remain. A job seeker with a current Vulnerability Indicator will not have their payment suspended in the first instance of reported non-attendance. For Reconnection appointments that have been booked as a 'phone' session format, Formal Notification must include the method of contact in which the

Job Seeker Compliance Monitoring and Managing For Income Support Recipients
TRIM ID: D15/17512
OFFICIAL
Effective Date: 5 February 2015

10

appointment will be conducted. It is important that phone Reconnection appointments are only booked where the provider deems that a phone appointment is suitable to the individual job seeker and their circumstances. The provider should take into account any barriers which may affect the phone Re-engagement. To conduct a phone Reconnection appointments, a Reconnection appointment must first be booked in the online diary, in a session created specifying 'phone' as the session format. Alternatively a 'combo' appointment is available allowing the appointment format to be set when also booking. Appropriate Formal Notification will then be created for issue, clearly advising the job seeker of the appointment details including how the appointment will be conducted.

All Reconnection appointments require the provider to enter the appropriate appointment result in the Online Diary by close of business on the day of the appointment. This is required as an 'Attended', 'Did not attend – valid (DNAV)' or 'Rescheduled' appointment result will lift the job seeker's payment suspension. A 'Did not attend – invalid (DNAI) or Did Not Enter into an Individual Pathway Plan (DNEP) result will prompt an investigation by Human Services into the job seeker's non-attendance which may result in a financial penalty. Reconnection appointment results can be changed up until close of business on the day of the appointment.

For further information on the processes of booking Reconnection appointments see the 'Online Diary Supporting Document' and the 'Non-Attendance Report'.

No Show, No Pay Failures	A No Show, No Pay Failure occurs when a job seeker:
	• fails to attend an activity or job interview, or
	• behaves inappropriately at an activity or job interview.

The job seeker will lose a day's pay for each day that a No Show, No Pay failure is applied for non-attendance or misbehaviour at an activity or job interview.

If, as part of the No Show, No Pay Participation Report or NAR a provider indicates that the job seeker has become disengaged from an activity, their payment will be suspended upon Human Services receiving a Participation Report or NAR. Once the job seeker agrees to attend a re-engagement appointment with their provider, the suspension will be lifted. A job seeker with a current Vulnerability Indicator will not have their payment suspended in the first instance of non-attendance.

Serious Failures	A Serious Failure occurs when a job seeker:
	• fails to commence or accept a suitable job, or
	• after a Comprehensive Compliance Assessment, is found to be persistently non-compliant.

An eight week non-payment penalty may be incurred; however this can be waived if the job seeker agrees to undertake a Compliance Activity. If the job seeker does not have the capacity to undertake a Compliance Activity, the job seeker can have the non-payment penalty waived if it will cause severe financial hardship.

Unemployment Non-payment Period	An Unemployment Non-payment Period occurs when a job seeker: • leaves a suitable job without a valid reason, or • is dismissed from a job due to misconduct. An eight week non-payment penalty may be incurred; however this can be waived if the job seeker falls under a category of vulnerable job seeker and if the non-payment penalty will cause severe financial hardship. The job seeker cannot undertake a Compliance Activity instead of incurring the eight week non-payment penalty under this failure type.
Calendar Sessions	It is important that a provider's Calendar has sufficient sessions available at all times to receive an appointment. For all full-time sites, sessions **must** be available at all times within the next two business days for the purpose of conducting an initial interview or booking a re-engagement appointment.
Initial Interview	This appointment type is to assess a participant's employment needs and for the provider to provide advice about the best ways for the participant to look for work. This will be a participant's first appointment with their provider and it is important that sessions are available to quickly engage the participant. Following an Initial Interview, the provider must record completion of the appointment in the Online Diary.
Re-engagement appointments	Providers must have sufficient re-engagement sessions available within the next two business days at all times in the Calendar. They should not wait for Human Services to contact them to make these sessions available. Where Re-engagement Sessions are not available at the time of the Reconnection appointment, providers can easily create Re-engagement Sessions and book the job seeker straight into one using the Provider Re-engagement screen in the RJCP IT System. If a provider will not be in an area for face-to-face re-engagement appointments within the next 48 hours, they will need to be able to deliver the appointments via telephone instead. Re-engagement appointments are used where: • a job seeker's exemption or approved activity is ending • a Participation Report has been submitted by a provider and is being considered by Human Services

- a No Show, No Pay Participation Report has been submitted by a provider and they have indicated that the job seeker has become disengaged from the activity
- Human Services has completed a Comprehensive Compliance Assessment, an eight week non-payment penalty has been applied and the job seeker agrees to undertake a Compliance Activity (or is unable to undertake an activity and satisfies the financial hardship test)
- a job seeker is appealing an eight week non-payment penalty that is being reviewed by Human Services, or
- a job seeker has completed an eight week non-payment penalty.

Providers must enter the appropriate appointment result in the Online Diary on the day of the re-engagement appointment. This applies for all re-engagement appointments.

For more information refer to the *RJCP Job Seeker Participation and Compliance Framework Reference Guide*.

Community Development Programme

GUIDELINES HANDBOOK

EFFECTIVE DATE: 7 SEPTEMBER 2015

Disclaimer

This Guideline Handbook is not a stand-alone document and does not contain the entirety of Providers' obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Version history table: Documents which are 4 pages or more in length will have a version listed below the title. This version will correspond with the amendments recorded within the Document Change history table. The changes made must be identified at the start of the document using the below table.

Version	Start Date	Effective Date	End Date	Change & Location
1.0	1 July 2015	1 July 2015	1 September 2015	Original document
1.1	21 August 2015	7 September 2015	30 June 2018	Changes throughout the document to clarify operational policy details

Community Development Programme Guidelines Handbook

Contents

1. Introduction

1.1 About these Guidelines

On 6 December 2014, the Minister for Indigenous Affairs , Senator the Hon. Nigel Scullion, announced that the Remote Jobs and Communities Programme (RJCP) would be reformed to create an employment service that is better targeted to remote Australian communities, that provides real pathways to long term job outcomes, and puts an end to passive welfare.

The reformed programme commenced on 1 July 2015, and has been renamed the Community Development Programme (CDP). The Australian Government through the Department of the Prime Minister and Cabinet (PM&C) manages the RJCPCDP. As part of this, PM&C is responsible for funding, managing, and monitoring RJCP Funding Agreements.

This document provides programme details to support the RJCP Funding Agreement

1.2 Using the Guidelines

These Guidelines have been produced solely as a web-based document on the Provider Portal secure site and not in hard copy. Updates will be posted on the Provider Portal secure site. The front page of the site will regularly advise of any changes and the date on which they are published.

Should you wish to print a hard copy of these Guidelines, you should regularly cross check your printed version with the online version. The online version will always take precedence over a printed version of these Guidelines.

1.3 About the Community Development Programme (CDP)

The Government has reformed remote employment services to better reflect the aspirations of people in remote Australia. The reforms will lead to practical outcomes and help community members to help themselves.

Flexible and focussed on local decision making and local solutions, the CDP is an essential part of the Australian Government's agenda for increasing employment and breaking the cycle of welfare dependency in remote areas of Australia.

The CDP is delivered in 60 regions and more than 1,000 communities. A CDP provider provides a single point of contact for job seekers and employers in each CDP region.

The Government has announced its intention for the Remote Jobs and Communities Programme to be renamed the Community Development Programme in the future. This signals the Government's

intention for the programme to reflect community aspirations whilst addressing its objectives of reducing passive welfare and getting people into work. Later iterations of the Guidelines will address this change.

RJCP assists unemployed remote job seekers to build employable skills while contributing to their community. The programme operates in remote areas across 60 regions.

Under the RJCPCDP, providers deliver Remote Services. There are two key types of services that assist job seekers:

Basic Services – integrated case management and support for job seekers to find and keep a job and to meet their mutual obligation requirements;

Remote Employment Services (including establishment and conduct of Work for the Dole) –work-like activities; one or more of which, job seekers participate in five days a week. Activities reflect local employment opportunities and/or are relevant to community aspirations and meet community needs.

For the purposes of these Guidelines, Remote Services includes Basic Services and Remote Employment Services, which includes establishment and conduct of Work for the Dole.

The majority of job seekers will participate in Work for the Dole activities as they are the principal activities that will put an end to passive welfare, build employability skills, and assist job seekers to transition from welfare to work.

The term 'job seeker' in these Guidelines means an 'Eligible Job Seeker' as outlined in the RJCP Funding Agreement.

For the purposes of these Guidelines the term mutual obligation requirements includes 'Social Security Activity Test Requirements' or SS Activity Test Requirements'.

The RJCP Code of Practice and Service Guarantee is another relevant resource for providers. This outlines the principles and standards that underpin the delivery of RJCP CDP and what job seekers and communities can expect from service delivery by RJCP CDP providers.

2. Basic Services

2.1   Overview

Providers are required to deliver Basic Services to all job seekers. This includes providing integrated case management and support to assist job seekers to find and keep a job, and meet their mutual obligation requirements. It also includes other suitable activities (refer 3.3 *Criteria for Participation in Work for the Dole and Special Circumstances*).

In RAC1 of the RJCP Funding Agreement job seeker mutual obligations are included in the definition of "Social Security Activity Test Requirements".

2.2   Delivery

As part of Basic Services, providers must prepare and maintain Job Plans. Providers must support job seekers to meet the requirements outlined in their Job Plan and to help job seekers into paid work.

Providers must also deliver the following employment assistance to job seekers:

- provide suitable activities to allow all job seekers to meet their mutual obligations;
- help in searching and applying for jobs, including: providing reasonable access to JobSearch facilities, creating online resumes, and support preparing for interviews;
- provide on-the-job training, Mentoring, or Post-placement Support;

Providers are encouraged to link with non-government organisations that have existing resources, social capital, and expertise in delivering these services.

It is important that providers maintain a minimum of monthly contact with job seekers. This includes maintaining referral and registration services, undertaking initial interviews, assessments and ongoing contact with their job seekers. It also includes managing the exit of job seekers from CDP.

Active job seeker compliance monitoring and reporting is also central to Basic Services.

For further information about job seeker compliance refer to the *Job Seeker Compliance Framework User Guide* and *Job Plan User Guide.*

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Case Study – Basic Services

Jess attends her initial interview with her provider who conducts an assessment (JSCI) to determine her barriers to employment, to get a better understanding of her current interests, and to ascertain her level of skills and education. She is assessed as requiring Basic Services because she is 51 and is receiving income through mining royalties.

In her initial interview, the provider works with Jess to identify the types of jobs she would like to find and they put together her Job Plan. As Jess would like a role working with her local community, the provider enrols her in a course to obtain her First Aid Certificate.

While Jess completes her training she works with the provider to look for job vacancies. The provider finds a role as a Community Care officer working with the local regional council. She is given assistance to update her resume and to write a job application. Jess is successful in gaining an interview and with the help of her provider does research about the role and practices mock interview questions to prepare for the interview.

Jess gets the job and loves working in her new role. Whenever she has a question (for example when she was unsure about what to wear on her first day of work) she feels happy knowing she can always ask her provider if she feels stuck. After Jess has been in her new job for 13 weeks the provider receives an Employment Outcome Payment of $2,250. After an additional 13 weeks – once Jess has been in her new community care role for a total of 26 weeks – the provider receives an additional $5,250.

Over at least 26 weeks the provider offers Post-placement Support to Jess when she needs it to make sure she is able to address training and cultural barriers. The provider receives a Basic Service payment during this 26 week period.

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2.3   Eligibility

All job seekers on a provider's caseload are Eligible Job Seekers for Basic Services. Broadly, if an individual is on Income Support and resides in remote Australia they will be eligible for CDP.

The eligibility of a job seeker is generally determined by the Department of Human Services (DHS), before they are referred to a provider. However, providers can also directly register job seekers if they meet the relevant criteria for direct registration.

From 1 July 2015, many job seekers will be eligible to undertake Work for the Dole activities. For further information on Work for the Dole activities refer to *Chapter 3 – Remote Employment Services (Including Establishment and Conduct of Work for the Dole)*.

Job seekers who are not required to do Work for the Dole activities will receive only Basic Services, unless they agree to do Work for the Dole activities.

Work for the Dole activities offer all job seekers valuable work-like skills while contributing to community, so participating in Work for the Dole should be encouraged.

Additional services must be offered for vulnerable job seekers or job seekers with a disability consistent with the General Terms and Conditions of the Funding Agreement – see *Chapter 7 – Participating in the CDP*.

For further information on Income Support eligibility please contact the Department of Human Services.

Supporting people who are not eligible for income support

Providers can provide Basic Services and Remote Employment Services (Work for the Dole activities) to individuals who are not Eligible Job Seekers (known as 'CDP Ineligible Participants' under the RJCP Funding Agreement).

Where the CDP Ineligible Participant wants to participate in Services or activities, the provider should speak with the PM&C Regional Manager and seek approval for funding to deliver services if appropriate.

There may be instances where the provider will receive payment for the provision of Basic Services or Work for the Dole activities to CDP Ineligible Participants. At the time of any approval, PM&C will notify the relevant provider about the details for providing Services to CDP Ineligible Participants (and this notice will expressly authorise those details for the purposes of this Guideline).

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3. Remote Employment Services (Including Establishment and Conduct of Work for the Dole)

3.1   Overview

Providers are required to establish and conduct Work for the Dole activities and place the following job seekers in those activities:

- All job seekers who meet the criteria for participation in Work for the Dole, which are specified in section 3.3 below; and
- Any other job seeker who chooses to participate in Work for the Dole.

Work for the Dole activities should be work-like reflecting local employment opportunities or be relevant to community aspirations and meet community needs.

Work for the Dole activities must be safe and, where applicable, allow job seekers to fulfil their mutual obligations (in RAC1 of the RJCP Funding Agreement, these mutual obligations are included in the definition of "Social Security Activity Test Requirements").

3.2   Delivery

Providers should deliver a mix of Work for the Dole activities that:

- Establish a daily work-like routine for the job seeker, five days a week (Monday to Friday); and
- Are guided by a Supervisor.

Job seekers can be placed in one or more Work for the Dole activities, which should:

- Develop and enhance their ability to work independently;
- Improve or enhance communication skills, motivation, and dependability; and
- Where possible, provide the job seeker with experience working as part of a team.

PM&C Account Managers are available to support providers to work with communities and job seekers to establish meaningful and engaging activities.

Case Study – Work for the Dole

Justin is an eligible Work for the Dole job seeker with full mutual obligation requirements (25 hours a week). To receive his income support payments, Justin must show he is actively looking for work and participating in activities that will help him get into employment. These requirements, known as mutual obligation requirements, are outlined in Justin's Job Plan.

Justin is placed in a local roads construction activity hosted with the local council Monday to Friday for four hours a day. The Host Supervisor records that Justin has attended. Once he finishes up with the council each day Justin also spends one hour participating in a group project run by his CDP provider that focuses on building language, literacy and numeracy skills.

This project supports Justin's ability to undertake his local roads construction activity and improves Justin's employability. The provider records Justin's attendance. In addition to his 25 hours a week in Work for the Dole, Justin also attends regular provider appointments, and goes into his provider's office two days a week to look for a job as agreed in his Job Plan.

Work for the Dole Activities

Over time, a Work for the Dole activity should build a set of skills and experience for the job seeker that provides them with a pathway to real employment.

Work for the Dole activities should be designed to meet the aspirations, capacity and needs of individuals, and wherever possible, communities. Activities should also generate outcomes to benefit the community, like stronger school attendance and improved community safety.

All Work for the Dole activities should be work-like in that they reflect the typical daily work routines and expectation that one would expect to see in any workplace in Australia. This could include set starting times, a reasonable number of hours of activity each day, lunch breaks, meeting with and reporting to Supervisors each day and clear tasks and responsibilities. All Work for the Dole activities should be delivered across a five day, Monday to Friday, working week.

A Work for the Dole activity can include a job seeker taking up non-vocational and vocational training if it is a necessary or critical component of the Work for the Dole activity or a prerequisite for a job.

Part-time employment is not a Work for the Dole activity. Where job seekers are in part-time employment, providers should record the employment as an activity in the job seeker's Job Plan as employment using the appropriate code. Employment should not be recorded in the Job Plan as a Work for the Dole activity.

Work for the Dole activities cannot:

- Generate income without the written approval of the PM&C Regional Manager (see chapter 4 for additional information on *Activity Generated Income*);
- Compete unfairly with existing organisations or businesses;
- Replace or reduce the hours of paid employment in local jobs;

- Include training for training sake, where the training provided is not linked to the activity or a job; or
- Involve the job seeker working with, or assisting in any way, an organisation that is owned or controlled by the job seeker (unless agreed by PM&C).
- Involve activities that could bring the job seekers, providers or PM&C into disrepute, for example activities in:
    o The sex industry or anything that involves nudity or pornography
    o The gambling industry
    o Any form of illegal activity
    o Any form of high risk activity

Providers must not conduct any Work for the Dole activity, or place any job seeker into a Work for the Dole Activity, that is excluded from PM&C's insurance coverage, without first obtaining written permission from PM&C (see section 9.9- *Managing Risk* for more details about the insurance arrangements). If permission is given, it will be the provider's responsibility to ensure they obtain adequate insurance for any Work for the Dole activity that is not covered by PM&C's insurance.

Providers must ensure that all Work for the Dole activities in which eligible job seekers participate (including those through sub-contracting and host arrangements) are safe and comply with all laws and do not bring the job seeker, the provider or the Australian Government into disrepute.

Risk Assessments

Providers must ensure a risk assessment has been conducted, either by them, a subcontractor or a host before placing eligible job seekers into Work for the Dole activities. It is the responsibility of the provider to ensure that the Work for the Dole activity is safe and complies with all relevant laws. Risk assessments should be reviewed and updated regularly (every 6-12 months) and more often if circumstances change.

Evidence of completed risk assessments must be provided to PM&C if requested. A Risk Assessment template is available on the Provider Portal (see *CDP Risk Assessment (Activity) Template*) or providers may choose to use their own template. Whichever template is used, providers are responsible for ensuring that the risk assessment analyses the possible risks associated with the Work for the Dole activity, assesses the likelihood and consequences of those risks and develops strategies to eliminate or sufficiently minimise those risks, so that the provider can be satisfied that it can ensure that the activity is safe and complies with all laws.

Further information about managing risk is detailed in section 9.9 Managing Risk.

The **Remote Projects in a Box** is a suite of resources that can assist providers to establish or expand current activities to become Work for the Dole activities. The resources help providers design and develop activities. Each box focuses on a category of work-like experiences designed to build a job seeker's skills and employability. The resources are primarily intended as a guide and activities can be varied and tailored to local circumstances and the needs of job seekers.

For further guidance on the kinds of activities that might be delivered, see *Remote Projects in a Box* on the Provider Portal secure site.

Work for the Dole activities that support communities

Examples of activities that support school attendance:
- *Helping out in the school canteen.*
- *Supporting children with language and culture.*
- *Running school holiday or after school activities.*

Examples of activities that support community safety:
- *Maintaining community meeting places.*
- *Women's and men's groups and shelters.*
- *Animal control.*
- *Community clean up.*

Examples of activities that support culture:
- *Cultural heritage preservation e.g. cultural site.*
- *Language preservation.*

Examples of activities that support healthy living:
- *Health and nutrition classes.*
- *Assistance for the elderly.*
- *Assistance with proof of identity documents for community members.*

Case Study – School and Work for the Dole

There is a need to get more kids in schools. Going to school and being at school every day gives every child the best chance for a good start in life.

Getting children to school is important for stronger communities.

Delivering appropriate activities in and around schools will support school engagement and attendance by kids in the community whilst assisting job seekers to gain a variety of skills and work-like experiences that could provide them with future employment prospects in the school and related sectors. Because job seekers will be at school, in regular routines, making the school a better place to be, job seekers are also promoting and encouraging parents, kids and the community to support school attendance. Duties could include:

- *A breakfast and lunch program within the school grounds to ensure children get nutritious food, do not arrive hungry or leave school grounds at lunchtime.*
- *Reading to kids, listening to reading, assisting with cultural activities and keeping the library functional.*
- *Providing aid during school outings, excursions and other activities.*
- *Organising, promoting and providing posters and other media for school attendance across the Region.*
- *Developing and producing a weekly Regional school/community radio programme and newsletter.*
- *Small building, maintenance and beautification projects.*
- *Cultural preservation activities (for example participating in cultural excursions or skills classes for school-aged children).*

Developing routines conducive to and reflective of work like behaviours, in parents of school age children is integral to a seamless transition into employment. The task of preparing children for their school day and conducting the school drop off is part of this work-like routine. Job seekers with school aged children can volunteer to include taking children to school in a Job Plan as a voluntary activity.

Setting Up and Managing Work for the Dole Activities

Providers should give consideration to the Guidelines and consult with communities when establishing Work for the Dole activities.

Activities must enable job seekers to meet their mutual obligations outlined in their Job Plan and provide a daily routine and work-like experience. Providers must place job seekers in activities and monitor and support them to attend.

Activities can be established by providers or under Host arrangements within the Region. Hosts can include employers, all government organisations (Commonwealth, state or territory and local government levels) and non-government organisations.

Developing Training as a Work for the Dole Activity

Providers can include accredited and non-accredited, non-vocational and vocational training as part of a Work for the Dole activity.

A job seeker who is participating in an approved full-time short course, included as a compulsory activity in their Job Plan, will still be required to look for and accept work, but not where it conflicts with the contact hours of the course or if it would prevent them from completing the course.

Providers should only approve a full-time education or training course if:
- they include it as a compulsory item in a job seeker's Job Plan, and
- the course is less than 12 months duration, and
  - completing the course is likely to lead to an employment outcome for the job seeker,
  - there is little chance of the job seeker finding employment with their existing skills, or
  - the course will lead to qualifications in an identified area of skills shortage.

Any training provided as a Work for the Dole activity must allow or assist the job seeker to participate in a Work for the Dole activity or directly meet the needs of an employer.

Examples of Work for the Dole Activity Training	
Foundation and Basic Work Skills (Pre-Vocational Training)	Vocational Training that must directly meet the needs of an Employer
- English, language, literacy and numeracy - Driver's licence - Personal, health and household management - Occupational health and safety	- Environmental and land management - Administration and bookkeeping - Computing and information technology - Child care - Social work and counselling - Construction - Health and education - Hospitality and tourism - Retail and business management - Pre-apprenticeships training linked to the needs of an employer - Local government services

Case Study – Training and Work for the Dole Activities

Rick is engaged in a Work for the Dole activity up to 25 hours per week with the local ranger programme. Rick needs a driver's licence to be able to fully participate, as well as activity specific training from time to time. Because Rick's training forms part of the ranger activity he attends a driver instruction course, and a weed control course to make up his 25 hours for the first few weeks of the activity. The provider has structured these activities in a way that ensures Rick has a work-like daily routine, five hours each day on Monday to Friday.

3.3   Criteria for Participation in Work for the Dole and Special Circumstances

To be required to do Work for the Dole, job seekers must meet all of the following criteria:

- Be 18-49 years of age;
- Receive the full rate of Income Support;
- Not be exempt from mutual obligation requirements; and
- Not have an illness, injury or disability that would be aggravated by the work conditions.

Work for the Dole activities are the principal activities that will build employable skills, and assist job seekers to transition from welfare to work. Job seekers who are on a part-rate of Income Support may volunteer to participate in Work for the Dole, but cannot be required to do so.

To fulfil their mutual obligation, job seekers can attend one or more Work for the Dole activities, five days a week up to 25 hours, depending on their assessed capacity to work.

They may participate alongside other job seekers:

- Who meet the above criteria for participation in Work for the Dole activities; and/or
- Who choose to participate in Work for the Dole activities?

Approved Programme of Work Supplement for Job Seekers

Job seekers participating in Work for the Dole are paid a supplement of $20.80 per fortnight to assist them to meet the additional costs of participation. The supplement is taxable, but is exempt from the income test.

The supplement is not paid on a pro-rata basis. The full payment is made for the fortnights in which the activity begins and ends, regardless of the actual number of participation hours completed in those fortnights. If a job seeker ends participation in Work for the Dole without good reason, the supplement will cease to be paid from the next payday.

Work for the Dole Activity Scheduling

Providers should deliver a mix of activities that set a daily routine for job seekers across a five day, Monday to Friday week. However, there are some special circumstances where a Work for the Dole activity which may add value to community or increase a job seeker's employability, cannot practically be run over a five day period and/or during business hours. Some examples include intensive cattle mustering activity or a community arts festival. Alternatively, an activity may occur regularly after business hours, for example, helping out at a weekly community youth event in the evening.

Providers should submit a proposal to PM&C seeking approval for the job seeker to meet Work for the Dole requirement through a more flexible arrangement, i.e. less than a five days week and/or outside business hours. The proposal should not involve a subsequent long period of inactivity for job seekers.

The proposal should include:

- ✓ The hours the project will run and the number of days per week

- ✓ Reasons why the Work for the Dole activity cannot be conducted in normal working hours and why the proposed times are necessary
- ✓ How the project enables a job seeker to meet their continuous mutual obligation requirements while they build skills and develop work-like behaviours
- ✓ How the project contributes to an employment pathway for the job seeker
- ✓ Any additional risks to health and safety imposed from working longer hours or outside normal business hours and how these risks have been considered and mitigated
- ✓ Evidence the activity meets State and Federal legislative and occupational health and safety requirements, such as appropriate breaks and meal times
- ✓ Supervisory arrangements, especially outside of business hours
- ✓ Arrangements to ensure that the project does not impact on other priorities like school attendance or community safety
- ✓ The proportion of a job seeker's Job Plan that include outside business hours participation on a regular basis.

Once this activity is approved by PM&C, job seekers undertaking the activity are able to meet their mutual obligation requirements for a fortnight (up to 50 hours) flexibly within the fortnight and/or outside business hours. For example, if a job seeker is undertaking a mustering activity, they may do 15 hours in the first week and the remaining 35 hours in the second week. Or an activity may involve a job seeker attending a community youth activity held in the evening once each week. The time spent at that activity can be included as part of their Work for the Dole hours. If the job seeker is required to do Work for the Dole, once they agree to the arrangements in their Job Plan it becomes a compellable activity. The provider should use the job seeker compliance framework to manage their attendance in this activity. For job seekers without a Work for the Dole requirement, this activity remains a voluntary activity.

Where there is a clear need, a provider may seek the approval of PM&C for the majority of a job seeker's 25 hour a week Work for the Dole requirement to be performed in a support service, such as drug and alcohol rehabilitation, or counselling for the job seeker. In these situations, the provider will be required to monitor and confirm attendance in the support service.

Under 18 years of age

Providers are required to deliver Basic Services to job seekers under18 years. Where appropriate, providers should encourage job seekers under 18 to re-engage in school or other education (including vocational training). Providers are required to ensure job seekers under 18 are able to meet their mutual obligation requirements through a combination of approved activities.

Job seekers under 18 are not required to participate in Work for the Dole, but may choose to participate on a voluntary basis where the provider determines that it is the most appropriate activity for them. In placing job seekers under 18 into Work for the Dole, providers should apply rigorous processes and checks to ensure that these participants are able to undertake Work for the Dole activities in a safe environment.

Job Plans for job seekers under 18 must not have compulsory job search as part of their mutual obligation requirements. They can only undertake job search on a voluntary basis if agreed with the provider.

Early School Leavers (ESLs)

An Early School Leaver (ESL) is a person who:

a) is less than 22 years old, and

b) has not completed Year 12 or an equivalent level of education, and

c) receives Youth Allowance (other).

Providers should encourage ESLs to re-engage in education and/or training, to obtain educational qualifications and skills before they are required to look for work. Providers should focus on assisting job seekers to complete school or a year 12 equivalent qualification wherever possible.

ESLs under 18 are not required to participate in Work for the Dole, but may choose to participate on a voluntary basis. Providers are required to ensure job seekers under 18 are able to meet their mutual obligation requirements through a combination of approved activities, with a focus on re-engagement in school or other education wherever possible.

Job Plans for ESLs must not have compulsory job search as part of their mutual obligation requirements. They can only undertake job search on a voluntary basis if agreed with the provider.

To assist ESLs to re-engage, providers should consider:

- liaising with the Remote School Attendance Strategy (where available), local education and training institutions, regional or district state education officials, youth services, and DHS to develop an agreed approach locally for new youth referrals – this may include alternative formats provided by vocational education providers, including any specific arrangements made by schools to support the re-integration of disconnected youth;
- check if there is a "transition support unit" servicing the area (such as those used in North Queensland and currently being developed in the Northern Territory);
- consider opportunities for participants and their families to attend visits from boarding school staff (local schools should know when these occur);
- contact the Career Employment Australia Indigenous Community Facilitator/ Career Pathways Adviser in their area (see www.ceainc.org.au);
- promote vocational education and training in school opportunities;
- develop a Job Plan focussed on reconnecting ESLs to education or training institutions;
- addressing barriers to participating in education including assisting with, for example:
  - mentoring support;
  - assistance for literacy and numeracy;
  - transport costs.

Education and training authorities regularly review their service offering so it is important to keep in regular contact with schools, training providers and regional/ district directors of education. However, where a return to school or commencement in training is not possible in the short term due to remoteness or other barriers, ESLs should be engaged in part-time education/training in combination with other approved activities to help them address barriers to re-engagement in education/training or work, and to meet their mutual obligation requirements.

These activities should focus on work preparation and foundational skills (LLN, obtaining a driver's licence). When there are no opportunities available for the job seeker to return to school or gain

additional education/training, the provider will be required to ensure the job seeker meets their mutual obligation requirements through approved activities.

Over 49 years of age

While job seekers over 49 years cannot be compelled to participate in Work for the Dole, they may still have mutual obligations. Providers must deliver Basic Services to job seekers over 49, and make available various activity options for them to meet their mutual obligations. Job seekers over 49 may volunteer to participate in Work for the Dole as a way of meeting their mutual obligation.

For a summary of the mutual obligation requirements for all cohorts of CDP Job Seekers, refer to the table below.

Job Seekers with a Partial Capacity to Work

Some job seekers may have vocational or non-vocational issues that prevent them from participating at a higher capacity and may be assessed as having Partial Capacity to Work (PCW) or a Temporary Reduced Work Capacity (TRWC). Assessed work capacity is identified by an Employment Services Assessment (ESAt). Where there is no ESAt, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability. Refer to the *Employment Services Assessments User Guide* and the *Job Seeker Classification Instrument User Guide* for more information.

The provider must review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.

Principal Carer Parents

Principal Carer Parents (PCPs) also have part-time mutual obligation requirements once the youngest child in their care turns six years of age. Providers must consider a PCP's family and caring responsibilities, including the availability of child care, when creating their Job Plan.

PCPs do not have mutual obligation requirements during the fortnight of the Christmas Public Holidays. PCPs must continue to meet their mutual obligation requirements at all other times and during school holidays. However providers must considers whether the PCP can access appropriate care and supervision for their child during this time.

If the PCP is required to undertake an activity but is unable to obtain suitable child care they will have a Valid or Reasonable Excuse to not undertake that activity. For more information on mutual obligations requirements and exemptions for parents please refer to the *Guide to Social Security Law*.

Summary of Mutual Obligation Requirements for CDP Job Seeker Cohorts				
All CDP Eligible Job Seekers must be provided Basic Services as a minimum level of service				
Under 18 years old	18 -49 years old eligible for Work for the Dole	18 -49 years old ineligible for Work for the Dole	50 -59 years old	60 years and over
• Monthly appointments. • Looking for a job as agreed with the provider. • May choose to participate in Work for the Dole activities on a voluntary basis. • They may undertake suitable activities, as appropriate. • They may participate in full-time education or training or part-time education or training in combination with other suitable activities for at least 25 hours per week until they attain Year 12 or an equivalent qualification.	• Monthly appointments. • Looking for a job as agreed with the provider. • 25 hours per week in Work for the Dole activities, or up to their assessed capacity.	• Monthly appointments. • Looking for a job as agreed with the provider. • May choose to participate in Work for the Dole activities, up to their assessed capacity. • May undertake other suitable activities, as appropriate.	• Monthly appointments. • Looking for a job as agreed with the provider. • Have mutual obligation requirements and may choose to participate in Work for the Dole activities, up to their assessed capacity. • They are required to participate in other suitable activities, as appropriate.	• Job seekers aged 60 years and over may **have** mutual obligation requirements and may volunteer to participate in Work for the Dole activities or other suitable activities*as appropriate.
• Principal Carer Parents (PCPs) should participate in activities of at least 30 hours per fortnight (and as appropriate, Job Search). There may only be one PCP per family. • Job Seekers with a Partial Capacity to Work (PCW) or a Temporary Reduced Work Capacity should participate in activities of at least the minimum hours of their assessed capacity (and as appropriate, Job Search). • Attending provider appointments and completing job search requirements <u>does </u>not count towards the job seeker's required Work for the Dole hours.				

Time off or breaks in Work for the Dole Activities

In most cases, job seekers receiving income support payments have mutual obligation requirements where they must show that they are actively looking for work and are participating in a range of activities that will help them into employment. Work for the Dole activities are the principal activity that offer all job seekers valuable work-like skills while contributing to community and should be offered all year round in CDP.

There will be times when a job seeker will be permitted to have a break (or time off) from participating in a Work for the Dole activity.

'Time off' only applies to job seekers required to participate in Work for the Dole, not those job seekers who are participating in Work for the Dole voluntarily or who are only receiving Basic Services. 'Time off' does not give the job seeker an exemption from meeting their mutual obligations - it only gives them a break from participating in Work for the Dole. The job seeker will still be required to meet their mutual obligations and the provider will be providing Basic Services during their 'time off' from Work for the Dole. This means that the job seeker will still be required to attend appointments with their provider, complete job search requirements if applicable, and other activities as required.

In this case, providers must update the job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their mutual obligation requirements. A requirement to participate in Work for the Dole should be removed from the Job Plan for the period of 'time off'.

Providers should consider the individual personal circumstance of a job seeker before the provider agrees to offer other activities for the job seeker, for a set period.   This may be necessary where the individual has caring responsibilities during school holidays or during normal business shut-down periods and public holidays, for example over Christmas or Easter.

There may also be instances where the provider determines that the job seeker's personal situation should be referred to Department of Human Services for a review of their mutual obligations.

This 'time off' from Work for the Dole activities should not exceed six weeks over a 12 month period without approval from PM&C. Providers should carefully consider a job seekers' circumstances when agreeing to 'time off'. This includes looking at, the job seeker's assessed capacity to work, age, skills and experience, the length of travel required to undertake requirements, family and caring responsibilities, cultural factors, vulnerabilities, history of complying with the mutual obligation requirements.

At the end of the permitted 'time off', the job seeker's Job Plan must be revised to again include the job seeker's requirement to participate in Work for the Dole. Note that Job Plans can be negotiated and approved online, so that an additional appointment may not be necessary.

In these circumstances, the provider will be required to deliver Basic Services during the period of the 'time off' and will receive the Basic Payment until the job seeker returns to participating in Work for the Dole.

When providers would like to approve additional 'time off' beyond the allowed 6 weeks, they should submit a recommendation and approval request to their Regional Manager. The request should include a summary of the relevant job seekers and outline their recommendation of what is considered best for their ongoing participation and engagement in Work for the Dole and CDP.

Cultural Business

There are times in some remote communities where job seekers will need a break in activities to participate in Indigenous cultural business. Indigenous cultural business relates to the cultural practices of Indigenous Australians.

Cultural business is an allowable break from meeting their mutual obligation requirements for income support recipients under the Social Security Act. The guidance available under Social Security legislation recommends that generally, a job seeker can have a short initial period, for example, two weeks break.

Initially, providers are required to verify individual job seeker's engagement in Indigenous cultural business and report these instances to the Department of Human Services. Where the break required is longer the PM&C Regional Manager should be formally notified. They should also be notified where these arrangements are in place in a community and a high number of job seekers are involved in these arrangements.

Only the Department of Human Services can approve an exemption from mutual obligation requirements for job seekers. PM&C staff will be available to assist you to engage with the Department of Human Services about cultural business and allowable breaks. Providers should sensitively work with cultural leaders and communities to determine the length of time that may be required for Indigenous cultural business and the impact of this on the CDP programme delivery in community and a job seeker's ability to continue to develop their work skills and look for work.

It is recommended that this consultation considers carefully the requirements of local and cultural protocols balanced with priorities of jobs, participating in mutual obligation, school attendance, and community safety and well-being.

PM&C will support providers to work with cultural leaders and with local advisory groups, such as Indigenous Advisory Councils where established, to develop community agreed rules on how cultural business will be accommodated into the programme requirements. PM&C Regional Manager should be formally consulted prior to formalising these community level arrangements for cultural leave.

Further information on Cultural Business and other exemptions in special circumstances (e.g. caring responsibilities) can be found at http://guides.dss.gov.au/guide-social-security-law/3/2/11/40.

3.4   Supervision

In all Work for the Dole activities a provider must ensure that supervision is appropriate, adequate, and consistent with the General Terms and Conditions of the Funding Agreement.

Where Vulnerable People are involved a provider must ensure that supervision is continuous. That is, the job seeker must be in the line of sight of the Supervisor at all times.

Workplace health and safety requirements apply for all Work for the Dole activities. It is also important that providers consider appropriate levels of skill/knowledge when engaging Supervisors, for example assisting them to obtain first aid certification if required.

The individual needs of job seekers are to be considered, such as the needs of Aboriginal or Torres Strait Islander persons, principal carers, persons with a disability, or people from a cultural or linguistically diverse background.

Providers should ensure that appropriate training is available for nominated Supervisors and the necessary checks are undertaken (including police checks and, where relevant, working with children or Vulnerable People checks).

Supervisors are considered employees/or subcontractors of the provider and National Employment Standards (NES) awards apply.

Providers must ensure that Supervisor absences do not disrupt or adversely affect the delivery of Work for the Dole activities.

Supervisors play a critical role in supporting the provider to monitor and actively manage job seeker attendance. It is important that Supervisors undertake daily assessment of attendance and support the providers to monitor and report on job seeker compliance.

Special circumstances apply to supervision arrangements for small communities with fewer than 10 job seekers (e.g. outstations and homelands).

3.5 Small communities with fewer than ten Job Seekers

It is recognised that special consideration is required for providers servicing communities, outstations, and homelands where a very small number (fewer than 10 job seekers) may reside and where the dispersed or isolated nature of the Region means that ongoing monitoring of daily attendance is impractical.

In these circumstances, where there are fewer than 10 job seekers in a community or homeland, providers may seek from PM&C approval to deliver Work for the Dole in alternative ways that provide a benefit to the individuals and the community or homeland, including through projects that are self-managed by job seekers.

In these circumstances a provider should submit a proposal to PM&C for consideration. Proposals will be considered on a case by case basis.

The proposal should clearly outline the Work for the Dole activity, the timeframes, milestones, outcomes and how the proposal will provide a sufficient level of activity for job seekers to meet their mutual obligation requirements over a determined period. The proposal should also outline the costs of the project and the level of investment that will be made to the homeland or community.

If PM&C approves the Work for the Dole activity, the provider is paid Work for the Dole payments for job seekers undertaking the activity to cover the cost of set up and supplies as long as they inspect the Work for the Dole activity regularly (no less than monthly) and are able to confirm that work has occurred and that job seekers have been engaged in the activities. If providers are concerned about their ability to service small communities with fewer than ten job seekers they can speak further with their local PM&C Regional Manager.

Example – Small communities with less than ten job seekers

A provider would like to deliver a Work for the Dole activity that involves building an outdoor community meeting area and cooking facilities in the homeland. The provider would need to demonstrate how the Work for the Dole activity would provide job seekers with work-like skills and benefit the community. They would need to outline the tools and other building supplies required, and timeframes and milestones for the completion of the activity and how this meets the job seekers mutual obligation requirements.

If there are 10 job seekers on the homeland, the provider will need to demonstrate that an appropriate and reasonable amount of the Work for the Dole funding will be invested in materials and resources. The provider will also need to demonstrate that the project offers sufficient hours of work to meet the job seekers mutual obligations. If each of the 10 job seekers had mutual obligations of 15 hours per week, the project should offer 150 man hours of activity each week.

As supervision will not be provided on a daily basis, the provider will need to set project milestones that can be measured on visits to the homeland. These visits must occur regularly, no less than once a month. During these visits the Supervisor should assess completion against milestones, job seeker safety, and ensure the ongoing appropriateness of the project. Providers are responsible for the costs of providing supervision and Basic Services to the community and will need to allocate resources from their Work for the Dole payment ($12,450) to cover this.

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4. Activity Generated Income

4.1   Overview

In principle, income from activities should not be retained by providers, who are funded by the Government to deliver job seeker activities.

However, recognising that providers currently have a mix of existing arrangements and models in place, existing activities that generate income can be retained (be grandfathered) until 1 January 2016.

During this six month grandfathering period, PM&C will consult with providers and communities on the best way to manage activity generated income. During this period, activities that generate income can only be established, with the approval of the PM&C Regional Manager, if a fair market price is charged by the provider for the goods and services produced. Providers can, with PM&C approval charge less than the market prices, if markets are too small or incomes too low to support a sustainable business.

Where possible, income generating activities should be converted into businesses.

4.2   How Activity-Generated Income can be used

Existing activities that generate income can remain in place until 1 January 2016. During this 6 month period, providers should start talking to job seekers and the community about how this income could be used, or begin converting the activity into a related entity business.

PM&C may approve a transitional period that is longer than six months, for example if more time is needed to work out whether to establish a related entity business.

Over the six months transitional period, PM&C will consult with providers and communities on the best arrangements for activity generated income. In principle, activity-generated income should not be retained by providers, who are already paid by the Government to deliver activities. Instead, job seekers participating in the activity should be given a say in how income generated from their activity is used. This will ensure that job seekers and their communities can benefit from their economic activity.

For example, job seekers could choose to:
- Pay themselves for their efforts, immediately or over a longer time period.
- Share income with other job seekers.

- Put the money into facilities or infrastructure for the community such as play equipment for children.
- Use the money to improve the activity.

Job seekers may decide to put the money back into an activity so that they can produce better goods and services for themselves and their communities.

For example:
- A catering activity could provide meals for job seekers for a small fee. Job seekers could agree that the provider will use this money to cover the cost of ingredients.
- Money from selling art can be used to purchase high quality art materials and retailing their work to the public.

4.3   Establishing Activities that Generate Income

Over the next 6 months, providers must obtain the prior written approval of the PM&C Regional Manager before establishing a new activity that will generate income.

New activities that generate income will be approved by PM&C where providers charge a fair market price for goods and services. The fair market price is the price charged by other organisations or businesses in the local community for similar goods or services. This ensures that the activity does not compete unfairly with existing businesses.

PM&C will also approve activity generated goods and services being sold at or below cost-price where markets are too small or incomes are too low to be able to support sustainable businesses.

Examples – Activities that generate income:

- An activity provides curtains for families in the community for a small fee that covers some of the costs of materials. Although curtains can be purchased in town, the families that receive the curtains do not have the money to buy them.
- A catering activity makes healthy lunches for Work for the Dole participants. The provider charges a small amount to cover the costs of ingredients. Job seekers can get meals from local food carts but these do not sell healthy food. There are shops in town that sell healthy food but they charge prices that are unaffordable for job seekers.
- A mowing activity helps elderly people. Although there is a gardening business in town, the elderly people cannot afford to hire them to do the job.

4.4   Converting Activities into Businesses or Social Enterprises

Providers are encouraged to convert activities that can generate significant income into sustainable businesses or social enterprises that are separate from the provider's employment services business. These enterprises will create real jobs and have flow on benefits for economic development. Businesses that are separate from a provider's employment services business can:
- provide real jobs
- host job seekers
- compete with other businesses
- generate profits for the owners or reinvestment in the community.

Providers may be eligible for support under the Indigenous Advancement Strategy for these enterprises.

Up to $25 million per year has been allocated to assist Indigenous businesses access start-up funding, and for business support and mentoring.

Providers may also seek agreement from their PM&C Regional Manager for a higher number of hosted job seekers for a period of up to two years as they are establishing the separate business (see chapter five on hosted placements).

> ## Case Study – Turning a landscaping activity into a business
>
> *Provider X has established a landscaping activity. The provider has used their CDP funding to buy the necessary materials and equipment and participants have become skilled at landscaping activities.*
>
> *The local shire and several private businesses want to contract the provider for landscaping services, including graffiti removal, minor building, beautification, gardening, lawn care and weed management.*
>
> *The provider realises that the activity could generate enough income to become a sustainable business that provides a number of real jobs and quality hosted placements for job seekers.*
>
> *The provider receives a grant from PM&C and a loan from IBA to cover the costs of establishing the new business, including setting up business systems and leasing more equipment.*
>
> *As part of the package of business support, PM&C agree that initially the provider's new business will have 10 hosted-placements in addition to two staff who will supervise the job seekers. In six months' time, the number of Hosted Placements will go down to five and business is expected to employ two more ongoing staff to work on paid contracts.*
>
> *After two years, Desert Landscapes employs five permanent staff and regularly hosts up to two job seekers.*
>
> *In addition, the provider contracts Dessert Landscapes to run a hosted activity for 10 job seekers during the dry season to undertake unpaid beautification activities in remote communities. In the past, this activity would have been managed by the provider directly.*

5. Hosted Placements

5.1   Overview

A provider can arrange for a Host Organisation to deliver Work for the Dole activities on its behalf through a Hosted Placement.

Hosted placements must be safe and allow job seekers to fulfil their mutual obligations (in RAC1 of the Funding Agreement, these mutual obligations are included in the definition of "Social Security Activity Test Requirements").

Hosted Placements can be in group community development activities or real workplaces. Group activities can be hosted by another community service provider or organisation. Job seekers can also be hosted in a real workplace by a business, social enterprise or government agency.

A Hosted Placement in a real workplace can be an important step in a job seeker's transition from unemployment to a paid job. Experience in a real workplace can:

- Boost a job seeker's employability.
- Introduce long-term job seekers to workplace norms.
- Improve a job seeker's self-esteem.
- Encourage job seekers to aspire to paid employment rather than rely on welfare.

While any job seeker is eligible to participate, Hosted Placements in a workplace are likely to be more appropriate for job seekers with a higher work capacity and capability.

Providers are encouraged to arrange Hosted Placements in as many real workplaces as they can. For information on how to promote CDP to potential Host Organisations and job seekers refer to *Chapter 11 – Marketing and Promotion*.

5.2   Delivery

Host Organisations can be not-for-profit organisations, businesses, social enterprises, entities related to the provider, or Commonwealth, state, territory or local government agencies. Host Organisations can also be located in non-remote areas.

Where Hosted Placements are in a real workplace or involve real work, there are limits on the duration of the Hosted Placement and on the number of job seekers that can be hosted. These limits are to ensure that Hosted Placements do not displace paid work.

A workplace Hosted Placement is one that provides job seekers with experience doing things that:

- are done by paid workers
- produce goods or services for sale
- help deliver government services.

There are no limits on the duration of Hosted Placements or the number of job seekers that can be placed in community development activities that do not involve real work.

Providers must enter into contractual arrangements with the Host Organisation to define the hosting arrangements, including the number and duration of placements, supervision of the job seeker and reporting attendance to DHS. A template is available on the Provider Portal (see *CDP Activity Host Agreement)*.

Some Employers may be willing to provide Hosted Placements but unable to do so for five hours per day, across a five day, Monday to Friday week. Providers can submit a proposal to PM&C seeking approval for the job seeker to meet Work for the Dole Hosted Placement requirement through a more flexible arrangement, i.e. more or less than a five days week and/or outside business hours (see *Work for the Dole Activity Scheduling* in Chapter 3 of these guidelines for details on what the proposal should address).

Hosted Placements can also be for fewer than 25 hours per week. In these circumstances, job seekers would make up their remaining hours in another activity.

An organisation that hosts an activity is likely to incur costs, for example costs for materials and supervision. Employers may also incur additional supervision costs when hosting job seekers. Host Organisations and providers will be able to negotiate a payment to cover these costs.

Payments for delivering a hosted activity should be around half of the payments that would normally be received by the provider. However, payments may be negotiated between the provider and the Host Organisation depending on the reasonable costs incurred by the Host Organisation including:

- Size and type of Host Organisation
- Hours per week
- Supervision requirements (including appropriate reporting of attendance to the provider)
- Additional mentoring support requirements
- Complexity of the activity and therefore training or skills development or required materials and equipment.

Providers cannot arrange Hosted Placements that:

- Replace paid employment in local jobs
- Involve activities that could bring the job seekers, providers or PM&C into disrepute, for example activities that involve gambling, illegal or high risk activities.

5.3   Hosted Placements in a workplace

An employer, including a business and government agencies, can advertise for and select job seekers for workplace Hosted Placements within certain limits. Employers can also negotiate with their local CDP provider to source suitable job seekers.

Where a job seeker is hosted in a real workplace, the following limits will apply:

- Host Organisations with up to 10 employees can offer up to two Hosted Placements.
- Host Organisations with 11 to 20 employees can offer one Hosted Placement for every five ongoing employees.
- Larger Host Organisations, including Commonwealth, State, Territory and local governments, with 20 or more employees can have four Hosted Placements plus one additional placement for every 10 ongoing employees over 20 employees. For example, an organisation with 32 staff can offer five Hosted Placements.

These limitations reduce the risk that workplace Hosted Placements displace real jobs. They will also ensure that job seekers are well supervised and surrounded by peers and colleagues as they would be in a normal workplace.

Host employers must ensure that job seekers are working within a reasonable ratio of job seekers to employees at all times. Large organisations are not permitted to group job seekers into large teams that have low ratios of employees to job seekers.

Providers may have workplace Hosted Placements within a related entity but these will be subject to the same limits as other Host Organisations, as outlined in this section.

5.4   Additional Hosted Placements in a workplace

The PM&C Regional Manager will consider and may approve higher numbers of Hosted Placements in a workplace (including higher ratios of job seekers to paid employees in any work team or workplace task) on a case-by-case basis, generally for temporary periods, taking into account the following criteria:

- Placements do not displace real jobs or reduce the hours of paid workers
- There is evidence of increased employability – for example, some earlier placements have been converted to real jobs in the business or elsewhere
- Whether the enterprise is a new remote enterprise and receives support from the Government's $25 million package (see supporting new remote enterprises)

These criteria are explained in more detail below.

Protecting real jobs

PM&C will be cautious when approving additional Hosted Placements in real workplaces. Real jobs need to be protected in all workplaces, both not-for-profit organisations and other enterprises.

PM&C will approve additional workplace Hosted Placements where these are unlikely to displace real jobs. For example where:

- A community organisation may wish to provide healthy food for elderly residents who would not otherwise pay for this service;

- A local council may wish to plant trees along roads but government funding has not been available for this project; or
- A landscape business may volunteer to create a recreational area for young people, using job seekers as labour and materials that they donate.

Increasing employability

Hosted Placements in real workplaces may be offered for up to six months initially. PM&C may agree to extend workplace Hosted placements for a further period, where, for example:

- The job seeker is engaged on a project that is expected to last longer than six months and there is value to the job seeker in being able to see a project through to its completion; or
- There are plans in place for the job seeker to begin seasonal work within six weeks of their workplace Hosted Placement ending. It would be less disruptive and beneficial for the job seeker to remain in the workplace Hosted Placement for the additional six weeks.

Providers should encourage government agencies or businesses with more than 50 employees to offer employment to job seekers at the end of their six month workplace Hosted Placement.

Where large employers (those with greater than 50 employees) fail to convert workplace Hosted Placements to real jobs at the end of their six months, PM&C will review and consider whether that business should continue to access Hosted Placements in the future.

Underperforming job seekers must be given a fair and early opportunity to remedy any performance issues that impact on their ability to secure permanent employment with the host employer at the end of the placement.

Providers should also encourage host employers with fewer than 50 employees to offer employment to at least some job seekers at the end of their six month workplace Hosted Placement. However, these employers will not be prevented from offering additional Hosted Placements.

To facilitate the conversion of workplace Hosted Placements into real jobs, employers can be paid a $7,500 Employer Incentive Funding amount if they employ and retain job seekers for 26 weeks (See Chapter 6.3 for additional information on *Employer Incentive Funding*).

Supporting new remote enterprises

The Government has allocated $25 million per year to support the development and expansion of remote organisations. As part of the package of support, PM&C may agree to a temporary increase in the number of workplace Hosted Placements for the first two years following a new organisation being established. To ensure organisations become sustainable and are not dependent on Hosted Placements, numbers of workplace Hosted Placements will revert to normal levels after this time.

Case Study – Men's shed

A community organisation runs a local men's shed, which is normally staffed by volunteers.

The provider approaches the organisation to run a Hosted Placement on its behalf. The organisation would supervise the job seekers and allow them to use their tools and facilities. Since the men's shed is a community development activity, there are no limits on the number of job seekers that can be placed in the activity or its duration.

The organisation enters into a contract with the provider to run an ongoing Work for the Dole activity for 15 job seekers for 6 hours per day, 3 days per week and 3.5 hours per day, for the other 2 days of the week.

The provider pays the organisation $6,000 per annum per job seeker to run this activity on their behalf. The organisation hires a supervisor to teach the job seekers carpentry skills.

Case Study – Bakery

A local baker needs a minimum of five employees to run the store. He could use some extra help and is considering increasing his workforce. He talks to the local provider about taking on a couple of workplace Hosted Placements. As this is a real workplace, there are limits on Hosted Placements. As the baker currently has five staff he can have two Hosted Placements for six months.

The baker enters into a contract with the provider to take on two job seekers for 4.5 hours a day, 5 days per week for 6 months*. As part of the contract, the provider pays the baker $3000 for each job seeker to cover the baker's training costs during the placements.

After the 6 month placement, the baker is particularly impressed by one of the job seekers and offers her a full-time job. After the job seeker has been employed for six months, the baker is eligible to receive Employer Incentive Funding worth $7,500.

*Both job seekers attend LLN courses 5 hours per week as part of their job plan in addition to these hours.

Case Study – Community organisation

A community run childcare centre is interested in taking on Indigenous job seekers to help out in the centre. The centre doesn't have any current vacancies, but is keen to partner with the CDP provider to provide work-like experiences for the job seekers. As it is a real workplace, there are limits on the number of job seekers they can host and properly supervise.

The centre works with the local provider to find two suitable job seekers to assist them. The job seekers learn about how the centre works and help out with the children for six months. At the end of the six months there are still no new jobs at the centre but the job seekers get a real job doing similar work at the local school.

Case Study – Short term Hosted Placement in a workplace

A local business has a contract to do some fencing. The job is likely to last for 6 weeks. The business owner approaches the local provider to see whether he can have two job seekers to help and get experience on the job. There will be four paid workers on the fencing job so he can host two job seekers.

The fencing job is 400 kilometres away so the job seekers can't come home each day. The provider finds two job seekers that are interested in the placement. The business enters into a contract with the provider to undertake an activity for two job seekers for 30 hours in one week over six days and 20 hours in the next week over four days. The provider agrees to pay the business $150 per job seeker per week to undertake this activity. This is enough for travel and extra costs.

At the end of the placement, the business offers one of the job seekers part time work. After returning home, the other job seeker moves into another activity.

Case Study – Local council

Four job seekers are keen to get experience working at the local council. The provider talks to the council about taking them on as Hosted Placements. The council is interested but knows that it does not have the money to covert placements into real jobs after six months. The council and the providers explain this to the job seekers. The job seekers still want an opportunity to get six months real workplace experience with the council.

As this is a real workplace, there are limits to the number of job seekers they can host. The council places two job seekers in its eight person maintenance team and two job seekers with its administrative staff. This ensures that job seekers can be properly supervised and get quality work experience.

At the end of the six months, there are no vacancies to convert the placements into real jobs at the council. The provider helps the job seekers to move out of the Hosted Placements into an activity that they are converting into a business that does maintenance and cleaning work. The council provides placements, training and work experience to another four job seekers.

6. Working with Employers and Employment Outcomes

6.1   Overview

A key objective of the CDP is helping job seekers to achieve ongoing employment. To achieve this, providers should:

- Build strong links with employers to identify ongoing job opportunities, training and work experience pathways to get job seekers into employment;
- Regularly assess the suitability of job seekers on their caseload for job opportunities with employers; and
- Support job seekers as they move into employment by providing Basic Services.

From 1 July 2015, providers will receive Employment Outcome Payments for placing and retaining a job seeker in employment for 13 weeks and 26 weeks.

6.2   Employment Outcome Payments

Employment Outcome Payments are made to providers to encourage them to support job seekers into employment and ensure they stay in employment.

When providers place job seekers into employment they should record a Job Placement in the IT System. This allows the IT System to track a job seeker's progress towards achieving an Employment Outcome. Providers should record the employment as an activity in the job seeker's Job Plan under the employment category. Employment should not be recorded in the Job Plan as a Work for the Dole activity.

Providers can claim an Employment Outcome where a job seeker has achieved:

- 13 weeks of employment
- 26 weeks of employment (i.e. a further 13 weeks of employment after the initial 13 week Outcome)

For each 13 week period, an allowable break in employment of four weeks is permitted. This means, for example, that a provider can claim a 13 week Employment Outcome Payment if a job seeker is employed for 13 weeks over a 17 week period.

Allowable breaks are gaps between periods of employment, not approved absences such as sick leave.

Payments will vary depending on whether the job seeker is employed on a full time or part time basis. This is summarised in the table below.

- A Full Time Employment Outcome occurs where the job seeker is off income support or fully meets their hours based requirements;
- A Part Time Employment Outcome occurs where a job seeker works sufficient hours to reduce their Income Support by at least 60 per cent or partially meets their hours based requirements (see clause 46.3 in RAC 1). The hours of employment needed to achieve a 60 per cent reduction in Income Support will depend on the type of Income Support the job seeker receives and their hourly rate of pay.

Provider Employment Outcome Payments Table (amounts excluding GST)

	Provider		
	13 Week Employment Outcome	26 Week Employment Outcome	Total possible on achieving 26 Week Employment Outcome
Full Time Employment Outcome	$ 2,250	$ 5,250	$ 7,500
Part Time Employment Outcome	$ 1,125	$ 2,625	$ 3,750

Any payments relating to job seekers placed into jobs before 1 July 2015 are payable under the original CDP Outcome Payment arrangements (i.e. those that applied before 1 July 2015).

Providers can claim Employment Outcome Payments for job seekers that they employ or that are employed by a related entity.

6.3   Employer Incentive Funding

An Employer is eligible for a one-off incentive payment of $7,500 (exclusive of GST) if they employ a job seeker who achieves a Full Time Employment Outcome for 26 weeks, subject to allowable breaks. Employers can use Employer Incentive Funding in any way they choose, including to cover additional training costs or as a form of wage subsidy.

An Employer can receive a payment of $3,750 (exclusive of GST) if they achieve a Part Time Employment Outcome over 26 weeks, subject to allowable breaks.

For each 13 week period, an allowable break in employment of four weeks is permitted.

An Employer cannot count a period of employment with another Employer towards their 26 week Employment Outcome.

> ## Case Study – Allowable Breaks
>
> *Jimmy has been employed for 10 weeks with a bricklayer working on a construction project. The project has come to an end and the company has let Jimmy go as it has no further work.*
>
> *A provider can still claim a 13 week Employment Outcome in relation to Jimmy if it can help him to secure another three weeks work within four weeks of being let go.*
>
> *If the bricklayer picks up another contract and re-hires Jimmy two weeks later for a further 10 weeks, the provider will receive an Outcome Payment after Jimmy has been employed for a total of 13 weeks.*
>
> *The bricklayer will not receive a 26 week Employer Incentive payment unless Jimmy is rehired for at least an extra 16 weeks, within four weeks of having been let go.*

The Employer Incentive Funding must be claimed by the provider and paid to the Employer.

The provider will need to claim the Employer Incentive Funding once it appears on the 'available claims' list. This will be a manual claim by the provider, and there is no time limit to claim.

Providers that receive Employer Incentive Funding must:

- Pay an equivalent amount to the Employer, within 10 business days of the funding being received; and
- Ensure an Employer is only paid once for each job seeker.

Providers do not need to make payments if the Employer has a contract with the Government for employment of remote job seekers, e.g. under the employment parity initiative.

Providers cannot claim Employer Incentive Funding for job seekers that they employ. Instead, providers will receive up to $7,500 in Employment Outcome Payments.

Commonwealth, state and territory agencies are not eligible to receive Employer Incentive Funding, as these organisations do not require additional support.

An entity that is related to a provider can claim Employer Incentive funding when they employ a job seeker, with the approval of the PM&C Regional Manager. The provider and the PM&C Regional Manager will develop a list of related entities, which will be reviewable every six months. The PM&C Regional Manager will determine whether the related entity:

- is operating separately to the provider and should be treated as a separate business; or
- is financially separable from the employment services business (for example the businesses are cross subsidising each other) and they should be treated as the same business.

Generally, related entities operating independently from the provider will be treated in the same way as other employers. This is to encourage providers to establish businesses that are independently owned and operated, and to support the development of new entrepreneurs and vibrant remote economies.

The Regional Manager will monitor employers, including related entity businesses to ensure job seekers are retained beyond 26 weeks. PM&C may notify the provider if the Employer is not eligible to receive any further Employer Incentive funding where the Regional Manager has concerns that employers are not retaining job seekers beyond 26 weeks in order to access repeat Employer Incentive Funding.

7. Participating in CDP

7.1   Overview

Job seekers can expect to receive Basic Services and where eligible, Remote Employment Services (including Work for the Dole activities) when participating in CDP.

Most job seekers have mutual obligations and if these aren't fulfilled they may face sanctions or financial penalty under the nationally applied Job Seeker Compliance Framework.

7.2   Appointments

Job seekers will have regular appointments with their provider, at least monthly. Regular appointments allow timely review and updates to Job Plans and discussion on the ongoing suitability of activities. It is useful for the job seeker to discuss progress in relation to their Job Plan and to reinforce the job seeker's understanding of what they are required to do at appointments. Attending provider appointments does not count towards the job seeker's required Work for the Dole hours.

For further information refer to the *Managing and Monitoring Job Seeker Appointments User Guide*.

7.3   Initial Interviews

Job seekers must receive an initial interview with their provider. These interviews must be conducted in accordance with the RJCP Funding Agreement. An initial interview is really important for job seekers because it sets up the foundations for ongoing interaction with their provider.

The provider should focus on giving advice about the best ways to look for and find a job and any local opportunities that might exist. Providers should also discuss the job seeker's aspirations, goals, community needs and the opportunities available in Work for the Dole. This interview is a good time for the provider to give advice on their Code of Practice and how to search for a job and use facilities like JobSearch.

As part of the initial interview, providers should undertake the Job Seeker Classification Instrument (JSCI) to identify the job seeker's individual circumstance and any barriers to employment.

For further information on the use of JSCI refer to the *Job Seeker Classification Instrument (JSCI) User Guide* and *the JSCI Form*.

7.4   Referral or Direct Registration

Job seekers are generally connected with a provider by referral or direct registration.

As outlined in *Chapter 2*, the eligibility of a CDP job seeker is generally determined by DHS before they are referred to a provider.

Providers may also directly register job seekers if they meet the relevant criteria.

Job seekers can also be transferred between Regions if they relocate. In these instances, the provider should immediately contact the job seeker and commence providing services for them.

7.5   Contacts

Job seekers must meet monthly with their providers to discuss their progress and review the activities in their Job Plan. For some job seekers more regular contact may be required.

Providers must tailor the timing, location, and duration of contact to individual job seekers. Contact must be face to face, unless the job seeker resides in an area affected by extreme weather or a natural disaster, is in full time training, education or employment, or is participating in an activity outside of their community.

The provider should ensure that any changes are updated in the CDP IT system and Job Plan. It is important that after completing each activity a review is undertaken to track progress towards overcoming identified vocational barriers and non-vocational barriers to employment and assistance in identifying appropriate job opportunities is provided.

7.6   Job Search

Job seekers who are Social Security Activity Tested may have a job search requirement as part of their mutual obligation. For those job seekers, the provider should determine a reasonable number of job searches to be completed each month, taking into account local labour market conditions and the individual job seeker's circumstances. CDP participants do not have a set number of job searches that they must complete.

The provider should be reviewing and updating the Job Plan regularly with the job seeker, and can adjust the number of job searches specified in their Job Plan as needed to be responsive to these factors.

Job search does not count towards the job seeker's required Work for the Dole hours. Any job search activities should be additional to the Work for the Dole hours the job seeker is required to complete.

7.7   Assessments

An assessment should be conducted with a job seeker at the initial interview. This assessment should make reference to a job seeker's non-vocational barriers, literacy and numeracy needs, existing qualifications, work and voluntary experience as well as any resumes or previously written job applications.

Assessments must be conducted by the provider when a job seeker completes an activity, has a change in personal circumstances or discloses information to the provider about changes to their skills or barriers to employment.

For further information on the JSCI refer to the *Job Seeker Classification Instrument User Guide*.

7.8   Job Seeker Compliance

Under Social Security Law all job seekers with mutual obligation in receipt of income support are required to attend appointments, look for work and undertake activities to improve their employability and to give back to their communities. A job seeker's mutual obligation is determined by the Department of Human Services and based on income support type, age, work capacity, whether year 12 or equivalent has been completed and whether they have primary care of a child.

Providers have a significant role in overseeing mutual obligation requirements for job seekers by monitoring participation and, where job seekers are not compliant, making decisions about utilising the compliance framework or re-engaging job seekers through other strategies. Where providers determine it appropriate to utilise the job seeker compliance framework they will generally initiate the process by reporting the incident to the Department of Human Services. Consistent with the *Social Security (Administration) Act 1999*, the Department of Human Services is responsible for determining under Social Security law whether or not to impose a failure or penalty for non-compliance with activity test requirements (mutual obligations).

Under the *Social Security (Administration) Act 1999*, financial penalties may be applied on those who fail to meet their requirements without good reason, and again, these decisions are made by the Department of Human Services. However, providers have a number of strategies they can use to engage job seekers, such as giving a job seeker another chance to attend an appointment or letting them make up time missed from an activity, if they believe this will be a more effective way of re-engaging the job seeker than compliance action.

For further information refer to *the Job Seeker Compliance User Guide* and the *Comprehensive Compliance Assessment and Compliance Activities User Guide.*

7.9   Job Plan

The Job Plan outlines the items that will satisfy the job seeker's mutual obligation requirements and help get them into paid work. All job seekers must have a current Job Plan in place at all times in order to participate in CDP. Generally Job Plans are created at the initial interview to enable commencement in CDP services. A Job Plan must reflect the appropriate number of hours per week required for a job seeker to meet their mutual obligation. These requirements could be as high as 25 hours for ESL and for job seekers aged 18-49 but may be any number of hours as determined appropriate for personal circumstances.

Providers are required to deliver Basic Services to all job seekers and to make available various activity options for commenced job seekers with mutual obligations requirements.   Job seekers not identified as Work for the Dole job seekers, for example because they are on a partial rate of payment or fall outside the 18-49 age cohort, may either volunteer for Work for the Dole or must meet their mutual obligations by participating in activities that are self-identified or participate in an alternative activity facilitated by their provider.

Providers should encourage all job seekers with mutual obligations to participate in Work for the Dole activities where they are the most suitable activities. Where a job seeker is meeting their mutual obligation by participating in Work for the Dole activities, they are only required to participate in the activity up to the hours outlined under their mutual obligation.

Job seekers without mutual obligation requirements who volunteer for CDP Provider Services must enter into a Job Plan in order to receive services. CDP Ineligible Participants must also enter into a Job Plan in order to receive CDP Provider Services.

The Job Plan must be recorded in the IT System. Providers can choose whether job seekers agree to their Job Plan online or to sign a hard copy from 1 July 2015.

The Job Plan must consider the job seeker's individual circumstances, including whether they have part-time or full-time mutual obligation requirements.

Mutual obligation requirements need to be outlined in the Job Plan for the requirement to be enforceable. Penalties can then be applied by the Department of Human Services (DHS) under the job seeker compliance framework where those requirements are not met by job seekers.

Providers should advise job seekers of the consequences of failing to meet their requirements in the Job Plan and the potential impact on the job seeker's income support payment of the job seeker failing to give prior notice (with a Valid Reason) when they cannot attend appointments or participate in activities.

Maintaining Job Plans for Job Seekers

Providers must ensure that a job seeker has a current and up-to-date Job Plan at all times. Job Plans are generally updated when the job seeker's circumstances change and as they progress along their pathway to employment, in particular:

- When activities in the Job Plan are completed or expire;
- If the job seeker's circumstances change;
- If a job seeker's mutual obligation requirements change;
- When a job seeker has a Comprehensive Compliance Assessment;
- When a job seeker undertakes Compliance Activities to waive an eight week non-payment penalty.

When a job seeker gains part-time or full-time employment, the job seeker's rate of income support may reduce through income testing by Centrelink. The provider must renegotiate the job seeker's Job Plan to reflect this work as an activity that meets some or all of their mutual obligations. The new Job Plan must include Work for Dole activities or other suitable activities as needed to enable the job seeker to meet their Mutual Obligations up to their assessed capacity.

Work for the Dole eligible job seekers who gain part-time work and are subsequently on a partial rate of payment cannot be compelled to participate in Work for the Dole. If a job seeker chooses not to voluntarily participate in Work for the Dole activities they must meet their mutual obligations in alternative appropriate activities.

For further information about Job Plans refer to the *Job Plan User Guide.*

Recording Attendance in the Activity Diary

Providers must use the Activity Diary to record activities the job seeker undertakes to meet their requirements. Providers must enter job seeker attendance in those activities in the Activity Diary (for further information on the Activity Diary refer to *Chapter 10* of these Guidelines).

This will be closely monitored by PM&C, as use of the Activity Diary will be the principal mechanism for reviewing achievement of job seeker attendance in activities and for calculating monthly provider payments. For further information on payments refer to *Chapter 8 – Payments*.

Job Seekers with Disabilities

Providers must provide tailored assistance to job seekers with disability. This assistance must take into account the job seeker's capacity for work and participation in CDP activities.

In Australia, definitions of disability are based on the World Health Organisation's (WHO) International Classification of Functioning, Disability, and Health (ICF), which uses 'disability' as an umbrella term for any or all of the following components:

- Impairments—problems in body function or structure.
- Activity limitations—difficulties in executing activities.
- Participation restrictions—problems an individual may experience in involvement in life situations.

Providers can access the following nationally available services for people with disability and their employers:

- The Employment Assistance Fund (EAF) —financial assistance for work-related equipment, modifications and services; and
- The Supported Wage System (SWS) —a workplace relations instrument that allows eligible job seekers with disability to be paid a productivity-based wage.

Providers will be able to utilise EAF and SWS in conjunction with JobAccess (www.jobaccess.gov.au), which is a free information and advice service about the employment of people with disability.

Providers should also consider purchasing additional services or support for job seekers with disability where appropriate.

For information on delivering services to Disability Support Pension recipients with mutual obligation requirements, refer to the *Disability Support Pension Recipients (Compulsory) Requirements User Guide*.

Vulnerability Indicator

The term 'vulnerability' relates to a job seeker's capacity to comply with their mutual obligation requirements. DHS will only record a Vulnerability Indicator on a job seeker's record if appropriate evidence suggests the vulnerability could pose a significant barrier to the job seeker's ability to comply with their requirements.

A Vulnerability Indicator is intended to ensure both providers and DHS are aware of a job seeker's circumstances. A Vulnerability Indicator does not exempt a job seeker from the activity test or mean that the Job Seeker Compliance Framework cannot be applied for non-compliance, where the provider chooses to use it. However, being aware of vulnerabilities is useful for providers when negotiating the job seeker's activities and Job Plan to help determine if a job seeker will have any trouble meeting certain mutual obligation requirements.

'Vulnerability' for the purposes of the Vulnerability Indicator is:

- A diagnosed condition or documented personal circumstance that currently impacts on the job seeker's day to day life.
- Temporary, episodic or ongoing.
- May impact to varying degrees on the job seekers capacity to comply with their requirements.

A Vulnerability Indicator is not:

- The same as a disability, though disability may contribute to vulnerability.
- An exemption – requirements still apply and need to be met.
- A valid reason for failing to meet a requirement in and of itself.
- Set in concrete – it is subject to review.

A Vulnerability Indicator should be considered when:

- Setting participation requirements for a job seeker.
- Determining the most appropriate action to take following non-compliance.
- Considering a job seeker's reason for being unable to comply with a requirement.

8. Payments

8.1 Overview

Providers will be paid under an outcomes-based payment model. This means providers will be expected to ensure remote job seekers are not just signed up, but also attending their Work for the Dole activities, five days a week.

The programme is supported by a simplified set of payments:

Service Payments, including:

- **Basic Services Payments**; and
- **Work for the Dole Payments**.

Flow-charts outlining the process for Service Payments will be made available on the Provider Portal.

Outcome Payments

(Outlined in Chapter 6 'Working with Employers and Employment Outcomes'):

- **Employment Outcome Payments** which are payable to providers where job seekers achieve 13 and 26 Week Employment Outcomes;
- **Employer Incentive Funding** which is payable to Employers where job seekers have been employed by one Employer for a 26 Week Period;

Other Payments

- **Ancillary Payments** where applicable, from time to time, under RAC1 of the RJCP Funding Agreement; and
- **Funding in relation to Strengthening Organisational Governance** which is one off payment for becoming incorporated, if the incorporation requirement set out in the RJCP Funding Agreement applies to providers.

8.2 Service Payments

Service payments for providers incorporate:

- **Basic Services Payments** which are payable for Basic Services to job seekers who are not required to participate, or who have not chosen to participate, in Work for the Dole (these job seekers are called 'Basic Participants' in the RJCP Funding Agreement); and

- **Work for the Dole Payments** which are payable for job seekers undertaking both Basic Services, such as attending provider appointments and Job Search, and Work for the Dole Activities (these job seekers are called 'WfD Participants' in the RJCP Funding Agreement);

Providers will not receive service payments for job seekers who have not been commenced and/or who do not have an Approved Job Plan or IPP.

Monthly payments are made based on information in the CDP information system, with a calculation date that is usually on the fourth Wednesday of every month. At times where it is not possible to use this date, providers will be notified.

From July to December 2015, 'Start-Up' arrangements will apply, with providers receiving advance payments providing a minimum level of payment based on provider caseloads. From 1 January 2016, service payments will be made in arrears, based on the outcomes achieved by providers.

8.3   Service Payments Rates (from 1 January 2016)

Service payments are paid monthly to providers according to the rates outlined below.

Payment type	Annual Payment Value (GST Ex)	Monthly payment (GST Ex)
Basic Services Payment (Excludes job seekers participating in Work for the Dole)	$ 4,000	$ 333.33
Work for the Dole payment (excluding GST)*	$ 12,450	$ 1,037.50

*Where there is a hosting arrangement in place, a negotiated payment must be made to the host organisation from the $12,450 Work for the Dole payment. Typically, this should be around half the amount that would normally be received by the provider.

8.4   Basic Services Payment

The Basic Services Payment is paid monthly to providers based on the total number of 'Basic Participants' recorded in the IT System. A 'Basic Participant' is defined as an Eligible Job Seeker who is not a Work for the Dole Participant. Basic Services payments will coincide with Work for the Dole Payments, resulting in a single monthly payment being received by providers.

If a Basic Participant volunteers to participate in Work for the Dole, the provider will receive the Work for the Dole Payment based on the job seeker's attendance, rather than the Basic Services Payment.

8.5   Work for the Dole Payment

Providers will be paid a monthly payment for the actual attendance of job seekers in Work for the Dole activities as recorded in the CDP Activity Diary.

Providers will be paid under an outcomes-based payment model. This means that providers will be expected to ensure remote job seekers are not just signed up, but also attend their Work for the Dole Activities, five days a week. Payments will be monthly, in arrears, to enable assessment of performance prior to calculation of the payment.

It will be important for providers to manage their caseload to optimise attendance levels, using the Job Seeker Compliance Framework when needed when a job seeker does not attend an activity without good reason (refer *7.8 Job Seeker Compliance*).

Providers will receive the same rate of Work for the Dole Payment, irrespective of whether the job seeker has a partial capacity to work. So, if DHS assess that a job seeker has the capacity to perform 15 hours a week, the provider will still receive the full Work for the Dole Payment if the job seeker attends activities for 15 hours. This recognises that often job seekers with a partial capacity to work require the same level of servicing as job seekers with a full capacity.

Providers will be paid Work for the Dole Payments if the following conditions are met:

- They have placed the job seeker in enough activities to meet the participation requirements in their Job Plan (up to 25 hours per week) and the job seeker attends these activities;
- Where a job seeker did not attend, the job seeker had good reason (known as a Valid Reason and/or gave prior notice consistent with the definitions outlined in the Job Seeker Compliance Framework); or
- The provider took all reasonable action in relation to non-attendance (including submitting a Participation Report to DHS) and following this action were able to re-engage the job seeker back into Work for the Dole activities within 14 days; and

<u>Providers will not receive Work for the Dole Payments if they have not recorded job seeker attendance in the Activity Diary.</u>

It is important that providers actively manage job seekers and immediately address non-attendance. Assisting job seekers to build skills and daily routine is central to getting them on a pathway to work.

For providers to receive Work for the Dole Payments they will need to actively engage and manage job seeker compliance. This means using all the tools at their disposal.

When job seekers are on 'time off' or a break from Work for the Dole, the provider will receive Basic Payment for that job seeker for that period (Refer 3.3 *Criteria for Participation in Work for the Dole and Special Circumstances*).

Managing Attendance

Case Study – Individual

Elizabeth must attend her Work for the Dole activity of gardening at the local primary school for 25 hours per week, across five days*:

- *Elizabeth attends her activity on the Monday and Tuesday for the whole five hours;*
- *On Wednesday Elizabeth is unwell and is unable to attend her activity. Elizabeth calls her provider to let them know she is unwell and visits the doctor;*
- *On Thursday Elizabeth returns to the activity and completes her five hours; and*
- *On Friday Elizabeth does not show up and the provider Supervisor knows that she has gone to watch the local football carnival. Elizabeth does not give her provider any notice or warning, or an acceptable excuse for not attending.*

In this case the provider would have their Work for the Dole Payments reduced for the one day that Elizabeth did not attend without a Valid Reason (the football carnival); unless the provider took all reasonable action in relation to non-attendance (submitting a Participation Report to DHS) and was able to re-engage the job seeker within 14 days.

*noting while this case study has 5 hours per day Monday – Friday, participants can have more than 5 hours per day scheduled activity

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Mon - Tue 5 hours per day	Wed sick day	Thurs 5 hours	Fri football carnival
Provider will be paid for attendance in all these circumstances			Provider be paid in this circumstance as long as a PR has been lodged and the provider was able to re-engage the job seeker within 14 days

Case Study – Community Level

A provider has 20 job seekers placed in Work for the Dole activities in one month.

- *15 of the job seekers attend their activities up to their assessed capacity to work. The provider registers the job seekers as 'Attending' in the CDP IT System;*
- *Three of the job seekers do not attend for six days, due to flooding in their community, but otherwise attend up to their required participation. For each of the six days non-attendance the provider registers the job seekers as 'Did not Attend Valid' in the CDP IT System; and*
- *Two of the jobs seekers do not attend any of their Work for the Dole activities for the month. They do not make contact with the provider and give no prior notice or valid reason. The provider has not re-engaged these job seekers. The provider registers each job seeker as 'Did not Attend Invalid' every day they did not attend in the CDP IT System and, when contact cannot be made with the job seekers, submits a Participation Report to DHS.*

If all 20 job seekers had attended for their required participation, the provider would have been paid the full Work for the Dole Payments for all of these job seekers. However, in this instance the provider will get paid for full Work for the Dole Payments for 18 of the job seekers. This includes:

- *The 15 job seekers who attended their activities up to their required participation; and*
- *The three job seekers who did not attend six days because flooding meets the special circumstance exemptions in the Job Seeker Compliance Framework.*

The provider will not get paid Work for the Dole Payments for the two job seekers who were registered as 'Did not Attend Invalid', unless the provider has:
- *Lodged a Participation Report to DHS for those days; and/or*
- *Re-engaged the job seekers within 14 days.*

If the provider does not record attendance for the job seekers in the Activity Diary, the provider will not get paid Work for the Dole Payments.

For job seekers that have not been re-engaged after 14 days as a result of the compliance action or alternative means to re-engage the job seeker, the job seeker will remain on the provider's case load for an additional 14 days before they will be exited by the system.

15 full time attendees	3 non-attendees (flooding)	2 non-attendess with a PR less than 14 days	2 non-attendees with PR more than 14 days

Provider will be paid Work for the Dole Payments for attendance in all these circumstances	Provider will have Work for the Dole Payments reduced in this case.

8.6   The Start-Up Period (1 July 2015 to 31 December 2015)

During the Start-Up Period, providers will receive a minimum level of service payments.

Start-Up Period payment rates are shown below:

Payment type	Monthly payment (GST Ex)
Basic Services Payment (Job seekers not aged 18-49 and in receipt of activity-tested income support)	$ 333.33
Work for the Dole payment (Job seekers aged 18-49 and in receipt of activity-tested income support)	$ 780.00

Start-Up payment rates are equivalent to paying the full Work for the Dole payment for 75 per cent of all Work for the Dole eligible job seekers.

During the start-up period the provider receives the Basic Services Payment for all commenced job seekers who are not required to participate in Work for the Dole, regardless of whether they are volunteering to do Work for the Dole.

However, where a provider achieves more than 75 per cent of job seekers meeting their full Work for the Dole attendance requirements five days a week, they will receive a supplementary amount.

The supplementary payment will be calculated according to difference between the actual attendance rate and the minimum level of Start-Up payment.
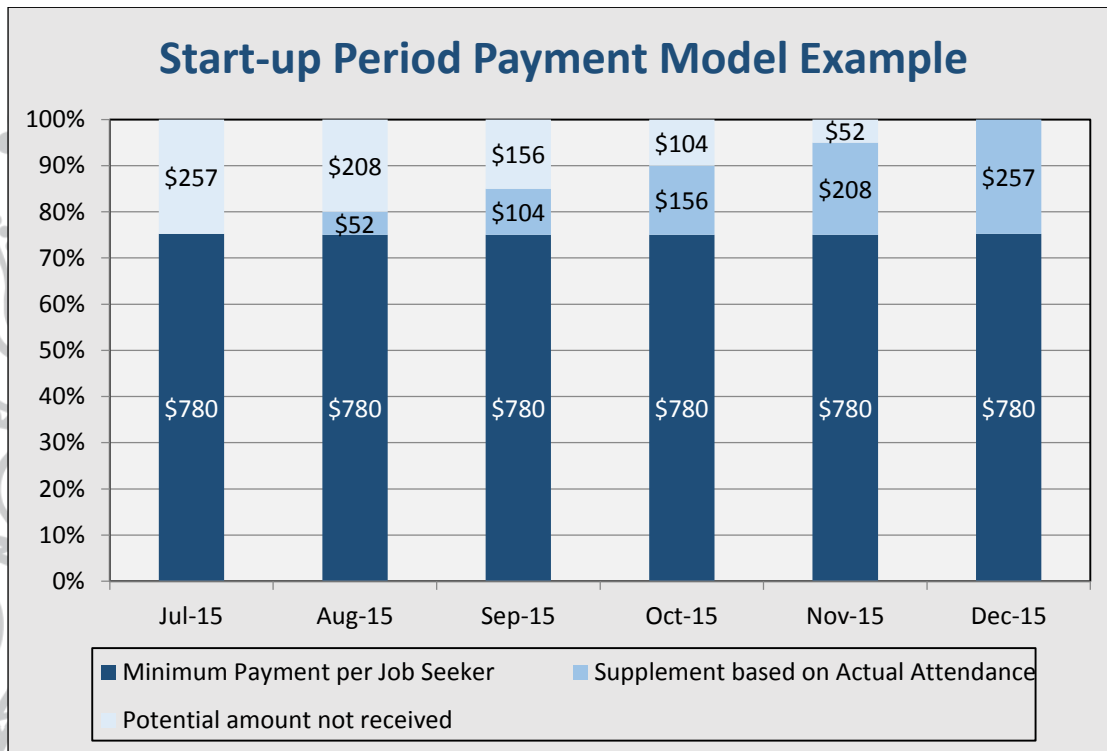
Start-up Period Payment Model Example

Legend: ■ Minimum Payment per Job Seeker   ■ Supplement based on Actual Attendance   ☐ Potential amount not received

Full attendance requirements are met when all job seekers attend all Work for the Dole activities up to their 25 hours per week (or assessed capacity), and where the provider takes all actions required under the RJCP Funding Agreement in relation to non-attendance.

Start-Up Period Payment Examples

A provider has 100 Work for the Dole eligible job seekers on their caseload.

Scenario 1: The provider has placed 70 Work for the Dole eligible job seekers into activities and these job seekers all meet their full attendance requirements. In the Start-Up Period the provider would receive a payment of $78,000 (100 x $780), equal to 75 per cent of the job seekers in the provider's caseload being placed in an activity and meeting their requirements. From 1 January 2016, the provider would only receive a payment of $72,625 (70 x $1037.50) for the 70 job seekers who met their full attendance requirements.

Scenario 2: The provider places 85 Work for the Dole eligible job seekers into activities who either meet their full attendance requirements or the provider takes appropriate action using the Job Seeker Compliance Framework. In the start-up period the provider would receive the minimum monthly payment of $78,000 (100 x $780), as well as a supplementary amount for achieving above 75 per cent. The provider would receive a supplement of $10,187.50; the difference between the minimum monthly Start-Up payment and the payment they would receive post January for actual achievement. In total the provider would receive $88,187.50 for that month (equivalent to 85 x $1037.50).

Scenario 3: The provider places all 100 Work for the Dole eligible job seekers into activities but those job seekers only fulfil 90 per cent of their attendance requirements. In the Start-Up Period the provider would receive the minimum monthly payment of $78,000 (100 x $780), as well as a supplementary amount of $15,375 for the achievement above 75 percent. The total payment they would receive of $93,375, equals payment for the achievement of 90 per cent applying the post January arrangements for actual achievement (90 x $1037.50).

9. Conducting Services

9.1 Overview

Providers are responsible for delivering Services in accordance with the RJCP Funding Agreement and these Guidelines. Services should be also delivered in line with the Service Guarantee and Code of Practice.

This chapter provides guidance to assist providers to conduct services.

Information includes:

- Risk management
- Customer feedback
- Dispute resolution

For further information on conducting services in accordance with the RJCP Funding Agreement refer to the *User Guides*.

9.2 Location and Level of Services

Providers are responsible for delivering Services within the allocated Region(s). Providers are required to maintain at least one full time Site (that is open Monday to Friday from 9am-5pm on business days, or as otherwise agreed with PM&C) within each Region and any additional Sites required to deliver sufficient services.

Sites must be open on business days and times consistent with the Activity Schedule and be accessible to people with disability.

9.3 Code of Practice

Providers are obliged to deliver services in line with the Code of Practice and the Service Guarantee, which must be available at their offices for job seekers and the public.

9.4 Personnel

PM&C is entitled, on reasonable grounds, to request providers remove personnel from work on the services (for example, in the event of actual or suspected serious misconduct).

9.5 Sub-Contracting

Subcontractors are permitted with prior written approval from PM&C. Subcontracts must bind subcontractors to, with respect to PM&C, the RJCP Funding Agreement and relevant workplace health and safety provisions.

Subcontractors may be engaged to perform any of the provider's obligations under the RJCP Funding Agreement. Hosts can only offer activities in accordance with these Guidelines.

9.6 Serious Incidents

Providers must notify PM&C immediately if a serious incident occurs or almost occurs (that is, any circumstances that could have resulted in the occurrence of a serious incident).

A serious incident is an incident that occurs during, or from provider activities that results in:

- Death or an injury for which medical attention was sought or ought reasonably to have been sought; or
- Police involvement (including drawing the attention of the police).

If a serious incident occurs providers must submit a serious incident report to PM&C within 24 hours.

For further information on insurance refer to the *Insurance Manual and Insurance for Specific Activities under the CDP User Guide.*

Providers must then provide a detailed written report to PM&C within 10 business days. The written report must include:

- A description of the incident and injury;
- What action has been taken to manage the incident;
- What the provider has done to reduce the risk of the incident happening in the future;
- How the provider will minimise disruption to services or activities; and
- Any other details of the incident that the provider considers relevant, or as requested by PM&C or the insurance broker.

PM&C will then advise what other actions providers need to take.

9.7 Use of Interpreters

If required, providers must provide an interpreter to facilitate communication with job seekers.

If a job seeker requests the use of an Interpreter and the provider refuses one, they must keep a record outlining the reason for their decision.

The provision of interpreters should be consistent with the General Terms and Conditions of the Funding Agreement.

9.8 Police Checks and Working with Vulnerable People

Providers may be required to conduct Police Checks for Eligible Job Seekers and CDP Ineligible Participant engaging in some activities, particularly activities involving Vulnerable People.

A Vulnerable Person is a person who is unable to fully take care of themselves or is unable to protect themselves against harm. This could be because of age, illness, trauma, disability or any other reason.

Specifically, activities that require Police Checks include those where:

- Legislation requires police checks to be conducted;
- The activity is subject to industry accreditation requirements, industry standards or a legal requirement that the activity can only be carried out by people who have not been convicted of particular crimes;
- The activity is specified by PM&C as requiring Police Checks; or
- It is an activity in which the Eligible Job Seeker, CDP Ineligible Participant, the provider, Supervisor or Mentor will have regular or unsupervised contact with children, the elderly or other classes of Vulnerable People, and for which it would be considered wise by a reasonable person that a Police Check be conducted.

Depending of the nature of the activity it may be necessary for a provider to get a Working with Children check as well as a criminal records check, as only certain information will be provided in each.

A provider should have activities available that do not require a Police Check to be undertaken.

These activities can be used to meet the needs of an Eligible Job Seeker who does not consent to a Police Check or for whom police check results indicate an issue of concern or unacceptable risk.

When a Police Check is required it is to be completed:

- Prior to involving a Supervisor or Mentor in work that involves any contact with a Vulnerable Person, and once every two calendar years during the period that the person is engaged in work with Vulnerable People; and
- Prior to involving an Eligible Job Seeker or CDP Ineligible Participant in activities that involves any contact with a Vulnerable Person.

For further information on conducting Police Checks refer to the *Police Checks User Guide.*

9.9   Managing Risk

Workplace Health and Safety

Under the RJCP Funding Agreement, providers are required to ensure all activities are conducted within Commonwealth, State and local government laws and by-laws regarding workplace health and safety.

Section 3.2 Delivery has further details on Risk Assessments for activities.

Insurance

Providers must have public liability insurance, workers compensation, motor vehicle insurance, personal accident insurance and professional indemnity insurance.

For personal accident insurance providers must have insurance in accordance with the RJCP Funding Agreement, except where activities are covered by PM&C insurance. *CDP*

Providers should note that there are certain activities which are excluded from PM&C's insurance, or which must not be conducted without the consent of PM&C's insurer. Providers must not conduct any Work for the Dole activity, or place any job seeker into a Work for the Dole Activity, that is excluded from PM&C's insurance coverage, without first obtaining written permission from PM&C. Refer to the *Insurance for Specific Activities under the CDP User Guide* and the *DPMC Participant Insurance Manual 2015-2016* on the Provider Portal for more information.

Conflict of Interest

A Provider's executive staff members and board members are required to sign Conflict of Interest declarations which must be lodged in the provider's conflicts register.

If a Conflict of Interest arises, the provider must notify PM&C immediately, and take action to resolve the Conflict of Interest.

Fraud

Providers must not engage in fraudulent activity and must take all reasonable steps to prevent fraudulent activity.

9.10   Customer Feedback

Feedback and complaints should be dealt with appropriately by a senior staff member.

Providers are required to keep a Customer Feedback Register.

Providers should establish a customer feedback process to manage feedback and complaints about services. The customer feedback process should:

- Be consistent with the RJCP Funding Agreement, Guidelines, Code of Practice and Service Guarantee;
- Inform people they may also lodge a complaint with the National Customer Service Line;
- Incorporate a Customer Feedback Register; and
- Be communicated to new job seekers.

As part of the feedback process, job seekers should be provided with contact details for the National Customer Service Line for situations when they feel they can't talk to their provider, or are not happy with the provider's response to their issue.

National Customer Service Line

1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au

9.11   Dispute Resolution

If a provider has any concerns or disputes in relation to CDP they should first contact their PM&C Regional Manager.

If the issue cannot be resolved at this stage, it will be handled in accordance with clause 43 of the General Terms and Conditions of the Funding Agreement.

If the issues remain unresolved, the job seeker can lodge a complaint with the Commonwealth Ombudsman on 1300 362 072.

9.12   Administration and Governance

Providers must carry out their business in keeping with all relevant statutes, regulations, by-laws and requirements of any Commonwealth, State, Territory or local authority and any of PM&C's policies as advised in writing by PM&C.

Providers must provide to PM&C immediately upon receipt, a copy of any notice requiring them to show cause why they should not come into any form of external administration and any record that the provider has or will come under one of the forms of external administration.

10.   Information Technology (IT) and Records Management

10.1   Overview

Employment & Community Services Network (ECSN) is the gateway to access IT applications to manage and deliver CDP services including:

- The CDP Provider Portal secure site;
- The Learning Centre; and
- The CDP IT system.

This chapter provides information about those IT tools. For further information providers must refer to the supporting IT Reference materials provided on the CDP Provider Portal secure site; as well as the CDP IT system User guide published on the Learning Centre.

10.2   Employment & Community Services Network (ECSN)

ECSN is the gateway to access IT tools to manage and deliver Services.

The Provider Portal Secure Site

The Provider Portal secure site is a tool for providers to find information and advice on delivering CDP. The Provider Portal secure site hosts key documents including the RJCP Funding Agreement, Guidelines and User Guides. Providers can access the Provider Portal secure site via the ECSN login page.

The Learning Centre

The Learning Centre is an online training facility for providers and PM&C staff. The Learning Centre provides training for employment services programmes and includes a range of valuable, special interest modules.

10.3   CDP IT system

The CDP IT system has been specifically designed for the Community Development Programme. Providers must conduct Remote Services using the online CDP IT system. The CDP IT system is an internet based system that is accessed from the Internet browser.

The CDP IT system provides a number of tools to support providers:

- The Activity Diary;
- Job Seeker JobSearch App;
- Work for the Dole Supervisor Mobile App; and
- Calendar.

Providers must conduct CDP Services using the CDP online IT system.

The CDP IT system supports the administrative processes required to manage the CDP. The CDP IT system is designed around CDP workflows and provides step-by-step guidance through these processes, including:

- A referral process that allows job seekers referrals from the Department of Human Services as well as directly by a provider;
- A noticeboard that keeps providers up-to-date with the important events with the job seeker and activity participation;
- A claims and payments feature.

Providers must comply with PM&C IT policies as detailed in the RJCP Funding Agreement and any directions from PM&C in relation to IT.

Activity Diary

The Activity Diary is a tool in the CDP IT System that assists providers in the management and servicing of job seekers on their caseload and their activity-related mutual obligation requirements. Providers can use the Activity Diary to:

- Record job seeker activity requirements in activities, both activities in the job seeker's Job Plan and in Activity Management;
- Issue formal notification of requirements and any rescheduled requirements;
- Create attendance lists for activity supervisors;
- Record attendance of individual activity days;
- Link activity non-attendance to the job seeker compliance framework;
- Automatically link job seeker attendance at activities to Activity Management;
- Automatically link to provider payments from 1 January 2016; and
- Automatically link to activity summary screen and job seeker summary screen.

Job Seeker JobSearch App

The job seeker diary is a central place for job seekers' appointment information. The diary is linked to the online calendar, but is for individuals. A job seeker's diary will only display the appointments of

that job seeker, whereas the online calendar is a tool to help providers manage all Job Seekers on their caseload and their upcoming appointments.

By looking at a job seeker's diary, providers can see all of their past and upcoming Appointments. Providers may need to use diary information as evidence for submitting a Participation Report at a later date, such as looking to see how many appointments a job seeker has not attended without a Valid Reason or a Reasonable Excuse.

Job seekers are now able to access the benefits of the Australian JobSearch website on their mobile devices (mobile devices will require advanced operating systems with working internet connectivity) via the JobSearch Job Seeker Mobile App.

The JobSearch Job Seeker Mobile App allows job seekers to access features from the website quickly and conveniently. Job seekers will be able to:

- Search for jobs based on their location, find a provider and save jobs onto their mobile devices;
- Manage their own dashboard by setting up notification preferences so they can receive job alerts or messages from their provider;
- View their provider appointments, add personal events and sync with their device's personal calendar;
- Send their latest resumes and cover letters directly to their employers; and
- Agree, view or forward their Job Plan on their mobile devices.

Further information on the Australian JobSearch Job Seeker Mobile App can be found on the Provider Portal secure site and the Learning Centre.

Work for the Dole Supervisor Mobile App

Work for the Dole Supervisors will be able to record and lodge job seeker attendance in the Activity Diary on their mobile devices (Mobile devices will require advanced operating systems with working internet connectivity) via the Supervisor Mobile App. This allows them to submit the attendance of job seekers in real time, reducing paperwork, informing Providers as soon as attendance is submitted by Supervisors.

Calendar

An important part of the CDP IT System that providers will use to manage their connection with a job seeker is the calendar. The calendar is used to book a number of different types of appointments with job seekers and helps them to keep track of any appointments that job seekers may have with their provider on any given day.

Following scheduled appointments, providers can record an appropriate result against each appointment in the calendar to reflect the attendance of the job seeker. This result reflects the decision the provider made about the job seeker's attendance and the next steps for the job seeker's servicing. The calendar also helps providers to connect with DHS and share information on a job seeker's participation and regular servicing.

10.4 Making a Claim for Payment for an Employment Outcome

To claim payment for an Employment Outcome Payment, providers must record when an Eligible Job Seeker has started in work in the CDP IT system. Our IT system will automatically pay providers the appropriate Employment Outcome Payment where the requirements of an Outcome have been met.

The CDP IT System will check whether a provider is entitled to an Employment Outcome Payment by confirming an Eligible Job Seeker's work hours declared to DHS on the Job Seeker Employment Hours Result (JEHR) or the job seeker's rate of Income Support Payments via the Job Seeker Rate Reduction Result (JRRR).

Automated special claims can be lodged in cases where a provider disputes the result of the JRRR or JEHR. Documentary Evidence will be required to support any special claims.

A payment for a Part Time Employment Outcome, once paid, cannot be upgraded to a Full Employment Outcome Payment. A payment for Part Time Employment Outcome will not be automatically paid to providers until 42 days after they become available to allow providers time to place a special claim for payment for a Full Employment Outcome should they have sufficient supporting evidence.

Where a job seeker has pre-existing part-time employment, a provider may claim an upgrade if the provider subsequently works with the employer and job seeker to achieve sustained, increased earnings or hours of work leading to a Full Employment Outcome. The requirements outlined in clause 46.3 of RAC1 to the RJCP Funding Agreement must be met. A provider must provide a job seeker with additional Remote Services to be eligible for an upgrade. These must be:

- Identifiable and documented; and
- Directly responsible for the increase in hours or earnings from the Employment.

An upgrade is not available where:

- A job seeker has arranged their own increase in hours or earnings; or
- A job seeker's earnings or hours are already sufficient to achieve a Full Employment Outcome.

Employment Outcome Payment claims resulting from an upgrade to Employment will be automatically paid to providers where the IT system can confirm the requirements of an Employment Outcome have been met.

Employer Incentive Funding will not be auto-paid to providers in the same way as Employment Outcome Payments. Employer Incentive Funding will appear on the 'available claims' list once the provider has received payment for a 26 Week Employment Outcome. Where an Employer is eligible to receive Employer Incentive Funding, this must be manually claimed by the provider and forwarded to the eligible employer, as outlined in Chapter 6 'Working with Employers and Employment Outcomes'.

10.5 Records Management

Providers must manage records in line with the CDP Funding Agreement.

- RJCP Funding Agreement Records – includes records created during the course of providing Services such as participant services records and the Customer Feedback Register;
- Commonwealth Records – includes records provided to providers by PM&C such as the Job Plan template or information about a participant; or
- Provider Records – includes records in existence prior to the RJCP Funding Agreement commencing except for any Commonwealth Records.

11.   Marketing and Promotion

11.1   Overview

Providers are expected to promote activities to the community and to job seekers in order to maximise the engagement of job seekers and to promote the programme to potential Hosts.

Providers must seek approval from PM&C before undertaking any public relations initiatives directly relating to CDP.

11.2   Contractual Obligations

As referenced in clause.51 of the General Terms and Conditions of the RJCP Funding Agreement, Providers must:

- In all publications, promotional and advertising materials, public announcements and activities in relation to the Services, and any products, processes or inventions developed as a result of the Services, acknowledge the financial and other support received from the Australian Government;
- Ensure that all advertisements, promotional activities and any other public relations matters in relation to the RJCP Funding Agreement are consistent with the requirements set out in these Guidelines.

11.3   General Requirements

All advertisements, publicity, and promotion of the services must:

- Be approved in advance by PM&C;
- Refer to CDP;
- Acknowledge financial and other support provided by the Australian Government. Australian Government funding can be acknowledged using this text statement:

    "This initiative is supported by the Australian Government."

The Australian Government logo is not to be used on materials developed by the provider.

11.4   Promotions of Work for the Dole to Prospective Hosts

A provider may find it useful to advertise in the local community to seek activity proposals from potential Hosts, or to promote the CDP or activities. Advertising may include:

- Local newspapers
- Television
- Radio
- Leaflet drops
- Cold canvass letters
- Telephone calls

Providers may find that running forums and information sessions for Work for the Dole is a good way of letting potential Hosts know about the benefits of sponsoring a Work for the Dole activity.

Information sessions are a good opportunity to network and build relationships to encourage a diverse range of Work for the Dole activities. Many providers find that if they have a wide range of activities, it is much easier to ensure a participant will attend their Work for the Dole activity.

11.5   Participant or Host Consent to Publicity

The Australian Privacy Principles (APPs) prohibit the use of personal information of individual participants in publicity material without the written consent of the individual participant (unless one of the other exceptions set out in APP6 is available, refer: http://www.oaic.gov.au/images/documents/privacy/applying-privacy-law/app-guidelines/chapter-6).

A Publicity Consent Form is available on the Provider Portal secure site for the purposes of gaining such consent.

If a provider wants the media to contact or interview a participant then providers must obtain written consent from the participant (a sponsor can do this on behalf of a provider). Participants are free to speak to the media or other third parties.

If the media approaches a provider seeking access to a participant, providers should advise PM&C about the purpose of the approach and seek the participant's agreement. Remember, any written public comment about Work for the Dole must first be approved by PM&C. Contact PM&C for approval.

Photographing Participants

At activity functions (e.g. graduation ceremonies) or during the activity, participants may be asked by Members of Parliament, Senators, their staff or others to be filmed and/or photographed. This footage and/or photographs may be used to promote the benefits of CDP as a whole or the benefits of a particular activity.

To protect participant privacy (and by so doing adhere to the Australian Privacy Principles (APPs), information about individual participants including film footage and/or photographs, cannot be used without their written consent. Participants must fill in a Publicity Consent Form before photography or filming takes place for any publicity. A separate Publicity Consent Form for Minors is available and should be used to obtain consent to photograph or film any minors.

Providers must ensure that their Hosts (and all other subcontractors) also implement these procedures.

Requests for Information from Third Parties

If providers are approached by persons (e.g. students) or organisations conducting research projects who are seeking access to Work for the Dole activity sites or premises, providers must first contact PM&C to obtain consent. If consent is given, permission must also be obtained from the Host Organisation in writing. Providers must also liaise with their PM&C Account Manager before providing responses to information requests from external sources.

The written agreement of each participant must also be obtained prior to any interviews and/or surveys conducted as part of a research activity. A Publicity Consent form must be completed for each participant.

Participants must be given the reason why the information is to be collected and to whom it will be disclosed. The information collected can only be done so in a manner consistent with the Australian Privacy Principles (APPs).

If a provider is approached by a MP or Senator or the media regarding publicity they should seek advice from PM&C before making any commitment.

11.6   Promotional Activities

Sharing Success

Providers are encouraged to share good news stories highlighting the positive experiences of Indigenous job seekers and the efforts of providers to support them in finding employment. Stories may also highlight the positive impact that CDP is making within communities. Good news stories are often promoted on PM&C's website: www.indigenous.gov.au.

Submit your story ideas to indigenous.gov.au@PM&C.gov.au.

Twitter posts that reference CDP activities should include #IndigenousJobs. Where possible, posts should tag @indigenous_gov and include #ClosingtheGap.

Facebook posts that reference CDP activities should include #IndigenousJobs and #ClosingtheGap. Posts should tag @indigenous.gov.au within the text.

12.   Performance

12.1   Overview

Providers need to meet a range of Key Performance Indicators (KPIs), Performance Measures and Performance Targets that measure compliance, quality and the effectiveness of a provider's service delivery.

Poor performance against KPIs is a serious matter. The RJCP Funding Agreement sets out different consequences that can be applied if there is poor performance by a provider.

The KPIs apply to all CDP Regions, although individual Regional Employment Targets under KPI 3 are set for each Region to reflect local employment conditions.

In the event of a natural disaster or other unforeseen events that may affect the providers' ability to deliver parts of the programme, PM&C will determine suitable substitute performance measure and Performance Targets and their duration.

The following information in section 12.2 is a summary only. Further information about performance, including assessment and ratings systems is available in the *Programme Management Framework.*

KPI 1: Delivery of services in accordance with the CDP Funding Agreement

Performance Measure	Performance Targets
Basic Services	100 per cent of Eligible Job Seekers have been provided with monthly contact which complies with Clauses 6, 7, and 8 of RAC 1.
Helping Eligible Job Seekers find and retain a job	100 per cent of all Eligible Job Seekers have an individualised Job Plan that complies with the requirements set out in the CDP Funding Agreement.
	In each six month period, at least 15 per cent of Eligible Job Seekers identified as requiring a driver's licence in their Job Plan sit for a driver's licence assessment.
	100 per cent Eligible Job Seekers identified as requiring literacy, language or numeracy training in the Job Seekers Classification Instrument (JSCI) or Employment Services Assessment (ESAt) received such training.
	100 per cent of Eligible Job Seekers placed in employment are provided with quality Post-placement Support in accordance with RAC 1.
	Eligible Job Seekers were supported to apply for vacancies and Paid Work Assignments.
General Provider Performance	Provider has managed customer feedback in line with the CDP Funding Agreement and Guidelines and has improved practices in response to complaints.
	All Eligible Job Seeker non-attendance is handled swiftly and appropriately in accordance with Guidelines and the CDP Funding Agreement.
	Providers comply with operational, financial and record-keeping requirements outlined in the CDP Funding Agreement and Guidelines. No Breach Notices are issued by PM&C.* *Please note, if a Breach Notice is later retracted, the Breach Notice will not count against provider performance.

KPI 2: Availability, attendance and appropriateness of activities for Work for the Dole Participants

Performance Measure	Performance Targets
Availability of activities for Work for the Dole Participants	100 per cent of Work for the Dole participants have been placed in one or more activities, sufficient to meet their participation requirement.
Attendance of Work for the Dole Participants	100 per cent attendance required of all Work for the Dole Participants in activities (in line with their mutual obligation requirements).
Appropriateness of activities	100 per cent of activities are appropriate to Work for the Dole Participants, local labour market, and the community.
Hosted Placements	The provider has made significant efforts to broker and place Work for the Dole Participants in quality Hosted Placements with local employers.

KPI 3: Achievement of the Regional Employment Target

Performance Measure	Performance Targets
Regional Employment Target is met	100 per cent of the Regional Employment Target is met.

12.2   Setting and Assessing the Regional Employment Target

Setting the Regional Employment Target

Regional Employment Targets set the required number of Eligible Job Seekers who achieve 26 Week Employment Outcomes during a specific 6 month period.

For example, if the target is for 1 January 2016 to 30 June 2016, the target is for the number of Eligible Job Seekers who achieve a 26 Week Employment Outcome during this period.

Regional Employment Targets are individually set by PM&C to ensure they take account of the specific context of each Region.

To ensure that Regional Employment Targets remain appropriate over time, Regional Employment Targets will be reviewed and reset every six month according to demographic, labour market and economic circumstances.

When determining a Region's Regional Employment Target, the following factors are considered:

- Previous Performance;
- Performance in comparable CDP regions;
- Current and future labour market opportunities;
- Seasonality in the labour market;
- Job Seekers disadvantage and concentration of all Job Seekers in the region;
- Discreteness of region and opportunities for mobility.

To be counted towards achievement of the Regional Employment Target, the provider must have received the 26 Week Outcome Payment.

PM&C Regional Managers will formally notify providers of each period's Regional Employment Target at least six months in advance of the start of the period.

Assessing the Regional Employment Target

Providers' achievement against Regional Employment Targets will be formally assessed during the Onsite Reviews every six months.

Due to the six-month lag between job seekers commencing employment and reaching a 26 Week Employment Outcome, the first Regional Employment Target can only be assessed during the July-August 2016 review.

For the purposes of the January-February 2016 review, providers will receive an indicative assessment based on the likelihood of meeting the first Regional Employment Target when it is formally reviewed during the July - August 2016 review.

13.   Provider Compliance

13.1 Overview

Providers must conform to any applicable obligations under:

- The RJCP Funding Agreement;
- The Guidelines, instructions, policies and procedures;
- Industry regulations, standards and codes; and
- Commonwealth, State and Territory laws, regulations, standards and codes.

The following information on compliance is a summary only. Further information is available in the *Programme Management Framework*.

13.2 Compliance Goals

PM&C's compliance goals are for providers to be fully compliant with the RJCP Funding Agreement, Guidelines and policies, and any laws, regulations, standards and/or codes set by any relevant Governments or industry bodies.

In order to achieve this, PM&C will:

- Ensure all providers are given the information they require to voluntarily comply with all of their compliance obligations; and
- Establish a robust monitoring and correction system to detect cases where this is not occurring and take appropriate corrective action.

13.3 Compliance and Assurance Approach

Providers are responsible for their performance and compliance. Providers must also have in place their own governance and control systems that support their performance, delivery of quality services and accuracy of payments consistent with the RJCP Funding Agreement and relevant Guidelines.

PM&C acknowledges that the majority of providers are willing and able to comply with their obligations under the RJCP Funding Agreement and the Guidelines; however:

Some providers may engage in inappropriate activities which do not meet these requirements or be inadvertently non-compliant due to poor governance or procedures; and

Some providers will require training, corrective action or other more serious remediation to address entrenched non-compliance issues.

13.4 Compliance Issues for Particular Consideration

The following compliance issues may be areas for particular attention under the monitoring systems described in the *Programme Management Framework*:

Category	Compliance questions
Workplace Health and Safety	Are providers ensuring workplace health and safety risk assessments are conducted prior to activity commencement?
	Are activities being adequately supervised by suitably trained and qualified staff?
	Are job seekers being briefed on emergency procedures and work place health and safety requirements?
Governance structures, staffing and internal reporting	Are governance structures and internal reporting arrangements appropriate / adequate?
	Are internal risks controls in place, and are they adequate?
	Has there been a high level of staff or management turnover?
Claims	Are the claimed Employment Outcomes Payments and job seeker attendance reported in the Activity Diary accurate?
	Is there a discrepancy in patterns of claims compared to previous review periods? • Variations in the patterns of claims, or in the provider's performance, compared to previous assessment periods. • Higher than normal levels of claims compared to comparable CDP providers. • Claim patterns within period indicate possible breaches.
Application of Attendance Categories	Have Eligible Job Seeker attendance categories been applied correctly?
Assets	Have any Assets that have been partially or wholly funded by the Commonwealth Government been encumbered or disposed of without PM&C approval?
	Are all Assets safeguarded against theft, loss, damage or unauthorised use?
	Are all Assets used for CDP insured to their full replacement value?
	Are all Assets in good working order?
	Are all registrations and/or licencing of Assets up to date?
	Is there an Asset register and Asset Disposal Plan?
Conflicts of interest	Are there any conflicts of interest between the provider and any organisations associated with activities or Hosted Placements?

Category	Compliance questions
Customer feedback	Are there any valid complaints and/or poor feedback from Eligible Job Seekers, CDP-Ineligible Participants, stakeholders or communities about manipulative, poor service delivery or potentially non-compliant behaviour?
	Does the provider meet RJCP Funding Agreement requirements with respect to Customer Feedback?
Financial management	Have all Funding been managed in accordance with Guidelines and the RJCP Funding Agreement?
	Have all Funding transfers to Employers and subcontractors been executed in accordance with Guidelines and the RJCP Funding Agreement?
Contracts	Are all contracts with subcontractors, Employers and Hosts in accordance with Guidelines and the RJCP Funding Agreement?
General quality of record keeping	Does the provider comply with requirements in Guidelines and the RJCP Funding Agreement with respect to: - Documentary Evidence - Eligible Job Seekers files - Digital records - Timeliness of reporting and Records management?

14.   Performance and Compliance Strategies

14.1 Overview

The Programme Management Framework outlines how performance and compliance issues will be prevented, monitored, identified, reported and remedied both at a Provider and programme level.

The approach centres on four risk-based strategies to manage performance, compliance and the issuing of breaches and application of corrective actions:

- Prevention and Deterrence
- Monitoring, Assessment and Detection
- Response and Correction
- Evaluation and Reporting

14.2   Prevention and Deterrence

Prevention and deterrence are the first lines of defence against poor performance and non-compliance. To encourage strong performance and compliance, PM&C will:

- Communicate responsibilities and expectations clearly to providers through documents like the RJCP Funding Agreement, the Guidelines and the Programme Management Framework Guidelines;
- Provide training and education, and encourage providers to seek out training and education opportunities;
- Support providers to share best practice, lessons learned and success stories and recognise excellence in performance.

14.3   Monitoring, Assessment and Detection

PM&C will take a risk-based approach to monitoring and assessment of the work of providers with a view to detecting instances of poor performance or non-compliance. We will use the processes outlined below to achieve this.

Onsite Provider Performance and Compliance Reviews (Onsite Reviews)

PM&C staff will undertake six monthly, onsite reviews which assess a provider's performance against KPIs, Performance Measures and Performance Targets. These will assess provider compliance against the requirements of the RJCP Funding Agreement and Guidelines.

PM&C reserves the right to conduct onsite reviews more frequently according to each provider's previous performance and compliance history and risk profile.

Desktop Monitoring of IT systems

Desktop monitoring will be undertaken both at the PM&C Regional Network and National Office level. It may be done as frequently as PM&C deems necessary. The monitoring will facilitate early detection of performance and compliance issues especially around:

- Placement of Work for the Dole Participants in activities; and
- Attendance of Work for the Dole Participants in activities.

Regular Liaison with Providers

PM&C staff will regularly liaise with providers to monitor performance or compliance and to support providers to meet their obligations. These meetings may be face-to-face, onsite at an activity, offsite, via phone or internet. PM&C will give notice to allow provider to prepare.

Spot Checks

Without notice, PM&C staff may perform a formal spot check to assess one or more areas of performance and/or compliance. These may include, but are not limited to:

- Work for the Dole Participant attendance
- Contact and Appointment diary
- activities
- Community engagement
- Employer engagement
- Record and financial management

Surveys of Community Leaders and/or Elders, Employers, and/or Job Seekers

PM&C staff may conduct questionnaires of community leaders, elders, Employers and job seekers at any time. Any survey will be organised by and conducted by PM&C or at PM&C's expense.

Financial Reports and Audits

Financial statements provided to PM&C in accordance with the RJCP Funding Agreement may be used as evidence of poor performance or compliance breach, including fraud.

Where the provider has audited financial statements, these must also be provided to PM&C and may also be analysed to determine whether breaches have occurred.

Targeted Assurance Reviews

PM&C may undertake Targeted Assurance Reviews, in response to areas of emerging or identified compliance and/or fraud risks at any time. Target Assurance Reviews may involve:

- One provider
- A small group of providers
- Specific CDP Region(s), and/or
- A specific element of the programme

Customer Feedback and Tip-offs

Feedback from customers of CDP providers (including job seekers, community representatives and employers) is an important indicator of a provider's performance.

Such feedback, whether received and handled by the provider, PM&C or a third party such as the Commonwealth Ombudsman will be used to monitor and assess provider performance and compliance.

14.4   Response and Correction

Where under performance or non-compliance has been identified, PM&C will assess the severity and the appropriate corrective action to be applied, having regard to any extenuating circumstances.

Corrective actions can include helping a provider to improve, intervening in service delivery, imposing additional performance requirements or (in worst cases) terminating the RJCP Funding Agreement. PM&C will ensure its corrective actions:

- Are proportionate to the severity of the breach and are taken in good faith;
- Take into account the capacity and motivation of the providers to return to compliance or satisfactory performance;
- Signal the seriousness with which PM&C views the performance or compliance issue.

Once the breach has been categorised and corrective actions have been determined, PM&C may issue:

- A Show Cause Notice, which gives the provider an opportunity to demonstrate why corrective action should not be taken in respect of a breach; or
- A Breach Notice, which outlines that a breach has occurred and what corrective actions PM&C will take (if any) in respect of the breach.

14.5   Evaluation and Report

The framework will allow us to learn lessons from instances of non-compliance to improve the overall management of the programme.

The Programme Performance and Compliance Risk Assessment will provide the Department with an indication of the effectiveness of the compliance and fraud controls being applied across the programme. These controls should be proportionate to their respective risks, and be adjusted as the inherent levels of these risks change over the life of the programme.

By utilising both proactive and reactive strategies to seek continual improvement, PM&C will be able to effectively prevent and deter non-compliance, accurately monitor levels of compliance, and react swiftly to non-compliance, preventing significant losses and harm to PM&C.

Job Seeker Classification Instrument User Guide

Document change history

Version	Start Date	Effective Date	End Date	Change & Location
1.1	18 09 15	18 09 15		Narrative - Programme name change from Remote Jobs and Community (RJCP) to Community Development Programme (CDP)
1.0	01 07 15	01 07 15	18 09 15	Original version of document

Job Seeker Classification Instrument (JSCI)

The Job Seeker Classification Instrument (JSCI) is a tool to assist providers to assess a job seeker's individual circumstances and potential barriers to employment. Information from the JSCI will support providers in developing activities and assistance that can address job seeker's barriers and increase their employability.

The JSCI is based on a statistical model that determines a job seeker's relative level of disadvantage in the labour market and it is fundamental to the operation of Australian Government employment services nationally. [1] The JSCI relies on job seeker's answers to JSCI questions, supplemented by other information related to their employment prospects.

The JSCI questionnaire comprises of a maximum of 49 questions that collect information about 18 factors that have been found to have a significant impact on a job seeker's likelihood to remain unemployed for another year. The number of questions a job seeker needs to answer depends on their individual circumstances. Some job seekers will only need to answer a minimum of 18 questions. A job seeker who has a higher level of disadvantage will generally have to answer more questions.

The JSCI indicates whether a job seeker has identified multiple or complex barriers to employment that may require further assessment. Job seekers who require further assessment are referred to the Department of Human Services (Human Services) for an Employment Services Assessment (ESAt). In addition, the JSCI identifies job seekers who have:

- disclosed domestic violence, family grief or trauma and may need to be referred to Human Services[2].

[1] More details about the JSCI are provided on the JSCI page on the departmental website

[2] Human Services (Centrelink) Social Work Services (Social Workers) can provide counselling and support services, as well as information and referral to other services to appropriately assist job seekers

- poor language, literacy and numeracy skills and may benefit from referral to the Skills for Education and Employment (SEE) programme [3].
- poor English language skills and may benefit from referral to the Adult Migrant English Program (AMEP)[4]

When to conduct the JSCI

There are two types of JSCIs:
- Initial (or New) JSCI, and
- Change of Circumstances Reassessment (CoCR) JSCI

The IT System selects the type of JSCI for the job seeker. The provider must ensure all Job Seekers have an active JSCI that reflects their current circumstances. An Initial JSCI:
- Is conducted by the provider when an Eligible Job Seeker registers directly with them. The provider must conduct a JSCI at the Initial Interview for all Job Seekers who do not have an active JSCI and require Commencement. For an Initial JSCI all JSCI questions must be asked in full.

A Change of Circumstances Reassessment (CoCR) JSCI:
- Is conducted at any time during a job seeker's period of service when a job seeker discloses new or additional information such that their most recent JSCI is affected.
- It is important that the provider establishes that a CoCR is required before actioning anything on the CDP IT System.
- For a CoCR JSCI the provider has the option of asking the job seeker all the JSCI questions or only those JSCI questions that relate to the change in circumstances or disclosed information.
- The provider must give the job seeker the opportunity to answer all relevant questions. Before undertaking a CoCR, the provider should review the job seeker's current JSCI with the job seeker to identify those questions and responses that relate to the changed circumstances or disclosed information.

How to conduct the JSCI

Providers are expected to conduct the JSCI process in a professional, sensitive and culturally appropriate manner.

If job seekers require crisis assistance or disclose diagnosed or undiagnosed mental health issues providers must act in accordance to the *'Assisting job seekers/Participants in Crisis' Fact Sheet.*

The JSCI must be conducted with the job seeker in a private setting, unless there are Exceptional Circumstances[5]. If there are Exceptional Circumstances and the provider does not conduct the JSCI

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[3] Formerly known as the Language, Literacy and Numeracy Program (LLNP); administered by the former Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education now administered by Department of Education.

[4] Administered by the Department of Immigration and Border Protection

[5] *'Exceptional Circumstances' means circumstances beyond the control of the Provider and/or the Job Seeker and includes: (a) where the Job Seeker resides in 1. a Remote Region where there is no Outreach service (agreed to by the department); 2. an area which is affected by extreme weather conditions (agreed to by the department); 3. an area affected by a natural disaster; or 4. an area affected by public transport strikes; (b) when a Job Seeker is participating in full-time Training or Education and their participation in those activities restricts their availability to participate in Contacts; or (c) other circumstances advised by the department from time to time*

with the job seeker, the provider must keep a file note that details the reason for using the Exceptional Circumstances provision.

Providers must explain to job seekers what is being asked of them and why it is required. Interpreter services should be used where appropriate.

A job seeker can be accompanied by a nominee, including a family member, advocate, social worker or counsellor for support when the JSCI is conducted.

The provider must inform the job seeker that the information provided is protected by the Privacy Act 1988.

There are voluntary disclosure questions in the JSCI that the job seeker may choose not to answer. For these questions, the job seeker is offered the response option of 'Do not wish to answer'.

The provider should encourage the job seeker to provide open and honest responses to all the questions to ensure that: the JSCI accurately reflects their circumstances, activities and assistance are tailored accordingly and the job seeker receives the most appropriate services and support. As part of this, the provider should explain the benefits of disclosure to the job seeker and inform them that there are different services available and that assistance can be tailored to their needs.

Process steps

The JSCI is completed on the CDP IT system. Where the CDP IT system is not available, for example in remote locations, there is a paper based JSCI form that can be used as an interim measure to record the job seeker's responses. The provider must record all the information from the paper based JSCI form in the CDP IT system as soon as possible and retain the completed paper based JSCI signed by the job seeker on file.

The following paragraphs describe the IT processes and steps. Providers must check the CDP IT system for any updates and ensure they use the latest IT advice available.

Start a JSCI and specify a reason for conducting it

a) From the CDP IT system/Job Seeker record select **Job Seeker Classification Instrument/JSCI Details/ *Add* JSCI[6]** . This will bring up the ***Conducting Site*** screen.
b) The provider must:
  i) Select the site at which the JSCI is being conducted from the ***Conducting Site*** drop down list.
  ii) Keep a record that details the reason for conducting the JSCI on the job seeker's file.
c) Click ***Add***. The JSCI **Questions** steps are now available.

Record job seeker's answers to JSCI questions and review the answers

d) For an Initial JSCI, the provider must ask and record job seeker's answers to all JSCI questions in sequence.
e) For a CoCR JSCI the provider:
  i) may either ask all JSCI questions in sequence and update the job seeker's answers where relevant, or
  ii) ask only those questions and record responses that relate to the job seeker's changed circumstances or disclosed information.

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[6] Note that the ***Add*** JSCI button is also available from the **JSCI Questions** and **JSCI History** tabs.

f) Use the *Next/ Previous* button to move between **Question steps;** use the *Review* button to go to the **Review** step. This will ensure all information is saved.

g) Once all the job seeker's answers have been recorded, the provider should review them in the **Review** screen to ensure they are correct prior to submitting the JSCI[7]. If corrections are required, use the *Previous* button in the **Review** screen to navigate back to the **Questions** steps.

h) Make corrections where required.

Submit the JSCI

i) When all answers have been reviewed, select *Submit* JSCI. This will display the **ESAt Confirmation** screen.

Print the JSCI Report and obtain job seeker confirmation

j) From the ESAt Confirmation screen, select Print JSCI. Providers must give the printed JSCI Report to the job seeker to check that the recorded responses are correct.

k) If the job seeker has difficulty reading the printed JSCI report, the questions and responses should be read out loud. This should be done in private and interpreter services should be used as appropriate to the job seeker's needs.

l) If the job seeker indicates that any responses are incorrect, the responses must be corrected in the CDP IT system and the JSCI report reprinted for the job seeker to re-check. Select Return to review step to go back to step h) above.

m) Once the responses are agreed, the job seeker must initial each page of the finalised JSCI report and sign and date the last page, to verify they have read the information or have had the information read to them and agree that the information is correct. Once the JSCI is signed the provider must:

    i) provide a copy of the signed JSCI report to the job seeker

    ii) keep a signed copy of the JSCI report on file,

    iii) retain copies or originals of any documents provided by the job seeker that support responses recorded in the JSCI, and

    iv) tick the *Job seeker has signed a printout (retain on file)* check box on the ESAt confirmation screen. If the job seeker cannot or refuses to sign the printed JSCI report the provider must retain a file note recording the reason and circumstances (as appropriate) and tick the *Job seeker has signed a printout (retain on file)* check box so that the JSCI can be finalised.

Decide if further assessment is required

n) The JSCI **ESAt Confirmation** screen will assist the provider decide if an ESAt is required, by:

    i) indicating in the *ESAt may be required* section if any factors that may require further assessment have been identified,

    ii) displaying in the *Current ESAt/ Assessment Outcomes* section information from a current and valid ESAt[8], and

    iii) recommending a series of *ESAt requested actions*:

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[7] A limit of two JSCIs per job seeker per day is applied by the Department's IT System.

[8] 'Current and valid ESAts' are defined in the *Referral for an Employment Services Assessment User Guide*.

a.	Factors were identified	Yes	Yes	No	No
b.	Current and valid ESAt already exists	Yes	No	Yes	No
c.	ESAt requested action	↓	↓	↓	↓
	Apply / Reapply	Yes [D]		Yes	
	Request New / Request ESAt	Yes	Yes [D]		
	Do not assess		Yes [R]		Yes

[D] = Default option; [R] = Provide a reason

o) ***Apply/Reapply*** – if a current and valid ESAt already exists for the job seeker the provider should apply/reapply[9] it to the JSCI.

p) ***Request New/Request ESAt*** – if the JSCI has identified any factors that may require further assessment the provider can select this option to indicate that a referral for an ESAt will be made. Please refer to the *Employment Services Assessment User Guide* to determine if a referral for an ESAt is required.

    i) If the job seeker already has an ESAt the provider must first consider using the option of ***Apply/Reapply***;

    ii) If the provider has determined that a new ESAt is required, ***Request New/Request ESAt*** can be selected; a ***Reason for requesting/overriding request for ESAt*** must be provided.

    iii) The JSCI status will become 'Pending' and will change to 'Active' after the new ESAt is submitted.

q) ***Do not assess*** – indicates that a referral for an ESAt is not required. If the JSCI has identified any factors that may require further assessment but the provider has determined that a referral for a new ESAt is NOT required, the provider should select this option and provide a ***Reason for requesting/ overriding request for ESAt***.

Finalise the JSCI

r) After selecting the appropriate ***ESAt Requested Action***, select **OK.** This completes the JSCI process.

Verify if the job seeker may require referral to other programmes

s) The JSCI indicates in the **JSCI Details** tab if the job seeker may benefit from a referral to SEE or AMEP.

Make a Referral for an ESAt, where applicable

t) If the ***Request New/ Request ESAt*** option has been selected, the provider must make the referral for an ESAt in the CDP IT system and continue assisting the job seeker while awaiting the outcome of the assessment. Please refer to the *Employment Services Assessment User Guide* for details.

Withdraw the need for an ESAt, where applicable

u) If it eventuates that the job seeker does not require a new ESAt anymore and their JSCI has a status of *Pending*, the provider should withdraw the need for an ESAt:

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[9] In this context, 'apply/re-apply' means that information from an existing ESAt will be integrated into the new JSCI. This information includes the job seeker's work capacity in hours per week bandwidths, any permanent or temporary disabilities and medical conditions, the impact of any personal factors and any workplace support.

i) by selecting the ***Withdraw need for ESAt*** option in the **JSCI Details** screen if the referral for an ESAt has NOT been made in the CDP IT system, or

ii) by submitting a request to the Employment Services System Help Desk if the referral for an ESAt has already been made in the CDP IT system

USER GUIDE

THE DEPARTMENT OF THE PRIME MINISTER AND CABINET INSURANCE FOR JOB SEEKERS UNDERTAKING SPECIFIC ACTIVITIES IN THE COMMUNITY DEVELOPMENT PROGRAMME

FOR

COMMUNITY DEVELOPMENT PROGRAMME (CDP) PROVIDERS
PM&C REGIONAL OFFICES & NATIONAL OFFICE

INDEX

Document change history

Version	Start date	Effective date	End date	Change and location
1.0	01 07 15	01 07 15		Original version of document
1.1				Addition of claim procedures

Explanatory Note

All capitalised terms have the same meaning as in the Remote Jobs and Communities Programme 2013 – 2018 Funding Agreement. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary. The term 'job seeker' in this User Guide means Eligible Job Seeker.

Disclaimer

This User Guide is not a stand-alone document and does not contain the entirety of a Community Development Programme (CDP) providers obligations.

It **must** be read in conjunction with the Funding Agreement/s and any relevant Guidelines or reference material issued by the Department of the Prime Minister and Cabinet (PM&C) under, or in connection with the Funding Agreement.

Overview

This User Guide outlines a CDP provider's responsibilities and required actions with regard to the insurance arrangements for Eligible Job Seekers and CDP Ineligible Participants participating in the CDP.

Arthur J. Gallagher Contacts

Arthur J. Gallagher Service Team		
Client Manager	Shea J Moran	Direct Tel: +61 (0)2 6283 6503
Claims contact email	GOV.claims@ajg.com.au	

User Guide for Insurance for Specific Activities under the CDP Guidelines (October 2015)

Introduction

This User Guide provides a summary of the insurances the Department purchases for job seekers participating in approved activities in Community Development Programme (CDP) and Host Organisations delivering Work for the Dole.

What the Department of the Prime Minister and Cabinet's (the Department) insurance covers

The Department purchases personal accident insurance, products liability insurance and public liability insurance (which is referred to as 'general liability insurance' in the Insurance Manual) that covers Eligible Job Seekers currently undertaking the following activities under the CDP:
- Work for the Dole (WfD) Activities;
- Remote Youth Leadership and Development Corps Activities.

The insurance purchased by the Department covers Eligible Job Seekers undertaking the specific types of Activities mentioned above, and not other types of Activities. Please see the Department's Insurance Manual located on the provider portal for CDP providers, for further detail on the Department's purchased insurances.

Note: CDP Ineligible Participants are not covered by insurance purchased by the Department. CDP providers must ensure CDP Ineligible Participants are covered by the CDP provider's or relevant Host's or Employer's public liability insurance and personal accident insurance.

Insurance that CDP providers must purchase

CDP providers must purchase forms of insurance to cover their organisation, their Personnel and agents, job seekers, officers of the Department, and third parties in the provision of Services as set out in the Funding Agreement.

This does not include personal accident insurance, product liability insurance and public liability insurance to cover job seekers undertaking a Work for the Dole Activity or Remote Youth Leadership and Development Corps (RYLDC) Activities, or any other Activity specified in any Guidelines, which is covered by the Department's insurance as outlined above.

Note: As noted above, CDP Ineligible Participants are not covered by insurance purchased by the Department. CDP providers must ensure CDP Ineligible Participants are covered by the CDP provider's or relevant Host's or Employer's public liability insurance and personal accident insurance.

Details of the other forms of insurance which the CDP provider must purchase, together with associated requirements are beyond the scope of these Guidelines and can be found at clause 35 of the General Terms and Conditions of the Funding Agreement.

Insurance Manual

The Insurance Manual is located on the CDP Provider Portal. This manual provides a summary of the insurance coverage in force.

Exclusions and additional insurance

The insurance policies purchased by the Department contain certain exclusions. CDP providers can contact the Department to obtain a full list of the policy exclusions.

CDP providers can deliver activities with tasks that are exclusions under the Department's policies if alternative insurance is in place. For example, the Host may have appropriate coverage, or the CDP provider can purchase additional insurance.

Adequate insurance for proposed Activities

As part of conducting a risk assessment before establishing an activity, CDP providers should liaise with the Host to determine what level of insurance coverage is in place. If the Host has sufficient insurance which covers Eligible Job Seekers, then it is not necessary for the CDP provider to purchase additional insurance. However, CDP providers should not assume the Host will have appropriate insurance.

Note: The CDP provider may wish to amend the tasks in the proposed activity so that no part of the activity would be excluded under the Department's insurance coverage as an alternative option to purchasing additional insurance.

Unusual or Hazardous Activities

Some unusual or hazardous activities need specific Insurer approval before they are covered by the Department's policies. CDP providers must advise the Department's insurance broker, Arthur J. Gallagher before proceeding with any activities which may need Insurer approval. Providers should contact Arthur J. Gallagher for the Policy Documents to ascertain whether an activity may require specific Insurer approval.

Note: Unusual activities may still be permissible, but approval from the insurer is required before such an activity proceeds.

If a provider is unsure whether an activity may be considered unusual, the provider should contact Arthur J. Gallagher who will help with any questions or concerns relating to whether the activity being proposed may include components that are excluded from the Department's insurance coverage or may require specific approval from the insurer. The CDP provider should advise the Account Manager if they have made enquiries with Arthur J. Gallagher, including the detail of the outcome of any enquiries

What to do if an accident or event occurs

In the event of an accident or an incident which involves injury or death occurring, the CDP provider, Host or Employer engaged in delivering Activities to job seekers must notify the Department and the Department's insurance broker within 24 hours of the incident occurring and complete the following steps:

User Guide for Insurance for Specific Activities under the CDP Guidelines (October 2015)

- Provide assistance to the job seeker or third party and notify emergency services if appropriate.
- Notify the Department's insurance broker as appropriate in line with the instructions contained in the Insurance Manual, and comply with their instructions and any other instructions subsequently issued by the Department.
- where the injured party is a job seeker, keep all relevant paperwork on the job seeker's file.

Claim Procedures

- The job seeker must report the incident immediately to their Host Employer or Community Development Programme (CDP) provider.
- The job seeker must not admit fault or accept responsibility or enter into any discussions or correspondence with any third parties.
- The job seeker must first read and then complete the *Liability - Claim Form / Incident Report Form* and submit it with any other documentation to the CDP provider.
- The CDP provider must forward the documentation to Department's insurance broker and their PM&C Account Manager.
- An incident report should be lodged with the insurer within 30 days if the injury was sustained whilst undertaking a CDP Structured Activity.
- The CDP provider must advise PM&C immediately if a Serious Incident occurs or any circumstances that could have resulted in an occurrence of a serious incident, but did not.
- Where a Serious Incident is an accident, or involves serious injury or death, irrespective of whether the injured party makes a claim at the time of the Serious Incident the provider must immediately and in all cases;
  - Notify the Department's insurance broker as specified in any Guidelines;
  - Submit a Serious Incident report to Department's insurance broker giving full details of the accident, injury or death; and
  - Provide a copy of the Serious Incident report to the Account Manager.
- Within 10 days of a Serious Incident occurring, or within any other time period specified by PM&C, the provider must provide the Department with a detailed written Report which must include;
  - A description of the incident or injury;
  - What action has been taken to manage the incident;
  - What the provider has done to reduce the risk of the incident happening in the future;
  - How the provider will minimise disruption to services or activities; and
  - Any other details of the incident that the provider considers relevant or as required by PM&C or the insurance broker.
- The PM&C Account Manager must be copied into all correspondence with the insurance broker.
- The PM&C Account Manager must copy the Remote Services mailbox remoteservices@pmc.gov.au into each email to AJG to alert National Office of claims.

Note: For policy interpretation, instructions for completing the General & Product Liability - Claim Form / Incident Report Form and Personal Accident Insurance – Claim Form / Incident Report Form, and for any difficulties or queries the CDP provider should refer to the *Insurance Manual.*

Medical expenses not covered by Medicare

The Personal Accident insurance policy provided by the Department does not pay doctors' bills or other medical accounts that are recoverable under Medicare, nor does it cover Medicare 'gap' expenses - the difference between the actual cost of medical treatment required as a result of an injury incurred on an activity and the Medicare rebate.

The process for job seekers to be reimbursed for Medicare 'gap' expenses is as follows:
- A job seeker incurs an injury whilst participating in or travelling to or from an Activity.
- A *Personal Accident Insurance – Claim Form / Incident Report Form* (see Insurance Manual) is completed by the job seeker and the CDP provider, and submitted to Arthur J. Gallagher (the Department's insurance broker) to notify of the incident, in the event of a claim being made.
- The job seeker visits a medical practitioner for their injury and claims any applicable reimbursement back from Medicare.
- Where a 'gap' expense is incurred, the job seeker submits evidence of the 'gap' to their CDP provider. The CDP provider ensures the relevant information has been provided to support the claim, and reimburses the job seeker.
- CDP providers are required to keep all evidence of claims on file.

Out of Pocket Expenses

Out-of-pocket expenses are other medical expenses, such as medical reports, which may be incurred from time to time, which are not claimable through either Medicare or the insurance policy provided by the Department. Where a job seeker incurs these expenses, CDP providers should seek guidance from Account Managers and where appropriate, Account Managers will contact National Office.

It is expected that any out of pocket expenses will be covered by the provider. The CDP provider must advise their Account Manager of any claims immediately and will need to provide the following information, at a minimum;
- Copy of the Incident Report.
- Eligible Job Seeker details.
- Activity details.
- Activity participation details, and
- Copies of any medical reports and invoices.

Australian Government

Job Plans User Guide

Document change history

Version	Start date	Effective date	End date	Change and location
1.0	01 07 15	01 07 15		Original version of document

Explanatory Note

All capitalised terms have the same meaning as in Remote Jobs and Communities Programme (RJCP) 2013–2018 Funding Agreement. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

Disclaimer

This User Guide is not a stand-alone document and does not contain the entirety of Providers' obligations.

It **must** be read in conjunction with the Funding Agreement and any relevant User Guide or reference Material issued by the Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.

Summary

This User Guide outlines the Provider's responsibilities and required actions when creating, reviewing and updating an RJCP job seeker's Job Plan. Providers **must** consult with the job seeker when determining the Activities to be included in the Job Plan.

Policy Intent

In return for income support, job seekers generally have Mutual Obligation Requirements such as looking for work and participating in activities that will improve their Employment prospects (Mutual Obligation Requirements include 'SS Activity Test Requirements', as that term is used in the Funding Agreement). The Job Plan outlines the agreed items that will satisfy the job seeker's Mutual Obligation Requirements and help get them into paid work. Job seekers without Mutual Obligation Requirements **must** also have a Job Plan as part of RJCP Provider Services.

Relevant Funding Agreement clause/s

The relevant clauses in the Funding Agreement include:
- Annexure 1 to the General Terms and Conditions – Definition of 'Job Plan'
- Clause 10 of RAC 1 – Job Plans
- Clause 22-30 of RAC1 – Compliance and Reporting
- Clauses 30 and 31 of the General Terms and Conditions – Confidential Information and Personal Information and Protected Information

Relevant references

Reference documents relevant to this User Guide include:

- Learning Centre website
- Disability Support Pension Recipients (Compulsory Requirements) User Guide
- Job Seeker Compliance Framework User Guide
- Social Security Law (Social Security Act 1991)
- Guide to Social Security Law
- Compulsory Job Plan—template
- Voluntary Job Plan—template.

Process	Details
What is a Job Plan?	For SS Activity Tested Eligible Job Seekers (job seeker), a Job Plan is an 'employment pathway plan' and a 'participation plan' for Disability Support Pension recipients with compulsory requirements, for the purposes of the social security law. The Job Plan **must** be recorded in the IT System, as it is the key document that will set and record a job seeker's Mutual Obligation Requirements.
	The Job Plan **must** be regularly updated and **must** take into consideration the job seeker's individual circumstances, including their assessed capacity to work.
	Eligible Jobseekers The Job Plan underpins the provision of Remote Services to an Eligible Job Seeker and will record the activities they **must** undertake to satisfy those requirements under the Social Security Law.
	Participation requirements of individual Eligible Job Seekers need to be outlined in the Job Plan for the requirement to be enforceable. Penalties can then be applied by the Department of Human Services (DHS) under the job seeker compliance framework where those requirements are not met by job seekers.
	Job seekers without Mutual Obligation Requirements who volunteer to participate in RJCP will also be required to enter into a RJCP Ineligible Participant Job Plan to enable Commencement in Services.

Process	Details
Who must have a Job Plan?	Providers **must** ensure that all Eligible Job Seekers have a current Job Plan in place at all times. Under social security law, Eligible Job Seekers receiving the following income support payments **must** enter into a Job Plan to remain qualified to receive payment: • Newstart Allowance • Youth Allowance (Other) • Parenting Payment Single (when the youngest child turns six) • Special Benefit (Nominated Visa Holders) • Disability Support Pension (Participants under the age of 35 with compulsory participation requirements). **RJCP Ineligible Participants** An RJCP Ineligible Participant is a person who resides in the Region(s) and is not an Eligible Job Seeker but who wishes to receive Basic Services and/or participate in Activities as if they were an Eligible Job Seeker. RJCP Ineligible Participants **must** also enter into a Job Plan in order to receive RJCP Provider Services (see Voluntary Job Plan template). A Job Plan for Ineligible Participants **should** outline the activities they have agreed to undertake as part of volunteering for services; however, the Job Plan for these cohorts is not an 'employment pathway plan' for the purpose of the Social Security Law.
Who can negotiate, approve and vary a Job Plan?	Providers are Delegates of the Secretary of the Department of Employment and have the power to: • require a job seeker with Mutual Obligation Requirements to enter into a Job Plan • approve a Job Plan • vary the terms of a Job Plan. DHS may also update a Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider before any update(s) or may request the Provider to update the relevant Job Plan at the job seeker's next Appointment.

Process	Details
When must a Job Plan be created, reviewed and updated?	An initial Job Plan **must** be created at the Initial Interview with a job seeker to enable Commencement in Services. Providers **must** regularly review (and as required, update) the Job Plan as required under the Funding Agreement, including: • when the job seeker's circumstances change • when the job seeker completes an Activity that was in their Job Plan • if the job seeker decides to undertake a Compliance Activity in order to avoid an eight-week non-payment penalty under the job seeker compliance framework. Even if there is no obvious change in a job seeker's circumstances, the content of their Job Plan **should** be reviewed regularly to ensure that all requirements are up to date and remain relevant.
What must be considered in negotiating/setting the terms of a Job Plan?	For job seekers with Mutual Obligation Requirements, under social security law, a Job Plan **must** contain the terms that the job seeker is required to comply with and that are suitable for the person. When setting and approving the terms of a job seeker's Job Plan, (including those without Mutual Obligation Requirements) the Provider **must** take into account the following: • the job seeker's individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs • the job seeker's education, experience, skills and age • the impact of any disability, illness, mental condition or physical condition of the person on the person's ability to work, to look for work or to participate in activities • the state of the local labour market and the transport options available to the person in accessing that market • the participation opportunities available to the person • the family and caring responsibilities of the person (including availability of child care) • the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a principal carer parent or has a Partial Capacity to Work) • the financial costs (such as travel costs) of complying with the requirements, and the person's capacity to pay for such costs • any other matters that the Provider considers relevant in the circumstances (including if they disclose that they are a victim of family violence) • if the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, traumatic relationship breakdown, etc • any history of the job seeker not complying with their Mutual Obligation Requirements • cultural factors.

Process	Details
	Capacity of a job seeker to undertake activities
	Some job seekers may have vocational or non-vocational issues or an assessed partial or reduced work capacity. These will generally be identified by an Employment Services Assessment (ESAt), or through the Job Seeker Classification Instrument (JSCI).
	For job seekers with Mutual Obligation Requirements the Provider **must** review the job seeker's identified issues and determine activities that will best help them address or sufficiently manage these issues, and ensure the job seeker can simultaneously meet their Mutual Obligation Requirements.
	For RJCP Eligible Participants who are accessing Services on a voluntary basis, the Provider **should** consider the job seeker's individual circumstances, personal needs and capacity to undertake activities. For further information see below.
	Providers **must** consider the job seeker's assessed work capacity. The activities in the Job Plan **must** not place unreasonable demands on the job seeker. The job seeker **must** be capable of undertaking any Activity or requirements included in a Job Plan. If a job seeker cannot reasonably undertake an Activity (or a combination of activities), then that Activity (or combination of activities) **must** not be included in their Job Plan.
	Job Plan for Work for Dole Participants
	The Job Plan for all Work for the Dole Participants (**WfD Participants**) must include a requirement in their Job Plan to participate in Work for the Dole, up to a maximum of 25 hours per week or their assessed capacity to work.
	This requirement must be expressed as a compulsory activity for all WfD Participants who meet all of the relevant criteria for participation in Work for the Dole. For WfD Participants who do not meet all criteria, the requirement must NOT be expressed as a compulsory activity.
	Providers must use the method specified in the User Guide for all WfD Participants to record the details (including timing) of the WfD Activities and their attendance in those Activities.

Process	Details
	What must not be included in a Job Plan Under social security law, the following items **must** not be included in a Job Plan: • an Activity that would aggravate an illness, disability or injury • a requirement that the job seeker undertake an Activity where the appropriate support or facilities (that take account of a person's illness, disability or injury) are unavailable • a requirement that the job seeker involuntarily undergo medical, psychiatric or psychological treatment (Note: The initial Assessment can be included as compulsory but ongoing treatment may only be included as voluntary) • an Activity involved in the sex or adult entertainment industry an unlawful activity, including an Activity that would contravene Commonwealth, state or territory • laws relating to discrimination or workplace health and safety • an Activity outside of Australia • a requirement that the job seeker participate or otherwise be involved in a criminal activity • any other terms contrary to the Social Security Law. Job Plans **must** not include irrelevant information, such as detailed personal medical information, specific details of medical conditions and medications.

Process	Details
What are appropriate activities for inclusion in a Job Plan?	Providers **must** ensure that a Job Plan contains Appointments and any other activities that will enable the job seeker to meet their Mutual Obligation Requirements under the Social Security Law.
	RJCP Eligible participants will need to undertake a range of activities to meet their Mutual Obligation Requirements, depending on their circumstances, and their capacity to comply.
	RJCP Ineligible Participants can undertake the same sorts of activities, however these activities **must** be included as voluntary items in the Ineligible Participants Job Plan, and take into account the job seeker's circumstances.
	The types of items that may be suitable for inclusion in a Job Plan include, but are not limited to:
	- Participation in Work for the Dole - Provider Appointments - Job search as agreed between the job seeker and provider - Referrals to jobs - Activities designed to develop Job Search and job interview skills or soft skills needed in the workplace - Part-Time work
	Job seekers with Mutual Obligation Requirements may have compulsory and voluntary activities in their Job Plan. Voluntary activities are not subject to the job seeker compliance framework and job seekers will not be at risk of incurring a penalty if they do not participate in such activities. Providers **must** consult with the job seeker to understand the Activities the job seeker is interested in or prefers to undertake, and any personal barriers that may affect their employability. While the Provider **should** take this into account wherever possible, the Provider will have the final decision on what **should** go into the Job Plan.
	Eligible Participants who are participating in additional activities
	Any Eligible Participant who is fully meeting their mutual obligation requirements may elect to undertake additional activities. In these circumstances, Providers **must** not remove the relevant compulsory activities that allow the job seeker to fully meet their requirements from their job plan. Any additional activities that the job seeker agrees to undertake as part of volunteering in services must only be included in the Job Plan as voluntary items.

Process	Details
What should be included in a RJCP Ineligible Participant Job Plan?	RJCP Ineligible Participants and job seekers exempt from their Mutual Obligation Requirements will have Voluntary Job Plan.
	The Voluntary Job Plan will include voluntary activities discussed and agreed to based on the individual's circumstances and reason for registering for Services. In most cases, this will include Appointments with the Provider and other voluntary activities such as Job Search, Education or other skills development, or other activities to improve their employability.
	All items **must** be included as voluntary items in the Job Plan, and will not be subject to the job seeker compliance framework.
What must be explained to the job seeker?	Providers **must** explain the Job Plan to each job seeker including:
	• the purpose of the Job Plan
	• the job seeker's rights and responsibilities under the Job Plan
	• what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
	• the consequences of failing to meet those requirements, and any impact on the job seeker's income support payment
	• the consequences of the job seeker failing to give prior Notice (with a Valid Reason) when they cannot attend compulsory Appointments or participate in compulsory activities
	• their right to appeal decisions and where they can find assistance
	• how the Provider intends to support the job seeker
	• the Service Guarantee and Code of Conduct
	• the section entitled Information You Need to Know
	• how their information is protected under privacy legislation and under the Social Security Law.
	As appropriate, Providers **must** use an interpreter to ensure that each job seeker understands their requirements before the job seeker accepts or signs the Job Plan.
	Note: Job seekers may bring a third party to the negotiation of the Job Plan if they wish.
	Under social security law, job seekers **must** be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in activities, such as requiring work boots. See the Job Seeker Compliance Framework User Guide for additional information.

Job Plan User Guide
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Effective Date: 1 July 2015

Process	Details
How is a Job Plan created and updated?	**Using the Department's IT Systems** The Job Plan **must** be created and recorded using the Department's IT Systems, unless the Department's IT Systems are temporarily unavailable or there is no computer access. In this case, Providers **must** use the compulsory/voluntary Job Plan template (whichever is applicable) available on the Provider Portal. Details of the items included **must** be entered into the Department's IT Systems as soon as possible after the Job Plan is created. The contents of the Job Plan recorded in the Department's IT Systems **must** be exactly the same as the hardcopy Job Plan. **Using Job Plan codes** Providers **must** use the comprehensive list of available codes, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department's IT Systems, the job seeker's personal page on the Australian JobSearch website (AJS) and also the DHS IT system. When setting compulsory Job Search Requirements, Providers **must** use the Job Search Requirements (JS09) code. The JS09 code will populate in AJS for job seeker reporting and enable Providers to self-monitor the setting of Job Search Requirements across their caseload. The Department will also actively monitor the setting of Job Search Requirements. Where applicable, Providers **must** also use the JS05 and JS06 (Job Search with Disability) codes, as these trigger the higher rate of Mobility Allowance. Free text should only be used where no available code covers an item that the Provider has decided to include.

Process	Details
How is a Job Plan approved?	Once the terms of the Job Plan have been negotiated, and the Job Plan created in the Department's IT Systems, the Job Plan **must** be provided to the job seeker for their agreement. Providers can choose whether job seekers: • agree to their Job Plan online • sign a hard copy of the Job Plan. **Job seeker agreement—online** Providers may send a Job Plan to the job seeker's AJS personal page for the job seeker to review and agree online. If Providers elect to use this option they **must** ensure that the job seeker has access to AJS and is aware of how to agree to the terms of the Job Plan through their AJS personal page or AJS smartphone application. For all job seekers (including those without Mutual Obligation Requirements) Providers **must** inform the job seeker (either face to face or over the phone) that the Job Plan has been sent to their AJS personal page for their acceptance within two Business Days of sending the Job Plan. Providers **must** record this in the Department's IT Systems or notify the job seeker via their preferred notification method that the discussion with the job seeker occurred. Note: If the Job Plan is being discussed over the phone, a script is available (see Job Seeker Compliance Framework User Guide) to guide the discussion. This includes a compliance warning that **must** be given to the job seeker (with Mutual Obligation Requirements) if they do not accept the Job Plan within two Business Days. When the job seeker accepts the Job Plan, this will automatically result in the Job Plan's status being set to 'approved' in the Department's IT Systems. **Job seeker agreement—hard copy** Providers **must** approve the Job Plan in the Department's IT Systems as soon as the job seeker and the Provider have signed the Job Plan. Providers **must** provide a copy of the signed Job Plan to the job seeker. (Note: once their Job Plan has been approved, the job seeker can access it on AJS).

Process	Details
What happens if the job seeker refuses to enter into a Job Plan?	If the Job Plan is not accepted, no action is possible under the compliance framework for failure to meet compulsory items recorded in the Job Plan. Therefore, if the job seeker refuses to enter into a Job Plan (and does not wish to use 'think time', see below), the Provider **should** record in the Department's IT Systems the discussion with the job seeker and consider submitting a Participation Report, if appropriate. **Think time** Job seekers may have 48 hours 'think time' to consider the proposed requirements of the Job Plan or to discuss them with a third party before signing or agreeing to the Job Plan. If the job seeker requests to have 48 hours 'think time' the Provider **should** book another Appointment in 48 hours' time. If the job seeker has not accepted the Job Plan within the 48 hours 'think time' or does not attend the Appointment, the Provider **should** consider submitting a Participation Report. See the Job Seeker Compliance Framework User Guide for more information on submitting Participation Reports.

Additional information

Process	Details
Intervention Management Tool	The Intervention Management Tool (IMT) in the Job Plan section of the Department's IT System is an optional tool for Providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in activities or result in identifying specific vocational or non-vocational issues, including any identified by the job seeker. The IMT can help Providers to: • ensure that the job seeker has activities in the Job Plan appropriate to their circumstances • meet requirements to include ESAt-recommended Interventions in the Job Plan • record additional vocational or non-vocational issues. Note: In case job seekers request access to their Records contained in the IMT, Providers **should** familiarise themselves with relevant provisions in the Funding Agreement.
Privacy and information sharing	The Funding Agreement requires Providers to comply with Australian privacy legislation. A job seeker's Personal Information **must** only be used or disclosed for the purpose for which it was collected, except in limited circumstances such as where: the job seeker gives permission, where Commonwealth laws allow it, or in other special circumstances. Providers **must** also ensure that they comply with the Social Security Law. Providers **should** seek independent legal advice if they have any concerns regarding their obligations under any relevant privacy, or any other relevant, legislation.

Job Plan codes

Job Plan code and descriptor		Compulsory/ Voluntary
Appointment	AI01—Attend Appointment	C,V
	A103 Compulsory Contact Appointment	C,V
Job Search	JS02—Job Search Skills Activities	C,V
	JS04—Job Search Contacts - Voluntary	V
	JS05—Job Search with a Disability - Activity Tested	C
	JS06—Job Search with a Disability - Non Activity Tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Interviews	C,V
Employment	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
Participation activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	WE12—Work for the Dole	C,V
	WE10—Unpaid Work Experience	C,V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V

Job Plan code and descriptor		Compulsory/ RJCP Ineligible Participant
	WE15—Defence Force Reserves	C,V
	WE17—Green Army	C,V
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help or Support Group	C,V
	NV10—Undertake an Assessment	C
	NV12—Child Care	C
	NV13—Intervention – Non Specific	C
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C

Remote Employment Services

Using the IT System:

Provider Reference Guide

Australian Government

Commencing a Job Seeker
Creating Initial Appointment

☐ Conduct the **initial interview.**

☐ **Confirm** the job seeker's identity

☐ Conduct the **JSCI** if not already completed. Check if **ESAt** or **JCA** is required.

☐ Check **job seeker's Participation Requirements** and determine WfD hours for partial capacity to work

☐ Complete and **approve appropriate the Job Plan** (See Creating a Job Plan)

☐ Provide job seeker with **Code of Conduct, Service Guarantee and a copy of the signed Job Plan**

☐ Record job seeker's appointment result as "**attended**" in the job seeker diary. This commences job seeker in Remote Employment Services.

☐ If job seeker did not attend initial appointment, **contact** the job seeker. Record the **result** after attempt to contact the job seeker

☐ **Book next appointment** and **advise WfD activity start date (if appropriate) in the job seeker diary** or set a **reminder** to contact job seeker to arrange a suitable time for next contact appointment if job seeker does not attend initial appointment.

Creating a Job Plan

☐ Check the Job seekers participation requirements and eligibility for WfD (WfD required or Volunteer).

☐ To create a Job Plan, select '**Job Plan**' from the left panel of the IT system and select '**Create Job Plan**'.

☐ If job seeker is eligible for WfD, an information message will be displayed.

☐ For WfD eligible job seekers, select '**Basic WfD Job Plan**'

☐ For Volunteers, select '**Create Job Plan**' button to create a Basic Job Plan or Basic WfD Job Plan if job seeker volunteers for WfD

☐ **Note:** *when the '**Basic WfD Job Plan**' is selected, the IT system will default the maximum WfD hours (50 hours) for the job seeker. Please check the job seeker's mutual obligations on the Job Seeker Summary Screen of the Activity Diary.*

☐ Negotiate appropriate activities with the job seeker:

☐ Create/add the **Activity Placement** for WfD (See Creating an Activity checklist)

☐ Add in any additional activities for the job seeker.

☐ Add other assistance you will provide to the **Assistance List**.

☐ Ensure the job seeker understands their rights, responsibilities and details of the agreed activities

☐ Print the Job Plan. Select **Print/Send Plan (PDF)** once Job Plan is finalised.

☐ Both you and the job seeker must sign the Job Plan.

☐ Record approval of the Job Plan in the IT system

Creating an Activity

☐ To create an Activity, select **Activity** from the left panel of the IT system and select **Add Activity**.

☐ Choose the type of activity you would like to create by clicking on the dropdown list under the **Activity Type** title.

☐ Select the **Activity Sub-type** from the Activity Sub-type drop down list.

☐ Enter the **Activity name** and **start** and **end date**.

☐ Provide a **description** of the activity.

☐ Identify if Activity is externally hosted by checking **Externally Hosted** tick box

☐ **Note:** A Hosted Activity is one that is hosted by an external organisation to the Remote Employment Services Provider. In these cases it will be mandatory for Host details to be recorded.

☐ Complete the remaining fields and click on **Submit**

☐ If you have checked the **Externally Hosted** check box, you will receive an information message 'Save successful. Please add Host, then Location and Supervisor details where appropriate.'

☐ If the activity is hosted by you, you will receive a message 'Save successful. Please add Location and then Supervisor details where appropriate.'

☐ If a Remote Employment Services WfD Activity is identified as an Externally Hosted Activity, Host details must be recorded before the Activity can be approved.

☐ To add a Host select **Host** from the left panel and **Add Activity Host** OR search for a Host using the **Activity Host Search**

☐ Enter the details of the Activity Host and click **Submit**

Referring Jobseekers
to Activity

☐ On the home page, click on **Activity**

☐ Select **Add Activity Placement**

☐ Enter the **Job Seeker ID** and the **Activity ID** and click next

☐ Select the **location** for the activity placement and click next.

☐ Select the **Job Plan Activity** from the Job Plan Activity List and click next. This will **link** the Job Plan activity to the activity placement.

☐ **Review** your Activity Placement and ensure your information is correct. Select Submit.

☐ When the Activity Placement is successful, you will receive a **Success Message.**

☐ *Note: You are able to view the job seeker's **Job Plan** from this page. To do so, you will need to select "Job Plan" button at the bottom of the page.*

☐ To create a Job Plan, see Creating a Job Plan checklist.

Other Resources:

Provider Portal

Learning Centre

IT user guide

Contact details

For more information and details on Remote Employment Services, visit https://www.dpmc.gov.au/indigenous-affairs/about/jobs-land-and-economy-programme/employment-reform