



Australian Government

Job Seeker Compliance Framework User Guide

Document change history

Version	Start date	Effective date	End date	Change and location
1.1	24 02 16	24 02 16		<ul style="list-style-type: none"> • Rebranding from RJCP to CDP (p.1) • Addition to Relevant References (p.2) • Reference to Job Plan Task Card and Mutual Obligation Requirements User Guide added (pp.3,4) • Amendment to reasonable notice timeframes to accommodate Australia Post postal changes (p.5) • Process amendment to mailed notification (p.5) • Process amendment to returned Participation Reports (p.10)
1.0	01 07 15	01 07 15	23 02 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. 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 a SS Activity Tested Eligible Job Seeker.

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 provides information on the policy and processes that providers **must** use in delivering services to assist job seekers to be aware of, fully understand and meet their SS Activity Test Requirements. ‘SS Activity Test Requirements’ refers to the activity test or participation requirements that a job seeker **must** meet in order to receive an income support payment under the Social Security Law and in accordance with any Guidelines.

This User Guide also provides information on the job seeker compliance framework—a tool available to providers to support job seeker engagement and designed to influence a change in the job seeker’s behaviour, where required.

The job seeker compliance framework does not apply to job seekers who do not have SS Activity Test Requirements. Advice on arrangements for DSP Recipients (Compulsory) requirements is provided in a separate user guide.

Policy Intent

The job seeker compliance framework is designed to encourage job seekers to engage with their provider, undertake activities to meet their SS Activity Test Requirements and actively look for work.

The job seeker compliance framework helps providers to quickly re-engage job seekers who do not comply with their SS Activity Test Requirements. Providers can report non-compliance to the Department of Human Services (DHS), which makes compliance decisions under the Social Security Law, including income support payment suspensions and the application of financial penalties where job seekers do not have a Reasonable Excuse. Providers have flexibility to choose when they report non-compliance and when they use discretion and other strategies to re-engage or positively influence the job seeker's behaviour.

Relevant Funding Agreement clause/s

The relevant clauses in the Funding Agreement are:

- Clauses 3-9 of RAC1 – Contact with Eligible Job Seekers
- Clauses 9 -17 of RAC1—Helping Eligible Job Seekers to find and retain a job
- Clauses 22 -30 of RAC1 – Compliance and Reporting

Relevant references

Reference documents relevant to this user guide include:

- Mutual Obligations Requirements User Guide
- Job Plans User Guide
- Job Plan Task Card
- Managing and Monitoring Job Seeker Appointments User Guide
- Comprehensive Compliance Assessments and Compliance Activities User Guide
- [Learning Centre website](#)
- [Social Security Act 1991](#)
- [Social Security \(Administration\) Act 1999](#)
- [Guide to Social Security Law](#)
- Employment and Community Services Network (ECSN) - Reports – Compliance
 - CPL01 Job Services Australia Job Seeker Compliance
 - CPL03 Appointment Outcome
 - CPL04 Job Seeker Re-Engagement
 - CPL05 Job Seeker Reconnection Report.

Process	Details
<p>Provider ensures that job seekers are aware of their SS Activity Test Requirements and details of meeting them</p>	<p>Job Plans</p> <p>Under the Social Security Law, job seekers must enter into and agree to the terms of a Job Plan. The Job Plan will include the Appointments, Job Search Requirements and any other activities that will enable the job seeker to meet their SS Activity Test Requirements.</p> <p>When deciding what SS Activity Test Requirements to include in the Job Plan, providers must consider the job seeker's individual circumstances, including their work capacity where relevant, personal needs, caring responsibilities and capacity to comply with the requirements.</p> <p>For more information on Job Plans, see the Job Plan User Guide and Job Plan Task Card.</p> <p>Providers must ensure that job seekers are correctly notified of their SS Activity Test Requirements so that job seekers are aware at all times of what the Social Security Law requires them to do in return for their income support payment. Providers must use the Department's IT Systems to record the way that the job seeker was notified of their SS Activity Test Requirements. This enables providers to be able to take action using the job seeker compliance framework for non-compliance where they choose to do so.</p> <p>Authority to formally notify a job seeker of their SS Activity Test Requirements</p> <p>Each person engaged by a provider to perform functions or to provide Services under the Funding Agreement is a delegate of the Secretary of the Department of Employment. Delegates have been given the authority under the Social Security Law (Social Security (Administration) Act 1999, s 63(2); and Social Security Act 1991, ss 501, 544, 605 and 731L) to formally notify the job seeker of the requirements to:</p> <ul style="list-style-type: none"> • attend Appointments with their provider or a third party • attend a location to participate in an Activity • attend a job interview • negotiate and enter into a Job Plan (which may include Job Search Requirements).
<p>Provider ensures that formal notification contains all required details</p>	<p>Providers must ensure that the following details are included in the formal notification:</p> <ul style="list-style-type: none"> • the nature of the requirement (e.g. Appointments, activities, entering into a Job Plan) • the date and time of the requirement or the time the requirement needs to be completed by • the location of the requirement where relevant (for Appointments and activities, for instance) • the consequences of failing to meet the requirement and • a statement that it is a notice under the Social Security Law. The statement explains to the job seeker that the Appointment or activity, for example, is part of their requirements in order to receive income support payments. <p>Other requirements when issuing formal notification include:</p> <ul style="list-style-type: none"> • Where a job seeker is required to attend an appointment, the provider must ensure that the notice includes the purpose of the appointment • Job seekers must be advised that, if they have a Valid Reason for not being

Process	Details											
	<p>able to meet their requirements, they must contact their provider beforehand to advise of this</p> <ul style="list-style-type: none"> If a job seeker is required to attend an Appointment or activity, the provider must ensure that it gives reasonable notice ahead of the Appointment or day of the activity. Reasonable notice gives the job seeker sufficient time to prepare for the requirement-for example, to arrange transportation. 											
<p>Provider issues the most appropriate form of formal notification to job seeker in reasonable notice timeframes</p>	<p>Types of formal notification</p> <p>Providers can notify a job seeker of the details of their SS Activity Test Requirements either by including them in the job seeker’s Job Plan or by issuing separate formal notification to the job seeker.</p> <p>a) Job Plan</p> <p>The Job Plan can be used as the full formal notification only if the time, date and location details (where relevant) of the particular requirements are included. Providers will generally be unable to include all of these details at the time the Job Plan is being negotiated, so the provider must issue the job seeker with separate formal notification to support the Appointment and activity requirements in the Job Plan.</p> <p>The Job Plan can also be used as the full formal notification for Job Search Requirements as long as the Job Plan includes:</p> <ul style="list-style-type: none"> the number of Job Searches required (refer to the Mutual Obligation Requirements User Guide); and the period of time over which the requirement needs to be undertaken. <p>Providers should use this method of formal notification in the vast majority of cases concerning notification of Job Search Requirements.</p> <p>b) Separate formal notification (in particular, for Appointments and participation in activities)</p> <p>The table below sets out the methods of formal notification that can be used by Providers and the period of notice required ahead of the scheduled requirement (‘reasonable notice’) to issue it to the job seeker.</p> <p>The Department’s IT Systems can be used to create notifications for job seekers, either automatically by using the diaries or by using the templates that are available in the system.</p> <table border="1" data-bbox="491 1496 1528 2031"> <thead> <tr> <th data-bbox="491 1496 798 1675">Method</th> <th data-bbox="798 1496 1008 1675">Amount of advance notice that job seekers need to be given</th> <th data-bbox="1008 1496 1528 1675">Details</th> </tr> </thead> <tbody> <tr> <td data-bbox="491 1675 798 1890">Phone</td> <td data-bbox="798 1675 1008 1890">Three calendar days</td> <td data-bbox="1008 1675 1528 1890">Providers must speak directly with the job seeker and give all required information using the verbal script. A message cannot be left with another person, left on an answering machine or sent by SMS, as this will not constitute formal notification</td> </tr> <tr> <td data-bbox="491 1890 798 2031">Face to face</td> <td data-bbox="798 1890 1008 2031">Three calendar days</td> <td data-bbox="1008 1890 1528 2031">Providers must give all required information using the verbal script. Providers may also choose to issue the job seeker with a form of written</td> </tr> </tbody> </table>			Method	Amount of advance notice that job seekers need to be given	Details	Phone	Three calendar days	Providers must speak directly with the job seeker and give all required information using the verbal script. A message cannot be left with another person, left on an answering machine or sent by SMS, as this will not constitute formal notification	Face to face	Three calendar days	Providers must give all required information using the verbal script. Providers may also choose to issue the job seeker with a form of written
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	Letter or activity notification (mailed to the job seeker)	Eight business days	notification at the same time. Providers need to take into account the job seeker’s mailing arrangements when using postal services. Providers need to ensure their return address is on the envelope so the provider is aware when the job seeker has not received the notification.
	Letter or activity notification (handed to the job seeker)	Three calendar days	Providers may wish to use this form of formal notification in conjunction with face-to-face verbal notification.
	Email (only available when it is the job seeker’s notification preference)	Two business days	For an email notification to be valid, providers must ensure that the job seeker has read and understood the email—for example, by using a ‘read receipt’—at least one day before the Appointment or activity. Where the job seeker does not respond to email notification, another method should be used.
	<p>Where an Appointment or participation in an activity has been arranged directly between the provider and job seeker and the job seeker has indicated their intent to attend, reasonable notice is considered to have been given, even if the Appointment or participation in the activity is on the <i>same day</i> as the notification.</p> <p>SS Activity Test Requirement reminders</p> <p>To encourage job seeker attendance and compliance with their SS Activity Test Requirements, providers can issue reminders to job seekers including SMS, email and letters, as their requirement date approaches. These can be created using the Department’s IT Systems.</p> <p>Recording job seeker notifications</p> <p>Providers must keep a record of all notifications issued to a job seeker through the Department’s IT Systems. If a provider subsequently decides to use the job seeker compliance framework, they need to show that formal notification was issued to the job seeker so that DHS can be satisfied that the job seeker was properly notified and fully aware of their requirements.</p> <p>Note: The requirement to formally notify individuals who receive income support payments also applies to DSP Recipients (Compulsory).</p>		
<p>Actively monitor job seekers to ensure they meet their SS Activity Test Requirements</p>	<p>Providers must use their best endeavours to ensure that all job seekers meet their SS Activity Test Requirements, including by attending Appointments, fulfilling their Annual Activity Requirement, participating in any other activity that is included in their Job Plan on a compulsory basis and undertaking Job Search.</p> <p>Providers must actively monitor job seekers’ compliance with their SS Activity Test Requirements. Where job seekers do not meet their requirements, providers must determine the best strategy to re-engage or positively influence a change of behaviour in the job seeker. This may include reporting the non-compliance to DHS or using another strategy to ensure that the job seeker complies at the next available opportunity, consistent with the Social Security Law.</p> <p>Note: In deciding whether it is appropriate to report the non-compliance to DHS, providers must consider certain factors to ascertain whether the job seeker had a</p>		

Process	Details
	<p>Valid Reason or Reasonable Excuse (explained below). However, DHS, not providers, makes all penalty decisions under the Social Security Law: see clause 24 of RAC1 of the Funding Agreement.</p>
<p>Job seeker gives prior notice of inability to meet a SS Activity Test Requirement—do they have a Valid Reason?</p>	<p>Where a job seeker is unable to attend an Appointment, activity or job interview with a prospective employer, they must contact their provider beforehand to advise them of a Valid Reason for being unable to meet their requirement. Providers must ensure they have mechanisms in place in their organisation to allow job seekers to make timely contact with their provider—for example, answering machine, dedicated job seeker phone lines or the ability to accept reverse charge phone calls from job seekers.</p> <p>When determining whether a reason for non-attendance is valid, providers will need to use their judgement and knowledge of the job seeker. Generally, the measure of ‘validity’ is whether a member of the public would accept the circumstances as reasonable. For example, given that the focus is for job seekers to develop work-like behaviours and move into sustainable paid employment, would the reason that the job seeker provides be accepted by an employer?</p> <p>The provider then needs to determine what is acceptable in the context of the specific situation. Providers must consider why the job seeker was unable to meet their requirements and whether it is a valid excuse for non-attendance.</p> <p>Providers should consider the degree of flexibility afforded to the job seeker in the past and what effect has this had on the job seeker’s compliance with requirements (for example, have there been many instances of non-attendance or have Appointments/activities repeatedly been rescheduled).</p> <p>If, taking the above factors into account, the provider considers the reason to be valid, they must record this in the Department’s IT Systems and make other arrangements for the requirement such as rescheduling the relevant Appointment or activity for a suitable time. If it is not appropriate to reschedule the requirement, the provider must ensure that the job seeker is aware of their next requirement to engage with them (for example, if an activity cannot be rescheduled, the provider should remind the job seeker of their next Appointment).</p> <p>In instances where a job seeker makes contact before their requirement but did not have a Valid Reason for not being able to meet their requirement and was advised that they were still required to attend, the provider must still attempt to contact the job seeker on the same day that they miss that requirement and document this attempt in the Department’s IT Systems. This is to confirm that no other circumstances prevented the job seeker from attending. Unless other circumstances prevented the job seeker from attending, the job seeker does not have a Valid Reason for non-compliance.</p>
<p>Job seeker does not give prior notice of inability to meet a SS Activity Test Requirement—do they have a Reasonable Excuse?</p>	<p>Where a job seeker fails to comply with a requirement then, on the same business day on which the provider becomes aware of the non-compliance, the provider must confirm that no prior contact was made by the job seeker to demonstrate that they had a Valid Reason for not complying. Providers needs to be confident that no prior contact has been made—for example, by checking with reception staff or listening to answering machine messages, depending on internal work practices.</p> <p>Where there is no evidence that the job seeker made prior contact and gave a Valid Reason, the provider must attempt to contact the job seeker once on the day of becoming aware of the non-compliance to discuss</p> <ul style="list-style-type: none"> • why the job seeker failed to comply with their requirement, and where this

Process	Details
	<p>is reasonable</p> <ul style="list-style-type: none"> • why the job seeker did not make contact beforehand. <p>Note: The attempt to contact the job seeker can only be made by phone or email, because the decision on the next steps (that is, whether the compliance framework should be utilised) must be made on the same business day.</p> <p>Based on the discussion with the job seeker, the provider must assess whether the job seeker had a Reasonable Excuse for failing to comply with the requirement.</p> <p>A ‘Reasonable Excuse’ is an excuse that would seem reasonable to a member of the public. Given that each situation is different, providers need to consider what is reasonable in the specific context of the non-compliance.</p> <p>There are two stages in assessing whether the job seeker has a Reasonable Excuse for failing to comply with the requirement:</p> <p>Providers must consider why the job seeker did not comply. If the job seeker provides an acceptable reason, the provider must then consider why the job seeker did not give prior notice.</p> <p>Where a job seeker does not give prior notice of their inability to attend and it would be reasonable to have expected them to do so, they do not have a Reasonable Excuse.</p> <p>In some instances, prior notice will not be relevant for providers to consider—for example; inappropriate behaviour or declining suitable paid employment.</p>
<p>Recording compliance with SS Activity Test Requirements</p>	<p>Providers must record the job seeker’s compliance with their SS Activity Test Requirements in the Department’s IT Systems, specifically for Appointments and activities.</p> <p>For Appointments, providers must record the compliance status by close of business on the day of the Appointment.</p> <p>For activities that are being hosted by a third-party organisation, providers must ensure that the supervisor notifies them of any non-attendance or non-compliance as soon as is practicable, but by no later than at the end of the relevant working week. Where the ‘Supervisor’ mobile device application is being used by a Work for the Dole supervisor, they will have access (via the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the provider is using the Department’s IT Systems (specifically the activity diary) to record required participation. Through the application, supervisors can record preliminary compliance results which will be automatically sent to the Department’s IT Systems to update the provider’s records.</p> <p>In addition to reflecting the job seeker’s attendance/participation in their requirement, the status reflects the provider’s decision about any non-attendance or non-compliance. The compliance status options that are available to providers in the Department’s IT Systems are:</p> <ul style="list-style-type: none"> • Rescheduled (RESC)—The provider thinks that the job seeker has a Valid Reason for not complying (before the requirement start time) and the provider decides to reschedule the requirement • Attended (ATT)—The job seeker attended or participated in the requirement where they have arrived on time and at the correct location; behaved appropriately; treated staff and others with respect; and participated for the duration of the requirement • Did Not Attend Valid (DNAV)—The job seeker did not attend or participate

Process	Details
	<p>in the requirement; however, the provider thinks that the job seeker had a Reasonable Excuse</p> <ul style="list-style-type: none"> • Did Not Attend Invalid (DNAI)—The job seeker did not attend or participate in the requirement and the provider thinks that the job seeker did not have a Reasonable Excuse, or contact could not be made and the provider will be using the compliance framework • Did Not Attend Discretion (DNAD)—The job seeker did not attend or participate in the requirement and the provider thinks that the job seeker did not have a Reasonable Excuse or contact could not be made, and the provider has decided not to report the non-compliance to DHS because it is not the best strategy to re-engage the job seeker at that point in time • Did Not Enter into or sign a Job Plan (DNEP)—The job seeker attended or participated in their requirement but did not agree to a Job Plan or sign an updated Job Plan either in person or online through the Australian JobSearch website. <p>Job Search</p> <ul style="list-style-type: none"> • Satisfactory—The provider assesses that the job seeker has met their Job Search Requirement for the Job Search Period • Unsatisfactory—The provider assesses that the job seeker’s Job Search efforts for the Job Search Period are unsatisfactory to meet the requirements in their Job Plan and they will use the job seeker compliance framework • Unsatisfactory–Discretion—The provider assesses that the job seeker’s Job Search efforts are unsatisfactory, but the provider thinks that using the job seeker compliance framework is not the best way to help the job seeker to improve their Job Search efforts at that time.
<p>Determining the most appropriate action following non-attendance or other forms of non-compliance</p>	<p>Following job seeker non-attendance or other non-compliance, a provider must consider whether to use the job seeker compliance framework in relation to the event. This decision informs the compliance status that is recorded in the Department’s IT Systems for the requirement.</p> <p>To assist in determining if using the job seeker compliance framework is appropriate, in addition to considering the job seeker’s explanation for non-attendance/non-compliance, providers need to also consider the job seeker’s:</p> <ul style="list-style-type: none"> • personal circumstances • system-recorded vulnerability indicators (if any) • recent compliance history and • any other information they believe is relevant. <p>If the provider does decide to use the job seeker compliance framework, they must report the incident to DHS on the same business day that they make this decision. Providers will only have a short timeframe from the non-compliance event to make this decision. The timeframes are:</p> <ul style="list-style-type: none"> • for non-attendance at a provider Appointment—the same business day as the missed Appointment • for non-attendance at an activity or job interview—within 10 business days of the event • for unsatisfactory Job Search Requirement—within 10 business days of the Job Search Period end date. <p>If, after considering all relevant factors, the provider believes that reporting the</p>

Process	Details
	<p>incident to DHS is not the most appropriate re-engagement strategy to secure the job seeker’s ongoing participation, they should record this decision in the Department’s IT Systems and:</p> <ul style="list-style-type: none"> • for <i>Appointments</i>—where the Appointment is not a Re-engagement Appointment, ensure the job seeker complies at the next available opportunity • for <i>activities</i>—consider if the job seeker should make up time in the activity or continue to participate on the next scheduled day of the activity • for <i>Job Search</i>—record that discretion has been used, but closely monitor Job Search for the next month.
<p>Using the job seeker compliance framework for job seekers with SS Activity Test Requirements</p>	<p>When reporting non-compliance, providers must include information relevant to the incident in the report. The following are the types of reports to be submitted for various kinds of non-compliance and the potential consequences of each.</p> <p>Failure to attend a provider Appointment</p> <ul style="list-style-type: none"> • Non-Attendance Report (NAR)—Providers submit this report through the Department’s IT Systems so that a job seeker’s income support payment is suspended until they attend their next Appointment • Provider Appointment Report (PAR)—Providers submit this report when they want to recommend to DHS that a financial penalty should be applied in relation to the job seeker’s non-attendance and suspend a job seeker’s income support payment until they attend their next Appointment. A PAR can only be submitted after contact has taken place between the provider and job seeker to confirm Reasonable Excuse does not exist. <p>Where DHS decides that a penalty should be applied, the job seeker will lose a day’s income support payment for each business day from the date they were notified of the payment suspension until they do attend a Re-engagement Appointment.</p> <p>Connection Failure Participation Reports (PRs)</p> <ul style="list-style-type: none"> • Failure to attend Appointment (with an organisation other than the Provider) without a Valid Reason or Reasonable Excuse (CFAO PR)—When this report is submitted, DHS will suspend the job seeker’s income support payment and set a Reconnection Requirement in the Department’s IT Systems (through booking a re-engagement Appointment with their provider). Agreement to attend this Appointment will lift the payment suspension. If the subsequent Appointment is not attended, this may lead to a financial penalty of one day’s income support payment for every day the job seeker does not attend • Failure to enter into or vary a Job Plan (CFEP PR)—This is submitted when the job seeker attended their Appointment but did not enter into a Job Plan or did not agree to their Job Plan on the Australian JobSearch website in the required timeframe. DHS will investigate the incident with the job seeker and will book another Appointment with their provider for them to sign the Job Plan. If the first failure is applied by DHS and the job seeker again refuses to enter into/vary their Job Plan, an ongoing failure to meet a condition of their payment may exist. If DHS confirms this, the job seeker’s payment may be cancelled from the date of the second refusal • Failure to meet Job Search Requirements (CFJR PR)—Providers submit this report when they have assessed and recorded that the job seeker’s Job Search efforts are unsatisfactory for the Job Search Period. DHS will investigate the PR and if applied, the job seeker may need to complete a Job

Process	Details
	<p>Seeker Diary for up to 12 weeks and then return that to DHS.</p> <p>No Show, No Pay (NSNP) PRs</p> <ul style="list-style-type: none"> • Failure to attend an activity recorded in the Job Plan without a Valid Reason or Reasonable Excuse (NFAA PR)—Providers can also indicate in the PR that the job seeker has disengaged from their activity. When this is done, DHS will suspend the job seeker’s income support payment until the job seeker agrees to attend a Re-engagement Appointment and set a Reconnection Requirement through booking this Appointment. Where the job seeker fails to meet this Reconnection Requirement, the job seeker may lose a business day’s income support payment (i.e.one-tenth of the job seeker’s fortnightly income support payment) for every day until they do attend their Appointment • Failure to behave appropriately in an activity recorded in their Job Plan (NFBA PR) • Failure to attend a job interview without a Valid Reason or Reasonable Excuse (NFJI PR) • Failure to behave appropriately at a job interview (NFIJ PR). <p>Where any No Show No Pay Failure is applied, the job seeker will lose a business day’s income support payment for each day.</p> <p>Serious Failure PRs</p> <ul style="list-style-type: none"> • Failure to accept a suitable job without a Valid Reason or Reasonable Excuse (SFAJ PR) • Failure to commence a suitable job without a Valid Reason or Reasonable Excuse (SFCJ PR). <p>Following the submission of a Serious Failure PR, DHS may apply an eight-week non-payment penalty during which the job seeker will not receive their income support payment. This penalty can be waived by the job seeker agreeing to undertake a Compliance Activity for eight weeks. See the Comprehensive Compliance Assessments and Compliance Activities User Guide for more information.</p> <p>Unemployment Non-Payment Period (UNPP) PRs</p> <ul style="list-style-type: none"> • Voluntarily leaving a suitable job without a valid reason (UEVJ PR) • Dismissed for misconduct from suitable job (UEDJ PR). <p>Job seekers who incur a UNPP will be ineligible to receive income support payments for eight weeks (for new applicants) or will have their income support payment stopped for eight weeks (existing job seekers).</p> <p>Actioning DHS decisions</p> <p>Providers can see DHS decisions following investigations on the Compliance History page in the Department’s IT systems. Where a PR has been returned to the provider by DHS due to insufficient evidence such as formal notification not being included, providers need to promptly identify and make the necessary amendments and re-submit the PR to DHS for investigation.</p>
<p>Compliance arrangements for DSP Recipients (Compulsory)</p>	<p>DSP Recipients (Requirements)</p> <p>Providers must monitor attendance at Appointments and activities and requirement to enter into a current Job Plan. Where the DSP Recipient (Compulsory) fails to meet their compulsory requirements and the provider considers that compliance is necessary, the provider must record this in the Department’s IT Systems and take</p>

Process	Details
	any relevant action to report the non-compliance to DHS.
Re-engaging the job seeker and applying penalties	<p>After submission of either a NAR or PAR and following successful contact taking place with the job seeker, providers are responsible for re-engaging job seekers by booking Appointments that must be scheduled to occur within the next two business days of contact occurring with the job seeker.</p> <p>For all PRs and PARs submitted, DHS will investigate the incident to determine if a failure occurred, which includes whether Reasonable Excuse existed and whether a participation failure should apply and why. DHS will inform the job seeker of any penalties applied.</p> <p>Providers must have timeslot capacity at all times in the Department's IT Systems to ensure that DHS can book an Appointment for a job seeker within the next two business days.</p>
Providing evidence to tribunals	<p>Providers may at times be asked to give evidence to the Social Security Appeals Tribunal or the Administrative Appeals Tribunal where a person is appealing a decision made by DHS in relation to their income support payment. For example, if a job seeker has their income support payment suspended or reduced or a financial penalty has been applied because of a participation failure, the job seeker may choose to appeal this decision. When this occurs, a tribunal may wish to discuss the details of any non-compliance reported to DHS with the recipient's provider to assist the tribunal in reaching a decision that considers all the elements of the appeal. Providers must provide all possible assistance to the Commonwealth on the appeals process.</p>
Contacting DHS to discuss job seeker servicing	<p>Providers can email the DHS Participation Solutions Team (PST) or Local Services Centre about specific job seekers in relation to compliance actions and confirmation of other information that may impact on the servicing of the job seeker. For more details on how and when to contact DHS, see Attachment A to this User Guide.</p>

How and when to contact the Department of Human Services

Process	Details
<p>Arrangements for Providers to contact DHS Participation Solutions Team (PST)</p>	<p>Providers should use Attachment B: Template for Employment Provider Queries to the Department of Human Services Participation Solutions Team (DHS PST) and email their query to the DHS PST at PST.ENQUIRY@humanservices.gov.au. Queries should be confined to matters that relate to compliance actions or confirmation on:</p> <ul style="list-style-type: none"> • exemptions from SS Activity Test Requirements • the status of an approved activity • the job seeker’s SS Activity Test Requirements • other matters that impact directly on servicing the job seeker. <p>The DHS PST will provide a response where appropriate. Where the query does not relate to DHS PST or participation services, an email response will be sent requesting providers contact the correct area of DHS.</p> <p>Any emails containing identifying customer information—such as names, address or date of birth—will be securely destroyed and no response will be provided by the DHS PST.</p> <p>Providers can contact their local DHS shopfront to discuss issues such as large local redundancies, representations at local meetings and presentations to local communities.</p>
<p>Arrangements for job seekers to contact DHS PST</p>	<p>Job seekers can phone DHS general enquiries on 132 850. Providers can act as an advocate for the job seeker by calling this number while the job seeker is with them.</p>
<p>Urgent queries for the DHS PST</p>	<p>Where the job seeker is present with the provider and urgent action is required by DHS to allow the continued regular servicing of the job seeker, the provider can call the PST on 1300 306 325.</p> <p>This would include circumstances where there is a DHS-initiated suspension of income support (other than due to a NAR having been submitted) or for confirmation of exemption applications (for example, medical certificate lodged).</p> <p>Non-urgent queries should be submitted by email using Attachment B: Template for Employment Provider Queries to the Department of Human Services Participation Solutions Team (DHS PST).</p>
<p>Other enquiries</p>	<p>Providers should refer to the relevant User Guide or Learning Centre website in the first instance.</p> <p>Questions relating to issues experienced with the Department’s IT Systems should be explored first through the EA Knowledge Base. If the issues cannot be resolved, the provider should contact the Employment Systems Help Desk on 1300 305 520.</p>



Australian Government

Template for Employment Provider

Queries to the Department of Human Services Participation Solutions Team (DHS PST)

Email when complete to: PST.ENQUIRY@humanservices.gov.au.

Employment Provider

Provider contact name

Site

Site code

Job Seeker ID

Topic *(Please indicate with an X)*

Note: The topic selected below **should** be included in the subject heading of the email sent to the PST. Do not include any of the job seeker's personal details in the email or this template—only the JSID.

Compliance

- Withdrawal of Participation Report
- Feedback about decision on compliance
- Provider Interventions recommended in a CCA

Other

- Exemption from Activity Test Requirements
- Activity—current/finalised
- SS Activity Test Requirements
- Other (specify below)

Other

Did you check Provider Portal and/or Knowledgebase before lodging query? Yes
No

Question

What do you need this information for:

(Please indicate with an X)

Updating Job Plan

To refer job seeker to employment

Referral to new service/Activity

To complete/finalise compliance action

To determine if compulsory or voluntary job seeker

Other



Australian Government

OFFICIAL

Document 6

Community Development Programme



GUIDELINES HANDBOOK

EFFECTIVE DATE: 24 OCTOBER 2016

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 CDP Funding Agreement and any relevant Guidelines or reference material issued by Department of the Prime Minister and Cabinet under or in connection with the CDP 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	24 October 2016	Changes throughout the document to clarify operational policy details
1.2	24 October 2016	24 October 2016	30 June 2018	Changes throughout the document to clarify operational policy details, and Chapter 4 'Activities and Economic Development' replaced.

Community Development Programme Guidelines Handbook

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1. Introduction

1.1 About these Guidelines

The Community Development Programme (CDP) commenced on 1 July 2015. The CDP is a remote employment and community development service which helps people to find work, and allows them to contribute to their community and gain skills while looking for work. The Australian Government through the Department of the Prime Minister and Cabinet (PM&C) manages the CDP. As part of this, PM&C is responsible for funding, managing, and monitoring CDP Funding Agreements.

This document provides programme details to support the CDP 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 is a single point of contact for job seekers and employers in each CDP region. CDP assists unemployed remote job seekers to build employable skills while contributing to their community.

Under the CDP, 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 –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 CDP 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 CDP Provider Code of Practice and Service Guarantee is another relevant resource for providers. This outlines the principles and standards that underpin the delivery of CDP and what job seekers and communities can expect from services delivered by 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 CDP 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 job search facilities, creating online resumes, and support preparing for interviews;
- provide on-the-job training, Mentoring and Post-placement Support;

Providers are encouraged to link with non-government organisations that have existing resources, social capital, and expertise in delivering these services. Providers must also provide services that involve community and employer engagement activities in order to assist job seekers to find employment.

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*, *Job Plan User Guide* and *Job Plan Task Card*.

Case Study – Basic Services

Jess attends her initial interview with her provider who conducts an assessment (including conducting the Job Seeker Classification Instrument [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 enrolls 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. Jess' provider records a Job Placement in the IT system and 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.

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. See the *CDP Eligibility Fact Sheet* on the Provider Portal for more information on job seekers that can be directly registered in CDP.

Many job seekers are 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 receive 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 CDP 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 CDP 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.

The circumstances under which the PM&C Regional Manager would approve funding to deliver services to a CDP Ineligible Participant would depend on the individual circumstances of the job seeker and the particular remote region. The PM&C Regional Manager will consider the business case submitted by the provider, which should include why CDP is the most appropriate service for the job seeker, what assistance the provider can deliver to the job seeker, the details of the Work for the Dole activity they want to participate in (if applicable), and the benefits to the job seeker and the community.

There may be instances where the provider will receive payment for the provision of Basic Services or Remote Employment Services 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).





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 Eligible Job Seeker who chooses to participate in Work for the Dole. (Note: this does not include CDP Ineligible Participants unless PM&C Regional Manager approval is given, see section 2.3.)

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 CDP 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 time 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 having 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. Refer to the *Job Plan Task Card* on the Provider Portal for more information on how to record activities when a job seeker is in employment. 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 (see page 14, *Developing Training as a Work for the Dole Activity*);
- 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); or
- Involve activities that could bring the job seekers, providers or PM&C into disrepute, for example activities in:
 - The sex industry or anything that involves nudity or pornography
 - The gambling industry
 - Any form of illegal activity
 - 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.

Case Study – School and Work for the Dole

There is a need to get more children 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 and may form part of a job seeker's Work for the Dole activities.

Supporting schools in Work for the Dole

Delivering appropriate activities in and around schools will support school engagement and attendance by children 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, children and the community to support school attendance.

The activities listed below, or a combination of them, are examples of a school related activity that job seekers can be required to attend as a compulsory activity in their Job Plan:

- *Supporting 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 children and listening to them read, 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).

In conducting Work for the Dole activities involving schools, providers must ensure that they comply with any requirements under the CDP Funding Agreement and relevant Guidelines, in relation to job seeker Police Checks and the supervision of job seekers in activities involving Vulnerable People. Section 3.4 of this Handbook refers to Supervision, and Section 9.8 refers to Police Checks and Working with Vulnerable People.

Supporting school attendance in Work for the Dole

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.

There may be opportunities to establish Work for the Dole activities that support increasing school attendance. Some examples are:

- Walking school bus – a group activity set up by the provider and appropriately supervised to help local children travel safely to school via a walking group.*
- Driving a school bus – some job seekers may be suited to undertaking this role, which could support current school bus arrangements, particularly where there may be a shortage of volunteers for this job.*
- Supervision of children on the school bus to and from school.*
- After school activities – the provider could explore setting up after school activities in conjunction with the school, that help children complete their homework or participate in other after school activities.*

Activities such as those listed above may be listed as a compulsory activity in a job seeker's Job Plan. However, it is important to note that taking your own child to and from school cannot be a compulsory activity in a job seeker's Job Plan. If job seekers with school aged children volunteer to include taking their own children to school as part of meeting their mutual obligation requirements; this can be coded in the Job Plan as a voluntary activity.

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.

Building Attendance through a Positive Job Seeker Experience

Job seekers are more likely to attend a well-designed activity that taps into their aspirations and community goals. Good attendance not only improves job seekers' skills and employability, it also reduces the need for providers to use the Job Seeker Compliance Framework (see section 7.8) and helps meet provider compliance requirements (see chapter 13).

Quality activities deliver on the CDP intent for job seekers to build their work-like skills and job readiness and contribute to their communities. This works towards the goal of CDP to help job seekers find and retain jobs and reflect community aspirations.

Quality is not just about **what** an activity is – it's also **how** the activity is developed and delivered.

Below are some examples of strategies providers have used to help build attendance at activities:

Empowering Involving job seekers in the design of activities. This could include offering choices and working with communities to develop local tailored solutions. For example, taking a survey of what activities job seekers are interested in; training job seekers so that they can be a back-up supervisor; and having good referrals to local support services that can help remove or reduce barriers for job seekers getting involved in activities.

Positive Helping job seekers see the benefits of an activity – for themselves and their community. Senior community members can talk to job seekers about how their activity will benefit the community. Having a range of activities for job seekers to choose from helps to meet individual interests and builds experience. A catalogue of activities can be used to easily show job seekers what is available and what they can expect to learn.

Practical Ensure all job seekers complete an activity induction. Having some simple practices to help communicate responsibilities and expectations to job seekers such as a 'toolbox' meeting at the start of each day outlining what's coming up next and reminding job seekers of their mutual obligation responsibilities. Helping job seekers to buddy up and encourage each other to attend activities or organising a pick up run in the mornings.

Personal Building on the skills of individual job seekers and fostering positive relationships, including with supervisors and other role models. Good supervisors engage with and value the contribution of individuals and influence attendance as a result. Providers can support supervisors through training and development; buddying; and seek community input in the selection of supervisors.

- Partnerships** Using partnerships to attract additional resources such as materials, the use of premises, or supervisors. Partnership organisations could include universities; regional councils; local Indigenous organisations; schools; local football clubs; Greening Australia; art centres; community stores; and many more.
- Pathway** Making clear linkages between activities and opportunities for future employment, for example, developing skills in personal care, assistance in readiness for the roll out of projects in the community, such as construction projects or taking up hosted placements in a child care centre or arts centre that may have paid positions in the future.

Examples of activities that have been run under CDP are in the table below. If providers need assistance in planning activities they should contact the PM&C Network for assistance.



Example Work for the Dole activities

Examples of activities using arts and media:

- Using multimedia to produce cultural stories and community messages.
- Sewing group learning clothing production.
- Creating arts and crafts stocks for exhibition.

Examples of activities that can lead to business or economic development (see Chapter 4 – Activities and Economic Development):

- Collection, cleaning and packaging of bait fish for sale.
- Collection, preparation and packaging of local bush plants into cosmetic products.
- Aquaculture and nursery design, partnering with an agricultural organisation.

Examples of activities that support environmental and land management:

- Recycling old furniture and creating pallet furniture for sale.
- Gardening and general maintenance, in partnership with the local shire.
- Collection and cutting of fire wood for the elderly and disabled.
- Mustering and fencing.

Examples of activities supporting hospitality and tourism:

- Developing skills in kitchen operations, food hygiene, coffee making, preparation of meals, ordering and serving in a commercial kitchen.

Examples of activities that support housing, construction, infrastructure and maintenance:

- Upgrading a community sporting complex, including general labouring, concreting, design and landscaping, earthmoving and painting and preparation.
- Fencing to contain livestock and control feral animals.
- Repairing play equipment and upgrading a bike track.
- Auto repairs and customer service, hosted by a local auto repair business.

Examples of activities to grow a provider's pool of supervisors and mentors:

- Leading a work team, setting goals, managing stress.
- Maintaining good relationships with clients, time management and administration tasks.
- Language, literacy and numeracy.
- Workplace expectations and workplace culture.
- Managing workplace conflict.
- Maintaining a safe workplace.
- Technical Skills.
- Mentoring and coaching skills.
- Addressing issues impacting job seeker attendance at work or an activity

Examples of activities that support school attendance:

- Helping out in the school canteen.
- Supporting children with language and culture.
- Support 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.

Example Work for the Dole activities - continued

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, food preparation for diabetics and other special needs.
- Assistance for the elderly and disabled.
- Assistance to community members to obtain proof of identity .
- Providing support to deliver sports and recreation activities.
- Health interventions and harm minimisation initiatives.
- Money management classes, including information on internet banking, superannuation and insurance.
- Building in personal development discussions at the start of the day or before lunch breaks in any 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 (see: <https://www.employment.gov.au/skill-shortages>).

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.

Where training is required for participation in a Work for the Dole activity, it should involve the job seeker learning skills and knowledge they need in order to take part in a particular activity. For example, the job seeker undertakes training in a task so they can participate safely in their activity and meet workplace health and safety requirements, e.g. safe handling of certain materials. Another example could be a job seeker obtaining their forklift licence in order to undertake an activity that requires this accredited skill.

Training that meets the needs of an employer would primarily be preparing the job seeker for current employment opportunities available in their region. However, it could also mean getting job seekers ready for upcoming opportunities in their local labour market, such as construction projects due to start in the near future that requires construction workers. The provider may assist interested job seekers to take part in training that prepares them to compete for the new jobs, such as industry safety training or construction related skills. Training may also be appropriate where a job seeker is interested in taking up employment in another region or a non-remote area, and the provider assists them prepare for this move by helping them access relevant training.

Job seekers may also undertake training in foundation or basic work skills, such as obtaining a driver’s licence, or increasing their language, literacy and numeracy skills. Such foundation training prepares job seekers both for Work for the Dole activities and possible employment opportunities by making them more job ready.

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
<ul style="list-style-type: none"> • English, language, literacy and numeracy • Driver’s licence • Personal, health and household management • Occupational health and safety 	<ul style="list-style-type: none"> • 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; or
- Who don't meet the above criteria but 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 activity 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.

If the proposal 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 under 18 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.

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.

Providers **must not** include Job Search requirements in the Job Plans of ESLs who are in full-time education/training, or who are undertaking a combination of part-time education/training and part-time work for 25 hours per week (15 hours per week for Principal Carer Parents or those with Partial Capacity to Work of 15-29 hours per week).

However, Job Search **can and should** be included as a compulsory item in the Job Plans of all ESLs who are not in the circumstances outlined above.

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 *CDP Assessments 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.

The CDP IT system will identify job seekers with a PCW on their Participation Profile screen.

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 consider 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 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
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. • May participate in other suitable activities <u>in addition to</u> Work for the Dole to meet their Mutual Obligation Requirements. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Monthly Appointments. • Looking for a job as agreed with the provider – Job Search. • May choose to participate in Work for the Dole activities, up to their assessed capacity*. • They must participate in other suitable activities, as appropriate. 	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Suitable activities to meet Mutual Obligation Requirements are outlined in Section 7.8 of this Handbook. • Principal Carer Parents (PCPs) should participate in activities of at least 30 hours per fortnight (and as appropriate, Job Search). There can 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. <p>* If job seekers aged 50-59 volunteer for Work for the Dole and are on full rate of income support, this must be a compulsory activity in their Job Plan.</p> <p>* Job Seekers with a PCW or a Temporary Reduced Work Capacity with an assessed capacity to work 14 hours a week or under can meet their mutual obligation requirements by attending a quarterly interview with DHS to discuss their participation.</p>				

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 required to deliver Basic Services during the period of '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. The provider will receive the Basic Payment for the period of 'time off'.

During 'time off', 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. Work for the Dole should be removed from the Job Plan for the period of 'time off' – this means removing the WE12 Work for the Dole code from the Job Plan. Providers must then enter a free-text activity in the Job Plan and enter the code TOWD for the period of approved 'time off'. This will enable the CDP IT System to pay the provider the Basic Payment for the job seeker for that period. Refer to the CDP Guidelines Toolkit – Service Payments for more information on payments during 'time off'.

Providers should consider the individual personal circumstance of a job seeker before they agree 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.

The 'time off' from Work for the Dole activities should not exceed six weeks over a 12 month period (calendar year) without approval from PM&C. Providers should carefully consider a job seekers' circumstances when agreeing to 'time off'. This includes consideration of 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 and 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.

When providers would like to approve additional 'time off' beyond the allowed 6 weeks, they should submit a recommendation and approval request to their PM&C Regional Manager. The request should include a summary of the relevant job seekers circumstances 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 may need a break in activities to participate in Indigenous cultural business. Indigenous cultural business relates to the cultural practices of Indigenous Australians.

Job seekers may request an exemption from meeting their mutual obligation requirements for a period due to their participation in cultural business. Exemptions can only be granted by DHS. The period of exemption will be limited to what is required in individual circumstances. If the length of cultural business cannot be determined, a short initial period of exemption may be applied, e.g. two weeks, and then extended if further information is obtained.

CDP providers should be actively engaged with local Indigenous community members and DHS in their regions to ensure that they are aware of when cultural business is happening and who will be involved. Awareness of cultural business within their region may allow providers to plan and establish Work for the Dole activities to support cultural business when appropriate.

If job seekers are not granted an exemption by DHS, they will be expected to meet their mutual obligation requirements through participation in CDP and Work for the Dole, if appropriate. Providers will be expected to utilise the National Job Seeker Compliance Framework to manage non-attendance by job seekers who are participating in cultural business without an exemption from DHS.

Refer to the *CDP Advice on Managing Leave for Cultural Business* on the Provider Portal for more information on CDP job seekers undertaking cultural business. 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 CDP 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 they may assist them to obtain first aid certification if required.

The individual needs of job seekers must 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.

3.5 Delivering CDP activities in small communities

It is recognised there are challenges and difficulties for providers servicing communities, outstations, and homelands where ten or fewer job seekers reside and where the dispersed or isolated nature of the region requires a different and tailored approach to delivering CDP activities. Providers should aim to use Work for the Dole funding to deliver quality activities that follow the same principles as for larger communities in providing job seekers with relevant skills and experiences that meet their needs and the needs of the community.

All Work for the Dole activities should provide daily work routines with a reasonable number of hours of activity each day over a five day week, with clear tasks and responsibilities that work towards the completion of milestones.

As a minimum, providers will make monthly visits to small communities to engage with job seekers and the community and ensure that Work for the Dole activities are running smoothly with milestones being achieved. If providers have concerns that milestones are not being met they should attempt to visit at unscheduled times and/or more frequently.

Community engagement

Engaging with the community in designing the activities is a fundamental first step. Providers should determine what is currently in place and has worked in the past, what community needs are, who would be willing to assist with activities, and in what capacity. Providers should also consider potential costs and determine who will pay for what. The PM&C Network can assist to facilitate these conversations if required.

A Positive Job Seeker Experience

Job seekers in small communities must be given opportunities to attend activities to fulfil their mutual obligation requirements and should be offered activities that will move them along a pathway to build skills and experience, and provide set routines. Providers will need to work with the community and job seekers to manage expectations and develop innovative activities that make the most of local opportunities, including some of the ideas outlined below.

Partnering

There are many programmes funded by local, state and Commonwealth government in remote Australia that could provide beneficial partnering arrangements. Providers should identify other programmes in their regions and explore if working together and sharing resources could benefit all parties as well as job seekers and communities. For example, partnering with an organisation funded to deliver a school garden through the Stronger Communities for Children ([SCFC](#)) could allow for the pooling of funds to achieve a better outcome and may also provide host placement opportunities for job seekers. It also broadens the range of work-like experiences job seekers can access in very remote or small communities.

Packaging up activities

In small communities providers may consider packaging up a range of different activities for job seekers to make up their required mutual obligation hours each fortnight. For example, a job seeker may attend a community beautification and maintenance activity for two days a week, an activity on building tourism opportunities for two days, and spend one day per week at a fencing activity.

Supervision

Although not obligatory, for activities with larger numbers of job seekers providers should consider whether it would be appropriate to appoint a job seeker or community member as a part-time paid supervisor.

In regions where there are clusters of small communities reasonably close together providers are strongly encouraged to employ a local job seeker to take on the role of a paid supervisor and travel between the communities, spending at least a small amount of time in each one over the working week.

In more isolated and standalone communities providers should consider nominating, or asking the community to nominate, someone with the ability and social standing to take a lead role and record job seeker attendance in activities. If this is not feasible providers must ensure job seekers are aware of their obligations to attend activities unsupervised and how activity milestones will be monitored and compliance action applied if needed.

Providers must submit a proposal to PM&C for each activity in small communities that will not have a full time supervisor. Proposals will be considered on a case by case basis.

Safety

If activities will be delivered with limited or no supervision providers must take into consideration the safety of the job seekers, paying particular attention to potential risks and how they can be mitigated. As for all activities a thorough risk assessment must be completed and job seekers put through an induction before they commence to ensure they are aware of their day to day safety requirements. Providers must follow the same principles as outlined in section 9.9 Managing Risk and section 3.2 Delivery – risk assessments.

Activity Approval Process

Activity proposals should provide clear details of the Work for the Dole activity, including timeframes, number of participants, milestones, outcomes and how the project 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. A proposal template is available on the Provider Portal but providers may choose to use their own version.

If PM&C approves the 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 ten or fewer job seekers they can speak further with their local PM&C Regional Manager.

Examples of activities

Through strong community engagement, providers will understand the community's needs, strengths and opportunities. Below are a few ideas to prompt thinking.

Community beautification and maintenance

There are many activities that would benefit the community such as erecting shade structures, landscaping, regeneration of community areas, creating play areas for children, creating edible gardens and the renovation of current structures.

Cultural and/or tourism

There may be scope for job seekers to contribute to the community by maintaining important cultural sites, which could be expanded to opening some areas to passing tourists and providing information on site or guided tours etc.

Fencing and feral animal control

Communities may identify the need for fences in certain areas such as around children's play areas, schools or community meeting places. Fences could also be required for edible gardens and to control feral animals in the area. These types of activities may link into the community beautification and maintenance projects mentioned above.

Domestic violence awareness

Providers should consider providing a whole package of assistance in small communities. For example, they may get the whole community on board to undertake domestic violence awareness. This may be offered one day a week with the job seekers undertaking Work for the Dole activities to fulfil the rest of their mutual obligations over the remaining four days.

These are just a few examples. If providers need assistance in planning activities they should contact the PM&C Network for assistance.

Providers must submit proposals for activities in small communities to PM&C for approval. These should outline the activity, timeframes, costs, milestones and outcomes that will be achieved. Details should also be provided on any partnership arrangements that the provider intends to enter into.

Recording Attendance

Where there is a supervisor or a nominee appointed they will record attendance in activity timesheets daily, but if this is not the case then job seekers will be expected to record their own attendance in timesheets each day. Providers can choose from the following two options when recording attendance in the Activity Diary, but whichever option is chosen, providers should note how much progress has been achieved against the expected milestones to ensure attendance is being accurately recorded as part of the monthly site visits.

Option 1:

The provider should record attendance in the Activity Diary when timesheets are received, preferably on a weekly or fortnightly basis via the Supervisor App. However if this is not practical timesheets may be collected monthly when visits are made to check milestones, but providers should take the

payment calculation date into consideration to ensure that attendance is entered prior to this date so they receive the correct outcome payments.

Option 2:

The provider should record attendance in the Activity Diary on a daily basis as 'Attended' unless made aware that non-attendance has occurred. Then, when timesheets are received the result is amended (if required) to correctly reflect the attendance information in the timesheets. However, it should be noted that providers must attempt to contact the job seeker at least once before recording instances of non-attendance in the Activity Diary and taking compliance action.

Where possible, the provider should use the Supervisor App to record attendance in activities. This could be provided to the nominee or supervisor (if there is one) and attendance recorded when an area of connectivity is found as often as practicable.

Compliance Action

When a provider becomes aware of job seeker non-attendance at an activity, they must attempt to contact the job seeker to discuss the non-attendance and then consider whether to take compliance action. If they decide to do so they must report the incident to DHS on the same business day that they make this decision. The timeframe for doing this is:

- For non-attendance at an activity – within 10 business days of the event

For activities in small communities this means that if job seekers are absent without a valid excuse on the day the provider visits the activity they must make a decision whether to take compliance action within 10 business days, but must take action on the day of making the decision.

The provider could also take compliance action for non-attendance that has occurred up to 10 days prior to their visit, providing they have a reliable witness that can verify the non-attendance. For example, verification may be provided by a nominated job seeker or community member who is recording attendance on a time sheet each day. Again, the provider must attempt to contact the job seeker at least once to discuss the non-attendance, prior to taking compliance action. In addition, it would be best practice for providers to contact job seekers more regularly if possible to discuss attendance, rather than waiting for time sheets or relying solely on feedback from those nominated to record attendance.

Case Study

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.

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 there are 10 job seekers in the community and 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 may 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 provider should assess completion against milestones, job seeker safety, and ensure the ongoing appropriateness of the project. Providers may also consider it appropriate to appoint a job seeker or community member as a nominated person to record attendance or if numbers warrant it, as a part-time paid supervisor to manage the activity. 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. Activities and Economic Development

4.1 Overview

Activities can be used to generate income and support economic development, as well as giving job seekers opportunities to build their skills and contribute to their communities. Activities that generate income can offer job seekers a broader range of work experiences, such as customer service and handling money. Participation in an activity that generates income can also enable job seekers to earn additional income and understand economic opportunities.

Providers must consider the impact of activities on economic development. Activities can contribute to economic development by:

- generating income;
- keeping income in the local economy; and
- creating a pathway for the establishment of new commercial enterprises.

At the same time, providers need to be mindful that Government-funded activities have the potential to adversely affect the viability of existing enterprises and local employment. This can occur when activities sell goods and services below market rates.

Providers must ensure that activities support economic development and seek approval from PM&C to undertake activities that generate income. This will enable PM&C to ensure that pricing of goods and services from activities, and distribution of activity-generated income supports economic or community development.

What is economic development?

Economic development brings businesses and goods and services into local communities, creating more opportunities for employment and training. As more community-, family- and individually-owned enterprises provide goods and services; there is less reliance on government-funded services and welfare payments.

4.2 Establishing Activities

Providers that have, or are considering establishing, activities that generate income are encouraged to think about how to design the activity to support economic development. For example, charging for goods and services will also make it easier to establish a new enterprise from the activity. Businesses rely on customers spending money on goods and services to pay for wages and cover other costs. A business will not be able to compete with activities that are providing goods and services for free.

Activities that generate income can be used to test what customers want and are willing to pay. They can also be used to develop job seekers' skills and see if they enjoy the work involved in running or working for the potential business.

PM&C encourages providers to generate and distribute income to job seekers as this contributes to economic development. This can increase the amount of money coming in and circulating through the local economy, and increase the purchasing power of local families.

Job seekers are also more likely to want to attend activities that allow them to earn extra income. Providers can also benefit from income-generating Activities. Providers can keep 10 percent of the total income the activity generates. For more on distribution of income see section 4.4 below.

Approving income-generating activities

The PM&C Regional Manager must approve activities that generate income prior to commencement. Providers must seek approval for existing income-generating activities prior to 1 July 2016. Providers are required to fill out the Income Generating Activity Approval Form and submit this to PM&C (available on the Provider Portal).

PM&C will not approve activities that undermine the viability of existing enterprises or reduce employment opportunities. PM&C will review income-generating activities at least once every two years to ensure the activity continues to support economic development. PM&C reserves the right to review income-generating activities more frequently.

When considering whether to approve an activity, PM&C will consider:

- Whether the product or service is already available in the community
Providers should develop activities that meet community needs. Activities should provide goods and services that are not available in the community or only available at high or unaffordable prices.
- Whether the provider will charge a fair market price
Providers cannot undercut existing businesses by selling similar goods and services to the same target market at lower prices than existing suppliers. Providers can charge lower prices to residents who cannot afford goods and services from existing businesses e.g. registered job seekers.
- Whether the activity will affect employment opportunities
Activities must not displace work that would normally be done by paid employees or through labour hire or other businesses. If the client – for example the local government or business – would normally pay for the service, the service should be provided by paid employees. Activities should only provide services such as landscaping, mowing, cleaning, pest control and garbage collection where the client has very limited funds and could not afford to

purchase them at market rates.

- How much income is likely to be generated and how it will be distributed?
Generally, providers can keep up to 10 percent of the gross income an activity generates and must distribute the remaining income to job seekers.

Activities that are likely to generate a significant amount of income should be turned into enterprises and, to encourage this, may be approved for a limited time only.

Activities and competition

Where competition is limited, existing businesses generally charge higher prices. Increased supply of goods and services from an activity can lower prices and make goods and services more affordable for the community. This contributes to economic development. With more goods being sold, existing businesses can usually operate sustainably, even if prices come down. See section 4.3 on pricing.

Case Study – Competition where prices are high

A provider identifies an opportunity to set up a concreting activity in a remote community. There is a lot of demand for concreting work and there is only one concreting business that regularly supplies this service in the community. Because they are the only supplier in the community, the business charges a much higher price than they charge in regional areas.

PM&C approves the activity because they can see that starting a concreting activity will allow more concreting at more reasonable prices and will not reduce employment. While the activity cannot undercut the price of the existing business, the presence of the activity will add competition. The existing supplier will likely still be able to operate sustainably even if they reduce their price. This has the potential to increase economic activity and create new jobs because construction work is more affordable now.

Where prices are already low and existing enterprises are only just able to cover costs, competition from a Government-funded activity could make these enterprises unviable. Providers should not run activities (including activities that provide goods or services free of charge) that take business away from existing enterprises and undermine their viability.

Case Study – Competition in a small market

A provider wants to set up a café as an activity catering to the community at large. There are a few existing cafes in the community, with operating costs that include staff wages, rent and buying supplies.

PM&C does not approve this activity because it could result in the closure of one or more of the existing cafes. This is because there is only a limited customer base and the existing cafes have slim margins. Because much of the provider's costs are paid through CDP, their presence could force existing cafes to lower their prices and be in a position where their business becomes unsustainable.

Activities that provide paid services to councils or businesses for construction, road maintenance, landscaping, pest control, garbage collection or office cleaning work can displace employment. This is because the council or business would normally employ staff or pay a labour hire or other business – rather than the provider – to do the work. For this reason, PM&C is unlikely to approve activities that would normally be done by casual or permanent employees, labour hire firms or other businesses.

Providers are encouraged to establish labour hire businesses (where these businesses do not already operate) to undertake this work. This will ensure that job seekers have access to short term employment wherever possible.

Case Study – Activities and labour hire opportunities

The provider identifies an opportunity to do landscaping work for the council. Each year, the council undertakes some landscaping work but does not have enough money for all the landscaping work they want to do.

PM&C does not approve an income-generating landscaping activity. This is because PM&C wants to make sure that the landscaping activity is not displacing real jobs that the council would normally employ or pay people to complete.

Instead, the provider establishes a labour hire business which can undertake some landscaping work for the council. A number of job seekers are employed through the labour hire business to do this work.

Separately, the provider also sets up a community beautification activity to improve community tidiness. This activity is provided as a community service at no charge. The council does not have funding to pay for this work although it can cover the costs of materials. PM&C does not need to approve this activity as it doesn't generate income.

4.3 Selling at a fair market price

Activities must charge a fair market price for goods and services delivered through the activity. A fair market price is the price other organisations or businesses would charge for similar products. This ensures Government-funded CDP activities do not undercut the price charged by existing businesses.

In establishing an activity that sells products in competition with an existing business, a fair market price should be around the same price that existing businesses charge for similar products. Providers

must not unfairly take advantage of their lower cost base (for example, charging less because the activity's labour comes at no cost to the provider), to cut the existing business out of the market.

Businesses may respond to the establishment of an activity by reducing their prices. Competition will make goods and services more affordable and can increase economic activity.

Providers can charge lower prices if they sell similar products to parts of the community that do not buy goods or services from existing businesses because of unsuitability or unaffordability. Providers can sell goods and services at a price that these community members can afford. This may be lower than the price existing businesses are charging other parts of the community or in town. Note: PM&C considers that councils, businesses and other organisations should pay local businesses market rates for goods and services.

Case Study – Selling at a low but fair price

1) A provider runs an activity that provides curtains for families in the community for a small fee. Although curtains can be purchased in town, the families that need the curtains cannot afford to purchase them.

PM&C approves this activity on the basis that the provider sells curtains at the lower price to families that cannot otherwise afford them. The provider can also sell curtains to the wider community but at the same price as that offered in town.

2) A catering activity makes healthy lunches for CDP participants. The provider charges a small amount to the job seekers. Job seekers could purchase meals from local food carts but they do not sell healthy food. There are shops in town that sell healthy food but they charge prices that are unaffordable for job seekers. PM&C approves this activity as the lunches are to be sold only to job seekers.

The catering activity is very successful. The provider decides to expand the activity and begin producing lunches for sale in town. The provider charges the same price for these lunches as other local cafés and food vendors. Should the activity prove successful over time, the provider would be encouraged to transition it to a commercial business.

4.4 Distributing Activity-Generated Income

Activity generated income is the **gross income** (or revenue) generated by the sale of goods or services. It is **not just the profit** from running the activity (revenue minus the costs of running the activity).

Costs of generating income

In principle, providers cannot retain more than 10 per cent of the income from activities without PM&C approval. Providers already receive Government funding to deliver job seeker activities and should not have a financial incentive to continue running an activity rather than establishing a separate business.

Providers may incur additional costs delivering an activity that generates income, for example to deliver goods to customers or for higher quality materials. To provide an incentive to establish income-generating activities, providers can retain up to 10 per cent of the income the activity generates. This should also cover any additional administration costs associated with keeping records of the distribution of activity generated income.

If the provider wants to retain more than 10 per cent of the activity generated income, the provider must obtain PM&C approval. To do so, the provider will need to demonstrate to the Regional Manager:

- That there are additional costs associated with running it as an income generating activity (rather than as an ordinary activity); and
- That these additional costs are more than 10 per cent of the estimated income.

The provider must keep documentary evidence of these additional costs and provide it to PM&C upon request. Documentary evidence will help support the provider's request to retain more than 10 per cent of the activity generated income. Providers can offer receipts or quotes as evidence when seeking PM&C's approval.

Case Study – When providers can recover more than 10 per cent of activity-generated income

A provider runs an activity that produces tables and chairs from a low quality timber purchased from the local hardware store. Over time, the skill of the job seekers involved in the activity improves. The provider recognises there is an opportunity for the activity to generate income if it sold furniture made from a more expensive hardwood timber. The provider purchases the hardwood and begins selling the furniture to the local community. The provider soon discovers that the cost of purchasing the hardwood is greater than 10 per cent of the income generated from each sale.

The provider approaches the PM&C Regional Manager about retaining 20 per cent of the income generated to cover the additional cost of producing the saleable furniture. The provider presents quotes and receipts of the cost of purchasing the hardwood, which confirms the cost is around 20 per cent of the income generated. The PM&C Regional Manager approves the provider retaining the requested amount.

Distribution of income

To maximise economic development, income from activities must be distributed to job seekers, unless other arrangements have been reached with job seekers and PM&C. Distributing income to job seekers increases the purchasing power of families in the community and helps keep money in the local economy.

Income should be distributed to job seekers involved in the activity, in proportion with their attendance. For example, a job seeker that attends 20 hours in an activity is entitled to receive 20 per cent less activity generated income than someone who attended 25 hours.

Providers are to distribute activity generated income to job seekers at regular intervals, for example in line with their income support payments. Between intervals, providers are to hold activity generated income in trust on behalf of job seekers participating in activities.

Art activities

Different activity generated income rules apply to art-based activities, which are outlined below.

Distribution of income

Income from the sale of art through an art or craft activity must be distributed to the artist and not distributed amongst other job seekers. As with other activities, providers generally cannot retain more than 10 per cent of the sale price of the item. Providers must also adhere to the Indigenous Visual Art Industry Code (which the Indigenous Art Code administers).

Existing art centres and galleries in the community

A provider should avoid running an art activity in competition with existing art centres or galleries in the community. PM&C is unlikely to approve an art activity if it is in competition with an existing art centre or gallery nearby. This is because the presence of the art activity could result in the closure of the other art organisation(s).

PM&C may approve an art activity that supplies job seeker artworks to existing art centres or galleries in the community, such as on a consignment basis. Providers should offer evidence of the agreement with existing art organisations when seeking approval for the activity from PM&C.

Workplace Hosted Placements in art centres (see Chapter 5 for more details on Hosted Placements)

If an art centre already exists within a community, the provider should consider arranging workplace Hosted Placements with the art centre or gallery. As these art centres are commercial in nature, workplace Hosted Placement limits apply to the number of job seekers they can take on. Regional Managers could temporarily approve a higher ratio of Hosted Placements for newly established art centres and galleries to help build the centre.

Any income generated from the sale of artworks produced by the hosted job seekers should be distributed in accordance with the art centre's usual arrangements. For instance, art centres and galleries under the Indigenous Visual Artist Industry Support (IVAIS) programme work on a consignment basis, offering their artists 60 per cent of income from the sale of art. Providers should avoid placing job seekers in an art centre that does not compensate artists for their work.

Income that job seekers receive from an activity is reportable for income support purposes. Providers should inform job seekers that they should report to Centrelink any income received from participating in an activity.

If reportable income is greater than the job seeker's income test threshold, the job seeker may receive a reduced rate of income support. Job seekers not receiving the full rate of income support cannot be compelled to undertake Work for the Dole activities but can volunteer to undertake Work for the Dole as part of meeting their Mutual Obligations. The boxes below provide more information about the current income test thresholds and tax implications for job seekers who receive activity generated income.

The Government has introduced legislation into the Parliament that will reform remote welfare and strengthen compliance arrangements under the CDP. With passage of this legislation, job seekers will be able to earn more income and still receive income support.

Income support and income free areas (thresholds)

Income that job seekers receive through a CDP activity is reportable for income support purposes. Any income a job seeker receives could affect their income support. The income test free area for each payment (the amount of income a person can earn before payments are affected) can be found on the Department of Human Services website.

Jenny, a single mother, and Jamie, a single NewStart Allowance recipient, are two of 10 job seekers who all participate in a sandwich-making activity for their full 25 hours of mutual obligation requirements.

The activity generates around \$2,000 a fortnight selling sandwiches in the community. After the provider takes 10 per cent of the income, each of the 10 job seekers that attended would receive \$180 of the activity generated income each fortnight.

Since Jenny receives Parenting Payment Single and has one child, the activity generated income is below her fortnightly income free area of \$186.60 and she remains on the full payment. Jamie's share of the activity generated income is greater than his NewStart Allowance fortnightly income test free area of \$102 so under the current system he receives a reduced income support payment. This has implications on his obligation to attend activities (see **Distribution of Income** above).

To ensure everyone has a fair opportunity to undertake high income generating activities, providers should consider rotating job seekers who have shown an interest in these activities.

Providers are required to maintain records of the amount of activity generated income collected, how much they retained, and how much was distributed to each job seeker.

Tax implications for job seekers

Job seekers that receive income may need to pay tax. The current tax free threshold is \$18,200 a year. A job seeker's income support and any activity generated income will contribute to their combined annual income. But job seekers on income support should receive tax offsets including the beneficiary tax offset and the low income tax offset. This means job seekers may receive a partial or potentially full tax refund.

Job seekers may agree with their provider to distribute the activity generated income in an alternative way, particularly if the activity generates only a small amount of income. For example, job seekers and the provider may agree to use the funds for community development, such as supporting sporting activities, purchasing play equipment for children or putting on a BBQ.

PM&C must approve the alternative approach to distribution when they approve the activity. If the job seekers and the provider cannot agree on an alternative approach, PM&C can determine an approach to distribute the income. In determining an approach, PM&C will take into account community needs and the potential for economic development.

If an activity has the potential to generate significant income, it should be converted into a business rather than being supported through CDP. If the amount of income to be distributed to job seekers nears or exceeds the minimum hourly wage, the provider should also consider turning the Activity into a business. This ensures job seekers are better off in a job rather than remaining in an Activity.

Generally, if an activity has paid contracts from local businesses or councils (i.e. to mow lawns, clean, clear land, or undertake weed and pest control services), it should also be converted into a business. This work should be undertaken by paid employees, for example through a labour hire business.

PM&C may approve activities that can earn significant income for a limited period only. This will provide a further incentive to convert the activity into a business.

Does payment of activity generated income create an employment relationship?

The activity generated income arrangements set out in this chapter are not intended to create an employment relationship between the provider and job seekers. As such, superannuation and other entitlements should not be triggered by these payments.

Providers are entitled to keep up to 10 per cent of the income to cover legitimate costs of the activity. The remaining income generated by an activity belongs to job seekers. Providers are to set up a separate account and hold this income in trust on behalf of job seekers who participate in the activity between the period when the income is collected and when it is distributed. Providers should aim to distribute activity generated income to job seekers on a fortnightly basis. Any interest earned during that period should be distributed in accordance with PM&C's approved distribution. Note, PM&C can also approve the use of income for community development with the agreement of job seekers.

Case Study – distribution of activity generated income from a market garden activity

A CDP provider runs a market garden activity for 10 local job seekers. The job seekers produce tomatoes, potatoes and lettuce, which the provider sells at a weekend community market.

The provider uses CDP outcome payments to purchase soil, seeds and fertiliser, and also pays a local community supervisor to oversee the activity.

The provider charges the same price as other vegetable producers and makes roughly \$300 each week from the sale of the vegetables. The provider keeps 10 per cent of the earnings (\$30) and distributes the remaining \$270 to the job seekers based on their hours of attendance.

Eight of the 10 job seekers met their full weekly mutual obligations and received \$29.35 each. Two of the job seekers only attend 15 of their weekly 25 hour mutual obligations. Their share comes to \$17.61 each.

Case Study – Art activity supporting a local Art Centre

A provider wants to set up an art and craft activity and sell the artwork of job seekers. There are no existing arts organisations in the local community.

PM&C approves this activity as its presence will not adversely affect other local businesses. In accordance with the activity generated income rules, 10 per cent of the proceeds from the sale of any artwork are retained by the provider, and the remaining 90 per cent is distributed to the artist who produced the artwork.

In the following year, a commercial art gallery plans to establish its own art centre in the community, recognising the talent of the local job seekers. But the art gallery owners are cautious about entering into a community where they may be competing with a provider-run art activity. This is because there is only a small market for arts and craft products from that region.

To alleviate the art gallery owners' concerns the provider offers to exclusively supply the gallery artworks produced in the art activity on a consignment basis. This allows the provider to continue to support job seekers that wish to undertake an art activity. All parties agree to this arrangement including job seekers. The gallery owners are also willing to support a handful of workplace Hosted Placements. PM&C approves the Activity.

Once the commercial art gallery commences operations, they pay each artist 60 per cent of the sale price of their artworks. The gallery retains the remaining 30 per cent of the sale price allowing it to operate on a commercial footing. The provider retains 10 per cent of the income to cover their additional costs. The job seekers are happy with this distribution because the art gallery owners have stronger links into the international art market and can achieve a higher price for their artworks.

Case Study – Native plum picking activity

A provider runs a Native plum picking activity with 10 job seekers during the dry season harvest. The provider sells the native plum, which is high in antioxidants, to an exporter for \$50 a kilo.

Over the season, the job seekers collected around 2,000 kilos of plums. The total income generated came to \$100,000. The provider keeps 10 per cent of the income and distributes the remaining \$90,000 to the 10 job seekers based on their fortnightly attendance over the following 9 month period till the next harvest season. Each job seeker received around \$500 per fortnight over that period. All of the job seekers earned more than their fortnightly income test threshold, experienced a reduction in their income support and as a result did not have compulsory Work for the Dole obligations. The provider expects that most of the job seekers would continue attending the activities and receive the activity generated income.

Upon hearing that the activity generated such a significant level of income, PM&C informed the provider that they would no longer approve the activity for the following harvest season. PM&C encouraged the provider to convert the activity into a business. The provider and PM&C worked together to agree to a timeline and plan for turning the activity into an Indigenous-owned social enterprise. PM&C provided funding to assist the transition into a social enterprise.

4.5 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. Activities that convert into enterprises can:

- provide jobs
- host job seekers
- compete with other businesses
- generate profits for the owners or for reinvestment in the community.

Providers that are inclined to convert an activity into a business should contact their regional manager about obtaining support under the Indigenous Advancement Strategy, which allocates up to \$25 million per year to assist remote Indigenous businesses access start-up funding, business support and mentoring. PM&C's Regional Network will take a proactive approach to identifying activities that could be converted into a business.

Once registered with an Australian Business Number, the business is eligible to claim Employer Incentive funding in the event that job seekers achieve 26 week employment outcomes.

PM&C can also approve 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).

What happens to assets when converting an activity to a business?

For assets purchased using CDP payments (from 1 July 2015 that are non-Participation Account related), no permission is required from PM&C to transfer or sell the asset to a new business. Be aware, however, that the provider will still need to comply with the CDP contract. The provider will need to consider how they will deliver CDP activities without the asset.

For assets purchased with Participation Account (PA) funds, the provider and PM&C will need to agree to arrangements before transferring the asset to a new business.

The Commonwealth may seek fair compensation for the transfer of assets purchased through the PA if they are no longer going to be used in the delivery of remote employment services. When determining whether to seek compensation, PM&C will consider the value and age of the asset, and the employment and other benefits from the new enterprise.

Case Study – Turning a landscaping activity into a business

A provider established a landscaping activity under RJCP and has continued to deliver it under CDP. The provider used a mixture of Participation Account funding and CDP outcome payments to buy the necessary materials and equipment. Participants have become skilled at delivering landscaping services.

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.

As the provider charges for the services delivered, the landscaping function is a labour hire arrangement. PM&C will no longer approve this being delivered as an activity. The provider realises that the service 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 an Indigenous Enterprise Development 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 the business is expected to employ two more ongoing staff to work on paid contracts.

After two years, the new business, Desert Landscapes, employs five permanent staff and regularly hosts up to two job seekers. It also receives Employer Incentive Funding for each job seeker it employs for 26 weeks.

In addition, the provider contracts Desert 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.

Case Study – supporting job seekers to become sole traders

A CDP provider runs an Activity that develops the furniture-making skills of local job seekers. Some of the job seekers become very skilled at producing high-quality furniture including coffee tables, chairs and bed frames. The provider recognises that these job seekers could begin selling their furniture.

The provider wants to support local economic development but does not have an interest in running a furniture-making business. The provider decides to incubate the best job seekers to become sole traders who sell their own furniture. The provider allows these self-employed job seekers to continue use the provider's tools and facilities for a small fee. The provider also works with a local Indigenous business mentor to support these job seekers with on-call mentoring and back-office business support. To build on initial sales success, the provider changes the focus of the job seeker's structured Activity to developing business skills.



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 CDP Funding Agreement, these mutual obligations are included in the definition of “Social Security Activity Test Requirements”). Hosted placements are different to subcontracting relationships (see 5.2 *Delivery, Difference between a hosted placement and a subcontracting arrangement* for a further explanation).

Hosted placements can be in a community development activity or a real workplace. In both cases, the job seeker remains on income support.

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.

Providers must enter into contractual arrangements with the host organisation to define the hosting details, including the number and duration of placements, supervision of the job seeker and the reporting of attendance to the provider. An optional template is available on the Provider Portal (see *CDP Activity Host Agreement*).

Hosted placements can make up part or all of a job seeker’s mutual obligation requirements. Some employers and community organisations may be willing to provide hosted placements but are 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 their Work for the Dole requirement through a more flexible arrangement, i.e. more or less than a five days a 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).

Regardless of the type of Hosted Placement, CDP providers cannot arrange hosted placements that:

- Replace paid employment

- 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.

Payments for host organisations

A Host organisation is likely to incur costs, for example costs for materials and on the job training and mentoring. Host organisations may also incur additional supervision costs when hosting job seekers. Host organisations and providers can negotiate a payment to cover these costs.

As a rule of thumb, we recommend providers split the Work for the Dole service fee 50-50 with the organisation that hosts an activity. However, this should depend on a range of factors including:

- Size and type of host organisation
- Hours of attendance 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 required.

Difference between a hosted placement and a subcontracting arrangement

Hosted placements in workplaces and with community organisations are different to subcontracting arrangements. A CDP provider may elect to subcontract some or all CDP services to a subcontractor in accordance with the rules set out in *Chapter 9.5 – Subcontracting*. Under a subcontracted arrangement, the subcontractor would generally be responsible for a broad range of services such as the delivery of remote employment services that involve undertaking compliance actions, recording attendance in the system, finding employment and delivering activities. The subcontractor, once listed as a known subcontractor in the funding agreement, is bound by the same obligation to fulfil the terms of the funding agreement as a provider.

By contrast, a hosted placement involves the host organisation taking job seekers into their own workplace or in the case of a community organisation, delivering an activity for a group of job seekers on behalf of the provider. A host organisation is only bound by the obligations as set out in the CDP Activity Host Agreement.

Case Study - Subcontracting relationship

Where a provider lacks presence in a remote community within their CDP region, in accordance with the rules in Chapter 9.5 of the Guidelines, the provider engages a subcontractor to deliver the full suite of CDP services in that community including delivering activities, recording attendance, undertaking compliance actions and placing job seekers into employment and entering into hosting arrangements with local businesses. The CDP provider must receive written approval from PM&C to engage the subcontractor and the subcontractor must be listed in the Activity Schedule of the provider's Funding Agreement. The subcontractor is not a host organisation and the subcontractor is bound by the same obligations as the provider for the services they deliver.

5.3 Hosted Placements in a community development activity

Job seekers can be placed in hosted placements in organisations normally staffed by volunteers such as in a women's centre, a men's shed or a charity store. This provides job seekers with the opportunity to gain experience build their skills and knowledge in a safe and none threatening environment and move them along a pathway towards working in a real workplace.

Because of the similarity to CDP Work for the Dole activities, activity generated income rules will apply to community development hosted placements (See Chapter 4) if the activity generates an income.

There are no limits on the duration of hosted placements in a community development activity or the number of job seekers that can be placed in these hosted placements, as long as it does not involve real work. Job seekers must be moved into more challenging activities when and if appropriate to move them along a pathway that develops their skills and prepares them for employment.

Case Study – Men's shed (Community Development Hosted Placement)

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 will 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 hosting 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. The provider continues to be responsible for monitoring attendance and compliance.

5.4 Hosted Placements in a workplace

A workplace such as a business, social enterprise or government agency can also offer hosted placements for job seekers. A hosted placement in a workplace can be an important step for a job seeker's successful transition from unemployment to a paid job. Experience in a 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*.

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.

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.

Where hosted placements are in a workplace or involve real work, limits apply on the duration of the hosted placement and on the number of job seekers that can be hosted. Limits are to ensure that hosted placements do not displace paid work. They will also ensure that job seekers are well supervised and surrounded by peers and colleagues as they would be in a normal workplace. Activity generated income rules do not apply to hosted placements in a workplace.

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.

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.

Hosted placements in real workplaces may be offered up to six months.

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.

Case Study – Bakery (Workplace Hosted Placement)

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 – Childcare Centre (Workplace Hosted Placement)

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 works. After returning home, the other job seeker moves into another activity.

Case Study - Local council (Workplace Hosted Placement)

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.

5.5 Converting hosted placements into jobs

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, PM&C will not prevent smaller employers that fail to convert sufficient numbers from access workplace 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*).

5.6 Additional hosted placements in a workplace

The PM&C Regional Manager will consider and may approve higher numbers of hosted placements in a workplace on a case-by-case basis, generally for temporary periods. PM&C will only approve additional hosted placements in real workplaces with caution, taking into account the following criteria:

- Placements do not displace real jobs or reduce the hours of paid workers
- PM&C sees evidence of increased employability – for example, employers have converted earlier placements into real jobs in the business or elsewhere

The criteria are explained in more detail below.

Protecting real jobs

Additional Workplace Hosted Placements should not undermine real jobs in both not-for-profit organisations and other enterprises. PM&C will approve additional workplace hosted placements only when real jobs are not displaced. For example where:

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

Increasing employability

PM&C will agree to additional workplace hosted placements when employers display a track record of converting a high proportion of hosted job seekers into employees. For example, a hardware store with five employees agrees to support two workplace hosted placements. After three months, the owner decides to employ the two job seekers, and seeks approval to host three job seekers. PM&C approves the arrangement because of the owner's proven record of hiring hosted job seekers.



6. Working with Employers and Employment Outcomes

6.1 Overview

A key objective of the CDP is helping job seekers to gain 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, including post placement support.

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 CDP IT System. This allows the CDP 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 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 periods of approved unpaid leave that a job seeker takes from work. Allowable breaks include when a job seeker has a break between finishing one job and starting another. Allowable breaks also include unpaid breaks in employment due to illness or carer emergencies, or Christmas breaks and shut downs.

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 fully 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

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 claim and 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 claim 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.

State, territory and local government bodies are eligible to receive Employer Incentive Funding with the approval of the PM&C Regional Manager.

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 not 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.

For further information on Employment Outcomes and Employer Incentive Funding, please refer to the *CDP Guidelines Toolkit – Employment Outcome Payments* on the Provider Portal.





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 their 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 have an initial interview with their provider. These interviews must be conducted in accordance with the CDP 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 the job seeker information on the *CDP Code of Practice and Service Guarantee*, and advice on how to search for a job and use facilities like job search.

As part of the initial interview, providers must 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 *CDP Assessments User Guide* and the *JSCI Form*.

At the initial interview, the provider must also negotiate a Job Plan with the job seeker, which is then agreed to and signed by the job seeker.

Lastly, the provider must record a result of 'Attended' in the diary against the job seeker's initial interview appointment, to complete the process of commencing the job seeker in CDP.

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. Please refer to the *CDP Eligibility Fact Sheet* on the Provider Portal for more information on job seekers who can be directly registered.

Job seekers will 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

In order to satisfy their mutual obligation requirements, most Social Security activity tested job seekers must be actively seeking paid work and this would be achieved through a Job Search requirement included in their Job Plan. The provider will determine a reasonable number of job searches to be completed per month, taking into account local labour market conditions and the individual job seeker's circumstances.

At least one Job Search per month must be recorded in the job seeker's Job Plan, however in stronger labour markets this amount would be expected to be higher. Providers must use the JS09 code in a job seeker's Job Plan to record their Job Search requirements. Please refer to the *Mutual Obligation Requirements User Guide* for more detail on who should undertake job search.

The provider must review and update 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

A JSCI assessment must 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 *CDP Assessments 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.

Providers should refer to Clause 24.14 of RAC 1 of the CDP Funding Agreement for details of their Delegates' obligations. Prior to taking action under the Job Seeker Compliance Framework in relation to any Eligible Job Seeker, Delegates must successfully complete Job Seeker Compliance Framework training via the online Learning Centre. This includes successful completion of the *Strengthening the Job Seeker Compliance Framework Quiz*.

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. The *CDP Job Plan Task Card* on the Provider Portal gives detailed guidance on how to create and manage Job Plans.

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 per week, or a lesser number of hours as determined by the job seeker's individual 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 CDP 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 must 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.

For more information on mutual obligations, please refer to the *Mutual Obligation Requirements User Guide* on the Provider Portal.

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 on the impact of employment refer to the *CDP Employment FAQs*.

For further information about Job Plans refer to the *Job Plan User Guide* and the *CDP Job Plan Task Card* on the Provider Portal.

Recording Attendance in the Activity Diary

Providers must use the Activity Diary to record activities the job seeker undertakes to meet their mutual obligation 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.

The *Disability Specific Services User Guide* on the Provider Portal provides more detail on delivering CDP services to job seekers with disability.

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**.

For detailed information on Service Payments please refer to the *CDP Guidelines Toolkit – Service Payments* document 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 CDP 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 CDP 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 CDP 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 CDP 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.

Monthly payments are calculated on the fourth Wednesday of each month, based on data entered in the CDP IT System as at close of business (5pm local time) and paid on or before the third business day of the next month. Where this is not possible, providers will be advised of alternative arrangements.

8.3 Service Payments Rates

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 CDP 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 Job Plan including Work for the Dole, the job seeker being placed into a Work for the Dole activity, and the job seeker's attendance recorded in the Activity Diary, 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), the job seeker attends these activities and the provider records their attendance in the Activity Diary;
- 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), and the provider records a Valid reason in the Activity Diary; or
- Where a job seeker did not attend, and did not have a good reason (known as an Invalid reason) and 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.

Providers will not receive Work for the Dole Payments if they have not recorded job seeker attendance in the Activity Diary.

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*).

When Work for the Dole required job seekers are granted an exemption from meeting their mutual obligations by DHS, providers may receive the Basic Payment for that period. Job seekers who are granted an exemption will have a status of 'suspended' in the CDP IT System. Having a 'suspended' status attracts a Basic Payment if the job seeker has Work for the Dole in their Job Plan and is placed into an activity, as outlined in the *CDP Guidelines Toolkit - Service Payments*. For more information on exemptions please refer to the Guide to Social Security Law:

<http://guides.dss.gov.au/guide-social-security-law/3/2/11/40>

***For more information on determining a valid reason/reasonable excuse for non-attendance at activities, please refer to the *Job Seeker Compliance Framework* on the Provider Portal.**

**** Please note that providers cannot submit a Participation Report for job seekers who have a Comprehensive Compliance Assessment (CCA) being undertaken.**

Managing Attendance

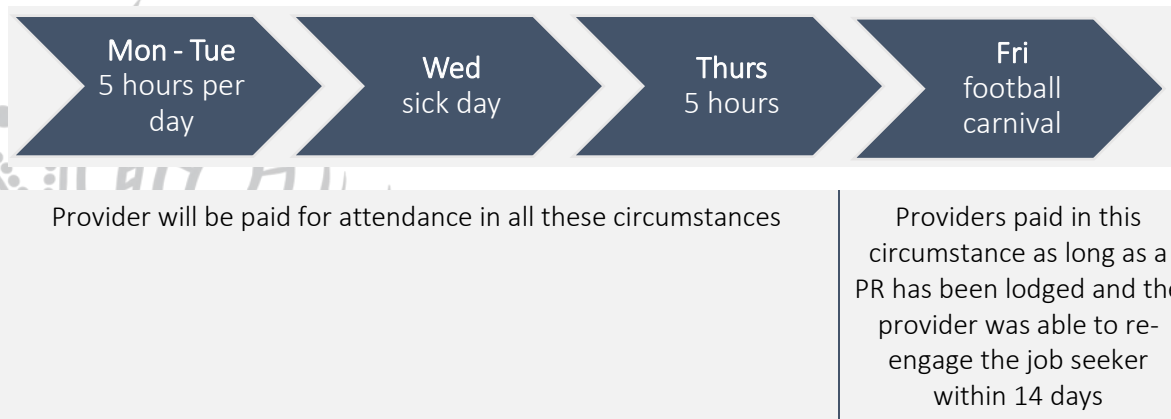
Case Study – Individual

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 records Attended in the Activity Diary for Monday, Tuesday and Thursday, records a Valid reason for Wednesday and records an Invalid reason for Friday. 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





9. Conducting Services

9.1 Overview

Providers are responsible for delivering Services in accordance with the CDP Funding Agreement and these Guidelines. Services must also be delivered in line with the *CDP Code of Practice and Service Guarantee*, available on the Provider Portal.

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 CDP Funding Agreement refer to the *User Guides* on the Provider Portal.

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 and Service Guarantee

Providers are obliged to deliver services in line with the *CDP Code of Practice and 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 Subcontracting

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

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

Where a subcontractor is delivering a substantial part of CDP services for the provider (i.e. delivering most of the CDP services for an entire community within the region), the subcontractor needs to be approved by PM&C and listed in the Activity Schedule of the provider's Funding Agreement.

Where a subcontractor is hosting a Work for the Dole activity or is a local employer providing Hosted Placements, they do not need to be included in the Activity Schedule of the provider's Funding Agreement. However, an Activity Host Agreement must be in place between the provider and the subcontractor.

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 the *Insurance User Guide* on the Provider Portal.

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 engage an interpreter to facilitate communication with job seekers.

If a job seeker requests the use of an interpreter and the provider refuses to provide 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 CDP 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 CDP 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 CDP Funding Agreement, except where activities are covered by PM&C insurance.

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 Manual* and the *Insurance User Guide* 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 and should ensure that:

- Provider staff members are aware of the Register;
- Appropriate provider staff have access to the Register; and
- Job seekers are able to give feedback or make complaints whether or not the Register is located at their site.

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

- Be consistent with the CDP 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 CDP Funding Agreement.

If the issues remain unresolved, a complaint can be lodged 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

The 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 CDP 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.

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.

10.3 CDP IT system

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 CDP 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 direct registrations actioned 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 CDP 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 must 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 (required under the CDP Funding Agreement);
- Record job seeker attendance in relation to Work for the Dole activities (required under the CDP Funding Agreement); and
- Link activity non-attendance to the Job Seeker Compliance Framework (for Eligible Job Seekers).

In addition to the above requirements, providers can use the Activity Diary to:

- Record job seeker attendance in other activities;
- Issue formal notification of requirements and any rescheduled requirements;
- Create attendance lists for activity supervisors;
- Automatically link job seeker attendance at activities to Activity Management;
- Automatically link to provider payments; 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 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 and 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 in the CDP IT system when an Eligible Job Seeker has started in work by recording a Job Placement when a job seeker commences employment. The CDP IT system will then track the job seeker's progress towards achieving an Employment Outcome, and will automatically pay the provider 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 CDP 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 CDP 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.

- CDP 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 CDP 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 CDP 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 CDP 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>).

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.

Photographing Participants

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 provide written consent before photography or filming takes place for any publicity.

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

Occasionally, 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. On these occasions, PM&C should be contacted for assistance in obtaining consent from the participant for use of their image in government publications.

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 and the activity is with a Host4, 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.

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

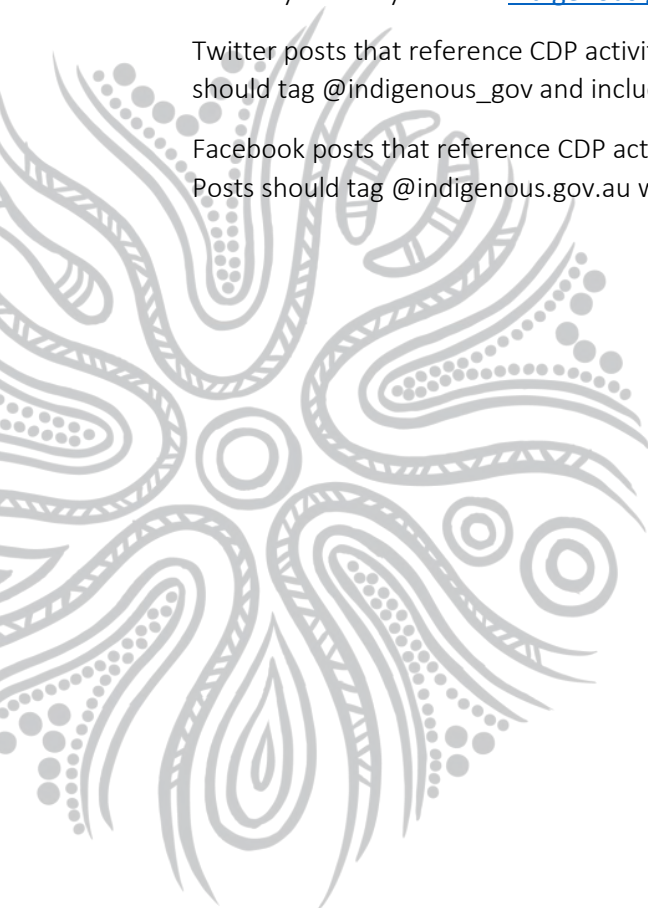
Sharing Success

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 CDP 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 measures 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.
	100% of Job seekers have been provided tailored assistance and quality training to overcome barriers to employment.
	100 per cent of Eligible Job Seekers placed in employment are provided with quality Post-placement Support in accordance with RAC 1.

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 six month 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 may be reviewed and reset every six months 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.

Assessing the Regional Employment Target

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

PM&C will provide 26 Week Outcome targets for each review period based on changes to remote employment. During each review, PM&C will assess providers on their ability to meet these new 26 Week Employment Outcome targets.

Providers will receive their 26 Week Employment Outcome targets at least six month before the review period commences.





13. Provider Compliance

13.1 Overview

Providers must conform to any applicable obligations under:

- The CDP 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 CDP 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 meet 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 CDP Funding Agreement and relevant Guidelines.

PM&C acknowledges that the majority of providers are willing and able to comply with their obligations under the CDP 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
- 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 risk 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? <ul style="list-style-type: none"> 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 CDP Funding Agreement requirements with respect to Customer Feedback?
Financial management	Have all Funding been managed in accordance with Guidelines and the CDP Funding Agreement?
	Have all Funding transfers to Employers and subcontractors been executed in accordance with Guidelines and the CDP Funding Agreement?
Contracts	Are all contracts with subcontractors, Employers and Hosts in accordance with Guidelines and the CDP Funding Agreement?
General quality of record keeping	<p>Does the provider comply with requirements in Guidelines and the CDP Funding Agreement with respect to:</p> <ul style="list-style-type: none"> • 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 CDP 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.

Provider Performance Reviews

PM&C staff will undertake six monthly, Provider Performance Reviews (PPRs) which assess a provider's performance against KPIs and Performance Targets.

PM&C reserves the right to conduct PPRs 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

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 CDP 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 CDP 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.





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On 6 December 2014, the Minister for Indigenous Affairs announced that the Remote Jobs and Communities Programme (RJCP) would be reformed to deliver better opportunities for remote job seekers and foster stronger economic and social outcomes in remote Australia. These changes will ensure job seekers are active and contributing to their communities to make them better places to live.

On 3 June, 2015, the Minister for Indigenous Affairs announced that in response to feedback from communities and service providers, the RJCP will in future be renamed the Community Development Programme.

The new name doesn't change the reforms that will start 1 July – but it does signal that the Government wants policies into the future to reflect community wishes.

The changes that take effect on 1 July include:

- **A requirement** for all adults between 18 and 49 years who are not in work or study to undertake work-like activities for up to 25 hours per week, depending on their assessed capacity to work.
- **Training for job seekers** that is linked to a real job or their participation activities. No training for training's sake.
- **A simple Job Plan** with measures to support better attendance amongst job seekers.
- **Community development** through activities that make remote areas better places to live and run over five days to support school attendance.

- **Stronger incentives** for employers and providers to support job seekers from the bush into lasting employment.
- **Funding for new enterprises** that provide jobs and work experience opportunities in remote communities.
- **Reduced red tape** and simplified processes for providers to allow them to focus on assisting job seekers.
- **Grandfathered CDEP Wages** will wind down early. From 1 July 2015 all job seekers will be on the same system and treated in the same way.

What will the changes mean for communities?

Consultation and engagement with Indigenous leaders, remote communities, remote employment service providers and other organisations in remote Australia is well underway. This will make sure that people are engaged in meaningful projects and activities communities want.

As a result, more people will be active and contributing to community life – working on country, caring for elderly parents, working in the school canteen, attending their kids' preschool.

Families and communities will be working together to make sure that children go to school and learn. Activities will run five days a week to support school attendance. Communities will see new businesses and new jobs for local people.

What will the changes mean for job seekers?

Job seekers will be engaged in activity that is work-like, purposeful and meaningful. They will develop the skills and experience that will make them work ready. At the same time, they will be contributing to their community – making it a better place to live.

Activities will be tailored to the needs and circumstances of the job seeker.

Job seekers will be able to get on-the-job experience in real workplaces. They will be doing training that helps prepare them for work - for example, language, literacy and numeracy training or obtaining a driver's licence.

Job seekers will continue to receive support to address health issues, or drug or alcohol problems.

Job seekers will also be able to take reasonable 'time off' where a person has caring or cultural responsibilities and during normal shut-down periods for example over Christmas.

What will the changes mean for employers?

There will be strong incentives to get people into paid work – to encourage employers to look to the bush for employees.

Businesses can also provide work-like experience for jobseekers by hosting activities, giving them an opportunity to get to know the job seeker before offering them employment.

Providers will deliver mentoring, training and other support to ensure that job seekers are

well supported while placed with a local employer.

How will the reforms be rolled out?

Implementation of reforms to remote employment services will be carefully staged over a 12 month period, from 1 July 2015. The Government is working closely with communities and providers and will continue to do so as the programme scales up to full implementation by July 2016. There will be a careful transition, with a six-month start-up period and support for providers.

The Minister also announced on 3 June 2015 that further reforms may be introduced at a later stage, subject to the passage of legislation, to ensure that changes to remote employment services continue to build on the things that have worked well in remote Australia in the past.

The introduction of any further reforms will also be managed carefully to minimise disruption. They will be developed in consultation with Indigenous leaders, remote communities, providers and other organisations in remote Australia.

Find out more

- Contact the PM&C Regional Network: www.indigenous.gov.au/regional-network/network-regions
- Visit www.dpmc.gov.au/indigenous-affairs
- Email the Department of the Prime Minister and Cabinet: RJCPrefoms@pmc.gov.au



Community
Development
Programme

Changes to the Programme Management Framework



Document Change History

Version	Effective Date	Change & Location
1.0	22 December 2016	Original version of document

Changes to the Programme Management Framework

Explanatory Note

This guide modifies the CDP Programme Management Framework (PMF) (effective 1 July 2015) and is consistent with the letter sent to providers on 30 September 2016 to advise of the changes to the PMF.

The performance targets and their weightings, the KPI weightings, the Provider Performance Review (PPR) timeframes and the pro-rated Regional Employment Target (RET) for PPR3 as described in this document are effective from 1 October 2016 and supersede those described in the PMF.

An updated PMF will be provided in early 2017.

PPR Timeframes from PPR3

The PPR assessment periods will be changed so that that they run from April to September and October to March each year, with PPR3 commencing 1 October 2016 and finishing on 31 March 2017.

Regional Employment Target (RET)

The Department will retain the RET set in May 2016 for both PPR3 and PPR4.

All providers were given an opportunity to seek a reduction in their RET, by highlighting local labour market factors such as the closure of local employers and availability of only short-term work, for PPR3 in October 2016.

There will be an opportunity to present a case for a reduction of the RET for PPR4 in early 2017. The Department will write to providers prior to the commencement of PPR4 to outline the approach to applying for a reduction.

The RET outcomes for PPR3 will be pro-rated and measured across the nine month period between 1 July 2016 and 31 March 2017. This will ensure the efforts providers made to get employment outcomes during the three months between July and September 2016 are recognised.

Weightings of KPI's

KPI 1: Delivery of services in accordance with the Funding Agreement will change from a weighting of 30% to 20%.

KPI 2: Availability, attendance and appropriateness of activities for WfD participants will change from a weighting of 35% to 45%.

KPI 3: Achievement of the Regional Employment Target weighting will remain at 35%.

Changes to the Programme Management Framework

KPI 1: Delivery of services in accordance with the Funding Agreement (weighting: 20%)	
Target 1 - 100% of eligible job seekers have been provided with monthly contact which complies with Clauses 6, 7, and 8 of RAC 1.	5%
Target 2 - 100% of all eligible job seekers have an individualised job plan that complies with the requirements set out in the Funding Agreement.	5%
Target 3 – 100% of job seekers have been provided tailored assistance and quality training to overcome barriers to employment.	5%
Target 4 - 100% of eligible job seekers placed in employment provided with quality post-placement support in accordance with RAC1.	5%
KPI 2: Availability, attendance and appropriateness of activities for WfD participants (weighting: 45%)	
Target 5 - 100% WfD participants have been placed in one or more activities, sufficient to their participation requirement.	10%
Target 6 - 100% attendance of all WfD participants in activities (in line with their participation requirements).	10%
Target 7 - 100% activities are appropriate to WfD participants, local labour market and the community.	15%
Target 8 - The provider has made significant efforts to broker and place WfD participants in quality hosted placements with local employers.	10%
KPI 3: Achievement of the Regional Employment Target (weighting: 35%)	
Target 9 - 100% of the Regional Employment Target is met. (Note The Regional Employment Target outcomes will be pro-rated for PPR3 and measured across the period 1 July 2016 to 31 March 2017).	35%

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CDP GUIDELINES

JOB PLANS

Job Plans

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Job Plans

Introduction

CDP provides specific and tailored assistance to job seekers. As a provider, you work with job seekers to determine the support that you will deliver, now and into the future. All of this support is packaged up in an individual plan known as a Job Plan.

Job Plan

What is a Job Plan?

A Job Plan is an agreement between a job seeker and their CDP provider detailing the activities the job seeker will undertake that will form a pathway for them to build their skills and experiences towards obtaining paid work. It also lists the activities that a job seeker must do to meet their Mutual Obligation Requirements so that they can continue to get their income support, as well as detailing any voluntary activities the job seeker has agreed to undertake.

All job seekers must have a current Job Plan in place at all times and cannot be commenced in the CDP IT system without one. A Job Plan must:

- outline all the job seeker's activities and appointments with you;
- identify clear goals, and map a pathway of assistance, training or experience job seekers will need to achieve these goals and incorporate them into their mutual obligations. You must record goals and pathways in the CDP IT system (see Task Card in this chapter).
- reflect the appropriate number of hours per week required for a job seeker to meet their Mutual Obligation Requirements;
- take into account the personal circumstances and Mutual Obligation Requirements of individual job seekers and ensure that agreed activities are included, or in the case of Early School Leavers (ESLs), a Year 12 or equivalent qualification;
- provide sufficient information for the Department of Human Services (DHS) to investigate non-compliance with compulsory activities and uphold any penalties under the Job Seeker Compliance Framework;
- be developed in consultation with the job seeker; and
- be agreed to and signed by the job seeker.

Job Plans must be created at the initial interview with a job seeker, or if a Job Plan already exists, it must be updated. Job Plans must be updated regularly and must take into consideration the job seeker's individual circumstances, including their assessed capacity to work. DHS may also update a Job Plan when required.

Social Security Law (SSL)

For Social Security Activity Tested Eligible Job Seekers, a Job Plan is an 'Employment Pathway Plan' for the purposes of Social Security Law, and is the main tool you will use to set the participation requirements for these job seekers to meet their SS Activity Test Requirements.

For Disability Support Pension (DSP) Recipients (Compulsory), the Job Plan is a 'Participation Plan' under Social Security Law.

Job Plans

Job Plan

Who must have a Job Plan and why?

Under Social Security Law, job seekers who are eligible for CDP and who are receiving the following income support payments must enter into a Job Plan to continue 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).

Job seekers without Mutual Obligation Requirements and CDP participants who are not eligible to receive services, but want to volunteer for CDP, must also enter into a Job Plan. These job seekers will enter into a basic Job Plan, which will include voluntary activities they agree to undertake.



Compliance Reminder

Under Social Security Law, most job seekers receiving income support payments and who are looking for work are required to enter into a Job Plan. You are required to deliver this service as part of the CDP Funding Agreement (RAC 1 Part B Clause 10) and the Performance Management Framework.

When and how is a Job Plan created and updated?

As part of the income support application process, DHS will generally refer a job seeker to a CDP provider and you will create a Job Plan with them at the initial appointment.

You will also regularly review and update the Job Plan:

- when the job seeker's circumstances change;
- when the job seeker completes an activity that was in their Job Plan and ahead of them commencing a new activity; and
- if the job seeker has had a serious failure applied and decides to undertake a Compliance Activity in order to avoid an eight-week non-payment penalty under the Job Seeker Compliance Framework. (Where the activity doesn't change, their obligations should still be revisited and the job seeker asked to demonstrate their understanding and commitment by re-signing their Job Plan).

More information on compliance is contained in the Job Seeker Attendance and Compliance chapter.

Even if there is no obvious change in a job seeker's circumstances, the content of their Job Plan should be reviewed regularly and at every monthly contact appointment to ensure that all requirements are up to date and remain relevant.

You must ensure that a job seeker has a current 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. It must also be updated when a job seeker gains

Job Plans

Job Plan

regular and ongoing part-time or full-time employment and their rate of income support reduces through income testing conducted by DHS.

You must update the Job Plan to reflect the employment as an activity that meets some or all of their Mutual Obligation Requirements. The revised Job Plan must include work-like activities or other suitable activities as needed to enable the job seeker to meet their mutual obligations up to their assessed capacity.

More information on how to record employment in a Job Plan is provided in Table 2 in this chapter.

What must be explained to the job seeker?

You must explain the Job Plan to each job seeker including:

- the purpose of the Job Plan;
- their rights and responsibilities under the Job Plan (including having two business days 'think time' to consider their requirements before accepting);
- their rights to request an interpreter and/or their right to have a third party accompany them when the Job Plan is created;
- what they need to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan;
- the date, time, location and other additional requirements for attending appointments and participating in activities;
- the consequences of failing to meet those requirements, and any impact on their income support payment;
- the consequences of them 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 to do so;
- how you intend to support the job seeker;
- the Service Guarantee and Code of Conduct;
- the section in the Job Plan entitled *Information You Need to Know*; and
- how their information is protected under privacy legislation and under Social Security Law.

If requested by the job seeker, and where considered appropriate, you must use an interpreter (including Indigenous interpreters) to ensure that each job seeker understands their requirements before they accept or sign the Job Plan. Job seekers should also be encouraged to bring a family or community member with them who may be able to help them understand their requirements.

What must not be included in a Job Plan?

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;

Job Plans

Job Plan

- a requirement that the job seeker involuntarily undergo medical, psychiatric or psychological treatment (Note: An initial assessment can be included as compulsory in a Job Plan 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;
- irrelevant information, such as detailed personal medical records; and
- any other terms contrary to Social Security Law.



Compliance Reminder

You are assessed under the Programme Management Framework (PMF) against the following performance target:

- 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.

Considerations when creating a Job Plan

When creating a Job Plan with a job seeker there are a number of factors you will need to consider.

Choosing the correct Job Plan template

There are two types of Job Plans available:

- The basic Job Plan template.
- The basic Work for the Dole (WfD) Job Plan template.

The CDP IT system will default to the basic WfD Job Plan for all job seekers. If the job seeker is not required to do WfD and does not want to volunteer to do so, then the WfD activity (WE12 code) must be removed from the Job Plan template. Alternatively, you should use the basic Job Plan for job seekers with no WfD Mutual Obligation Requirements.

Determining a package of support

A package of support in a Job Plan can include:

- vocational and non-vocational training (including on-the-job training);
- essential skills training and assistance to overcome personal barriers to employment (for example, literacy problems);
- JobSearch assistance;
- WfD activities designed to boost the job seeker's skills and experience;
- job placements and work experience;
- post-placement support; and
- mentoring.

Job Plans

Considerations when creating a Job Plan

For job seekers with Mutual Obligation Requirements you must review any barriers identified and determine activities that are best suited to help them to meet their mutual obligations while addressing and/or managing these issues.

The Job Plan must contain all of the activities that the job seeker is required to undertake to allow them to meet their Mutual Obligation Requirements.

When determining the activities to be included in a Job Plan, you must take into account the following:

- individual circumstances and the job seeker's assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs;
- education, experience, skills and age;
- if the job seeker is an Early School Leaver (ESL);
- if the job seeker has part-time or casual work;
- the hours per fortnight the job seeker is required to undertake in WfD;
- barriers to employment (refer to the Servicing Job Seeker chapter);
- the impact of a disability, illness, mental condition or physical condition or other non-vocational issues that may impact on the job seeker's ability to work, look for work or participate in activities;
- the local labour market and transport options available to the job seeker;
- activities available for the job seeker;
- family and caring responsibilities (including availability of suitable child care);
- the length of travel time required (should be no more than 90 minutes each way or 60 minutes if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work);
- financial costs (such as travel costs) of complying with the requirements, and the job seeker's capacity to pay for such costs;
- any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses they are a victim of family violence);
- any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, and traumatic relationship breakdown;
- any history of the job seeker not complying with their Mutual Obligation Requirements; and
- cultural factors.



Compliance Reminder

The number of hours included in a package of support in a Job Plan must not exceed the job seeker's total number of Mutual Obligation Requirement hours. Contact appointments and JobSearch do not count towards mutual obligation hours.

Mutual Obligation Requirements

You need to take into account the job seeker's Mutual Obligation Requirements when setting activities. Additionally, the total number of hours a job seeker must do as set out in their Job Plan must not exceed the job seeker's assessed capacity to work. This could be up to 50 hours per fortnight or less if it is determined the job seeker has a reduced work capacity due to their personal circumstances.

Job Plans

Considerations when creating a Job Plan

You are required to deliver basic services to all job seekers on your caseload and to make available various activity options for commenced job seekers with Mutual Obligations Requirements.

Job seekers not identified as WfD required, for example because they are on a partial rate of payment or fall outside the 18-49 age cohort, may either volunteer for WfD or must meet their Mutual Obligation Requirements by participating in activities that are either self-identified or facilitated by you.

Where a job seeker is meeting their Mutual Obligation Requirements by participating in WfD activities, they are only required to participate in the activity up to the maximum hours determined under their Mutual Obligation Requirements. For further information see the Mutual Obligation Requirements chapter.

Job seeker capacity to work

Some job seekers may have vocational or non-vocational barriers or an assessed partial or reduced work capacity. These will generally be identified in the first instance by one of the assessment tools, for example the Job Seeker Classification Instrument (JSCI) you conduct with the job seeker. Reduced work capacity is determined through an Employment Services Assessment (ESAt) conducted by a DHS Assessor. More details are provided in the Job Seeker Assessments chapter.

When developing the terms of a Job Plan, you must consider a job seeker's identified barriers and their assessed work capacity (where relevant). The activities included must not place unreasonable demands on the job seeker and they must be capable of undertaking any activity or requirements included. If a job seeker cannot reasonably undertake an activity (or a combination of activities), they must not be included in their Job Plan.

Vulnerability Indicators

One or more Vulnerability Indicators may be recorded on a job seeker's record by DHS if appropriate evidence suggests the vulnerability could pose a significant barrier to the job seeker's ability to comply with their requirements. This may be due to a number of factors including homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown.

A Vulnerability Indicator is intended to ensure both you 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 you choose to use it. However, the Vulnerability Indicator is one indicator of potential barriers to participation and being aware of these is useful for you when negotiating the job seeker's activities and Job Plan and will help to determine if a job seeker will have any trouble meeting certain Mutual Obligation Requirements. Further detail on Vulnerability Indicators can be found in the Servicing Job Seekers chapter.

Job Plans

Considerations when creating a Job Plan



Compliance Reminder

After consultation with the job seeker, you must determine the activities that the job seeker must undertake to meet their Mutual Obligation Requirements in accordance with the Funding Agreement, Guidelines and Social Security Law. You must record these in the job seeker's Job Plan, including any relevant hours of participation the job seeker needs to undertake each fortnight.

While you should take into account the job seeker's preferences wherever possible, as the Delegate of the Secretary of the Department of Employment, CDP services staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.

Different job seeker cohorts

Work for the Dole required job seekers

To be required to do WfD, 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 activity conditions.

Under CDP, this means a Job Plan must include a suitable WfD (WE12) activity for those job seekers who have 'Yes' in the 'WfD required' field on the top of the Job Plan screen in the CDP IT system. These activities are the principal activities that will build employable skills and assist job seekers to transition from welfare to work. Information on Job Plan codes is included later in this chapter.

The Job Plan for all WfD required job seekers must include a requirement to participate in suitable work-like activities, up to a maximum of 25 hours per week or their assessed capacity to work. This requirement must be included as a compulsory activity for all job seekers who meet the relevant criteria for participation in WfD. For job seekers who do not meet all of the criteria, the requirement must not be included as a compulsory activity except in certain circumstances as outlined below.

Compliant Job Plan reminder for WfD required job seekers

For job seekers with Mutual Obligation Requirements:

- The job seeker must have a status of commenced in the CDP IT system.
- The Job Plan must be approved.
- The code JS09 (JobSearch) must be included.
- The code AI12 (provider contact appointment) must be included.
- If the job seeker is WfD required – the code WE12 must be included.
- Compulsory WfD hours must be included
- If the job seeker has a partial work capacity (PWC)
 - The activity hours must equal the bottom of the PWC hourly range but not exceed the highest hourly range.

Job Plans

Different job seeker cohorts

- If no PWC, the activity hours must equal the job seeker's Mutual Obligation Requirement.

Early School Leavers (ESLs)

An early school leaver (ESL) is a person who is:

- less than 22 years old;
- has not completed Year 12 or an equivalent level of education; and
- receives Youth Allowance (other).

You should encourage ESLs to re-engage in education and/or training and to obtain educational qualifications and skills before they are required to look for work. You 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 WfD, but may choose to participate on a voluntary basis. You 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. ESLs over the age of 18 may be required to participate in WfD activities.

You must not include JobSearch requirements in the Job Plans of ESLs who are in full-time education/training, or who are undertaking a combination of part-time education/training and part-time work for 25 hours per week (15 hours per week for Principal Carer Parents or those with Partial Capacity to Work of 15-29 hours per week).

However, JobSearch can and should be included as a compulsory item in the Job Plans of all ESLs who are not in the circumstances outlined above.

To assist ESLs to re-engage in education or similar, you should consider:

- developing a Job Plan focussed on reconnecting ESLs to education or training institutions; and
- addressing barriers to participating in education, including assisting with mentoring support, literacy and numeracy and transport costs.

Compliant Job Plan reminder for Early School Leavers

For ESL job seekers with Mutual Obligation Requirements:

- The job seeker must have a status of **commenced** in the CDP IT system.
- The Job Plan **must be approved**.
- Does the Job Plan include education, training or employment to meet the job seeker's Mutual Obligation Requirements? **Yes**.
 - The code JS09 (JobSearch) **must not** be included.
 - The code WE12 (WfD) **must not** be included even if the job seeker is WfD required as they are already fulfilling their mutual obligations.
- Does the Job Plan include education, training or employment to meet the job seeker's Mutual Obligation Requirements? **No**.
 - The code JS09 (JobSearch) should be included.
 - The code AI12 (provider contact appointment) must be included

Job Plans

Different job seeker cohorts

- If the job seeker is WfD required – the code WE12 must be included.
- Compulsory WfD hours must be included.
- If the job seeker has a partial work capacity (PWC).
 - The activity hours must equal the bottom of the PWC hourly range but not exceed the highest hourly range.

Job seekers under 18 years of age

You are required to deliver services to job seekers under 18 years of age and to ensure they are able to meet their Mutual Obligation Requirements through a combination of approved activities (you should remember that some job seekers under 18 years of age will be ESLs so the above rules will apply, but this will not always be the case). Where appropriate, you should encourage job seekers under 18 to re-engage in school or other education (including vocational training).

Job Plans for job seekers under 18 must not have compulsory JobSearch as part of their Mutual Obligation Requirements. They can only undertake JobSearch on a voluntary basis if agreed with you. Job seekers under 18 years of age may volunteer to participate in WfD activities but you must apply rigorous processes and checks to ensure they are able to do so in a safe environment.

Principle Carer Parents (PCPs)

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

PCPs must continue to meet their Mutual Obligation Requirements during school holidays (except during the fortnight of the Christmas Holidays) however; you must consider whether the PCP can access suitable 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 have a valid or reasonable excuse to not undertake that activity.

Compliant Job Plan reminder for Principal Carer Parents

For job seekers with Mutual Obligation Requirements:

- The job seeker must have a status of **commenced** in the CDP IT system.
- The Job Plan **must** be approved.
- Does the Job Plan include activity to meet their Mutual Obligation Requirement?
 - Yes.**
 - The code JS09 (JobSearch) is **not** required.
 - The code AI12 (provider contact appointment) is **not** required.
 - Does the Job Plan include activity to meet their Mutual Obligation Requirement?
 - No.**
 - The code JS09 (JobSearch) **must** be included.
 - The code AI12 (provider contact appointment) **must** be included.
- If the job seeker is WfD required – the code WE12 **must** be included.
- Compulsory WfD hours **must** be included.

Job Plans

Different job seeker cohorts

- If the job seeker has a partial work capacity (PWC).
 - The activity hours **must equal** the bottom of the PWC hourly range but **not exceed** the highest hourly range.
- If no PWC, the activity hours must equal the job seeker's Mutual Obligation Requirement.

**If the job seeker is on a full rate of income support and they volunteer to do WfD, this must be included as a compulsory activity in their Job Plan.*

Job seekers aged 50 to 54 years of age

Job seekers 50 to 54 years of age do not have to participate in WfD but they may still have Mutual Obligation Requirements of 50 hours for full rate allowance or 30 hours partial rate allowance per fortnight. You must deliver services to these job seekers and ensure they have other activity options available to them if they do not want to volunteer to participate in WfD. Job seekers on a full-rate of income support who volunteer for WfD must have the WE12 code included as a compulsory activity in their Job Plan. Job seekers on partial rate who volunteer for WfD should be coded as voluntary.

Compliant Job Plan reminder for job seekers aged 50 to 54 years of age

For job seekers with Mutual Obligation Requirements:

- The job seeker must have a status of **commenced** in the CDP IT system.
- The Job Plan **must** be approved.
- The code JS09 (JobSearch) **must** be included.
- The code AI12 (provider contact appointment) **must** be included.

Job seekers aged 55 years and over

You must deliver services to these job seekers and ensure they have other activity options available to them if they do not want to volunteer to participate in WfD. Job seekers up to the age of 59 on a full-rate of income support who volunteer for WfD must have the WE12 code included as a compulsory activity in their Job Plan. Job seekers over the age of 60 cannot be compelled to do WfD and if they volunteer it must be included in their Job Plan as voluntary.

Compliant Job Plan reminder for job seekers aged 55 years or over

For job seekers with Mutual Obligation Requirements:

- The job seeker must have a status of **commenced** in the CDP IT system.
- The Job Plan **must** be approved.
- The code JS09 (JobSearch) **must** be included.*
- The code AI12 (provider contact appointment) **must** be included.*
- If a job seeker up to the age of 59 volunteers to do WfD – the code WE12 **must** be included as a compulsory activity.
- If the job seeker is over the age of 60 and volunteers to do WfD – the code WE12 must be included as a voluntary activity only.
- If the job seeker has a partial work capacity (PWC).

Job Plans

Different job seeker cohorts

- The activity hours must equal the bottom of the PWC hourly range but not exceed the highest hourly range.
- If no PWC, the activity hours must equal the job seeker's Mutual Obligation Requirement.

** Job seekers aged over 55 years can fully meet their Mutual Obligation Requirements of 30 hours per fortnight through paid work (including self-employment), approved voluntary work or a combination of these. Where they are fully meeting their mutual obligations they cannot be required to undertake JobSearch or other additional requirements, including appointments with their provider and these should not be included in their Job Plan.*

Activities in Job Plans

In the CDP IT system the 'Basic WfD Job Plan' template will be displayed with the following default activities populated.

- Provider Appointments.
- JobSearch monthly.
- Job Interviews.
- Work for the Dole.

An activity must be selected from the populated list in the Job Plan template and the details edited (if needed) and any additional activities added to the Job Plan if required.

The number of hours in activities included in a package of support (compulsory and voluntary activities) should not exceed the job seeker's total number of mutual obligation hours.

Job Plan example

Using the scenario of an ESL job seeker over 18 years of age who is WfD required but who is attending study for 10 hours a week and has Mutual Obligation Requirements of 50 hours per fortnight. The correct way to record this in their Job Plan is:

- Update the Job Plan and choose the WE12 code and add in 40 hours; and
- Choose the ET59 code and add in 10 hours.

This will result in a compliant Job Plan with activities that add up to 50 hours of mutual obligations, including WfD. You will be paid for 50 hours of attendance in WfD as the 10 hours and the 40 hours together make up a package of assistance for the job seeker that totals 50 hours.

You will record the job seeker's attendance in the WfD activity in the Activity Diary and ensure the job seeker attends their 10 hour of study and keep a record of this on their file.

Job Plans

Activities in Job Plans

Job Plan example

A job seeker aged 28 years has Mutual Obligation Requirements and has a WfD requirement of 50 hours per fortnight. The Job Plan would include:

- Provider Appointments – AI01 Provider Contact Appointment.
- JobSearch monthly - JS09 JobSearch Monthly.
- Work for the Dole – WE12 – Work for the Dole – 46 hours.
- Psychological treatment (not initial assessment) – AS19 Psychological Assistance – 4 hours.

A Job Plan that contains activities that add up to more than a job seeker's Mutual Obligation Requirement hours will not be compliant.

Each activity should 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.



Where the Job Plan is going to be used as the main way of notifying the job seeker of their requirements, you must ensure that all details (including the *days, dates, times* and, importantly, *location* of appointments and activities) are included in the Job Plan.

DHS will reject Participation Reports when Job Plans do not contain sufficient details. For example, where the name of the activity includes the suburb but does not have enough detail of the actual location for a job seeker to reasonably understand where they need to attend.

As a general rule, the instructions should be comprehensible if someone else in the community picked up the Job Plan or notification.

A job seeker who is WfD required must have a WfD (WE12) activity coded in their Job Plan and it must be 'compulsory'.

A person who is not WfD required can only have WfD (WE12) included in their Job Plan if they volunteer to do WfD and this must be included as a 'voluntary' activity. However, an exception to this is job seekers aged 50-59 years on a full-rate of income support who volunteer for WfD. For these job seekers the WE12 must also be included as a compulsory activity in their Job Plan.

You must ensure that a Job Plan contains details of a job seeker's contact appointments and any other activities that enable the job seeker to meet their Mutual Obligation Requirements under Social Security Law.

You should remember that CDP job seekers will need to undertake a range of activities to meet their Mutual Obligation Requirements, depending on their circumstances and their capacity to comply.

Job Plans

Activities in Job Plans



A PR will be rejected by DHS if WE12 is included as a 'compulsory' activity for job seekers who have no Mutual Obligation Requirements and have volunteered to undertake WfD.

In the Job Plan template, the number of hours for the WfD activity will default to 50 hours per fortnight and the period of the activity will default to 12 months. You should edit these details to reflect the requirements for individual job seekers, especially for job seekers with part-time or reduced capacity to work.

CDP volunteer job seekers can undertake the same sorts of activities; however these activities must be included as voluntary items in the Job Plan, and should take into account the job seeker's individual circumstances.

The types of items that may be suitable for inclusion in a Job Plan include, but are not limited to:

- participation in WfD activities;
- provider appointments;
- JobSearch as agreed between the job seeker and provider;
- referrals to jobs;
- activities designed to develop JobSearch and job interview skills or soft skills needed in the workplace;
- part-time work;
- part-time study (approved short course).

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 these activities. You 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 capacity to participate.

Job Plans

Activities in Job Plans

Table 1. Recording Work for the Dole (WfD) in Job Plans		
Cohort	WfD Required?	How is WfD Recorded in the Job Plan?
Under 18 years old	<ul style="list-style-type: none"> No May choose to participate 	Voluntary
18 -49 years old Full rate of income support	<ul style="list-style-type: none"> Yes 	Compulsory
18 -49 years old Partial rate of income support (due to job seeker or partner income)	<ul style="list-style-type: none"> No May choose to participate 	Voluntary
50 -59 years old Full rate of income support	<ul style="list-style-type: none"> No May choose to participate 	Compulsory
50 -59 years old Partial rate of income support (due to job seeker or partner income)	<ul style="list-style-type: none"> No May choose to participate 	Voluntary
60 years and over	<ul style="list-style-type: none"> No May choose to participate 	Voluntary

Job Search

Job seekers who are Social Security Activity Tested may have a Job Search requirement as part of their Mutual Obligation Requirements. Job Search is where a job seeker makes contact with potential employers to apply for a job. This includes contact by phone or in person and by submitting written applications or by attending job interviews.

For those job seekers, you 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. You should be reviewing and updating the Job Plan regularly with the job seeker, and adjusting the number of Job Searches specified in their Job Plan as appropriate. Job Search does not count towards the job seeker’s required WfD hours and any Job Search activities are also additional to these.

From 1 April 2018 there will be no minimum number of required Job Searches per month that must be recorded in the job seeker’s Job Plan. In regions where there is a limited or non-existent labour market you may enter a ‘0’ Job Search requirement for job seekers in the CDP IT system. If the labour market improves (i.e. seasonal work) you will need to revise the number of Job Search requirements for each job seeker.

Additional information on Job Search and how to record a Job Search requirement in the CDP IT system can be found in the Mutual Obligation Requirements chapter.

Job Plans

Activities in Job Plans



Compliance Reminder

Under the Funding Agreement (RAC 1 Clause 13 JobSearch Facilities) you must ensure JobSearch facilities are available for job seekers and must provide them with guidance, training and assistance in their use.

Ongoing contacts and appointments

Job seekers must have regular appointments with you at least monthly, and for some job seekers you may decide that more regular contact is required. 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 their understanding of what they are required to do. Attending appointments with you does not count towards the job seeker's required WfD hours.

You must tailor the timing, location, and duration of the 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.

You should ensure that any changes are updated in the CDP IT system and Job Plan. It is important that when a job seeker completes each activity a review is undertaken to track their progress towards overcoming identified vocational barriers and non-vocational barriers to employment and that assistance in identifying appropriate job opportunities is provided. Your review may involve obtaining feedback from the relevant activity supervisor to help you to determine suitable ongoing assistance for the job seeker.

Training

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.

You should only approve a full-time education or training course if:

- it is included as a compulsory item in a job seeker's Job Plan
- the course is less than 12 months (two semesters) 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 (see: www.employment.gov.au/skill-shortages).

Full-time courses of 12 months (2 semesters) or more in duration, Masters courses and Doctorate courses cannot be approved under short course conditions. In these circumstances you should encourage the job seeker to contact Centrelink to ensure they continue to receive the correct payments and support. You can include accredited and non-accredited, non-vocational and vocational training in a Job Plan as part of an

Job Plans

Activities in Job Plans

activity, as long as the training provided is required for the job seeker to participate in the activity or directly meets the needs of an employer.

Training that job seekers undertake may also include foundation or basic work skills, such as obtaining a drivers licence, or increasing their language, literacy and numeracy skills. Such foundation training prepares job seekers both for WfD activities and possible employment opportunities by making them more job ready.

Managing a job seeker who has employment

Job seekers may be working and still stay on the CDP caseload. Job seekers can receive some income (from work or other sources, such as royalties or their partner’s income) before their income support is affected.



Compliance Reminder

If you are aware that a job seeker is employed for 25 hours or more per week, you cannot claim WfD payments, as you will not be delivering WfD services to job seekers who are employed on this basis.

Working Credits

Working credits let job seekers stay on full rate longer, before their income means they are moved to a part rate payment. Job seekers build up working credits when they aren’t working. When they later report an income, their working credits are used before their income affects their income support rate.

When a job seeker is using working credits it will show as the allowance rate on the Participation Profile screen in the CDP IT system. See screen shot below.

Allowance Type	Allowance Start Date
Youth Allowance	18/03/2016
Rate	Rate Start Date
Working Credit	12/05/2016
Nil Rate Reason	

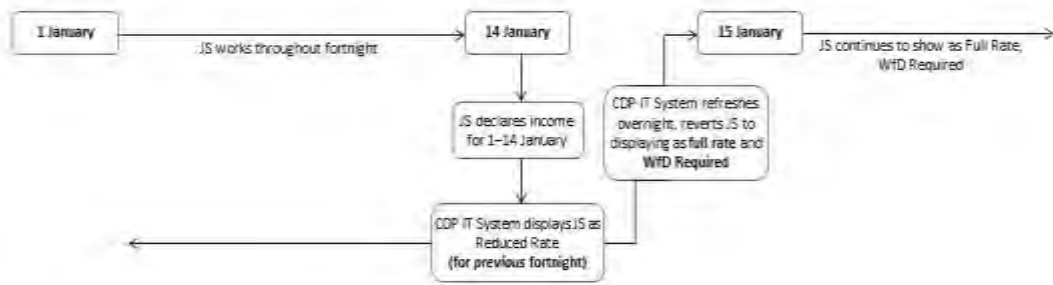
When a job seeker’s income is enough for their income support to be part rate, or they are using working credits, they are no longer WfD required. However, most job seekers report what income they have received retrospectively each fortnight to DHS, so their rate of income support is usually calculated at the end of each fortnight. Once the rate is calculated, the IT system then shows the job seeker to be back on full rate for the next fortnight until the job seeker reports their income again.

This is also the case for job seekers using working credits, as this is also based on fortnightly reporting.

Job Plans

Managing a job seeker who has employment

An example of this situation is outlined below:



Fortnightly reporting helps to make sure that job seekers aren't under or overpaid by DHS. This means that most job seekers that are working will show as full rate and WfD required most of the time.

What type of WfD activity should the job seeker participate in?

The job seeker should participate in a regular WfD activity that suits their requirements, as they will need to attend this when they are not in employment. The activity supervisor needs to be aware of when a job seeker is not expected to attend an activity due to employment, so that their attendance can be accurately recorded.

You cannot record a job seeker's employment as a WfD activity and cannot create a WfD activity solely to monitor or provide post placement support to job seekers in employment. Post placement support is part of basic services that should be provided to all job seekers and does not reflect a WfD activity. See the Setting Up and Managing Activities chapter for more information.

Table 2 in this chapter has more details on managing job seekers who have employment.

What if a job seeker is working fewer hours than they are being offered by an employer?

Job seekers must not refuse a job offer or leave a suitable job. However, a job seeker may choose to work fewer hours than they are offered by an employer if there is a legitimate reason. For example, if the job seeker is an Early School Leaver and the work offered conflicts with their hours of study.

If you are concerned that a job seeker does not have a legitimate reason, you should discuss these concerns with the job seeker and the employer. However, you must inform the job seeker of your intent prior to making contact with the employer.

What to do if a job seeker is working and still receiving some income support

If a job seeker informs you they have started work, you should first check what rate the job seeker is on (this is shown on the Participation Profile screen in the CDP IT system) then work through the following steps, depending on what rate is shown. More details are provided in the Task Card at the end of this chapter.

Job Plans

Managing a job seeker who has employment

Table 2. Managing a job seeker that has employment.

<p>Job seeker is on full rate</p> <p><i>The job seeker could be full rate because:</i></p> <ul style="list-style-type: none"> • their income isn't enough to reduce them to part rate; • their income is reported fortnightly; • they haven't reported their full income; or • they haven't reported their income at all. 		
	Action	Reason
<p>Step 1 ensure income is being reported to DHS</p>	<p>You must check that the job seeker has been reporting their income and document your findings in the CDP IT system – the Allowance Rate History Screen will show if the job seeker has been put on part rate in previous fortnights.</p> <p><i>However, this might not appear if:</i></p> <ul style="list-style-type: none"> • The job seeker has only just started working and hasn't had to report their income yet; • The job seeker has been accessing working credits so their income support hasn't been reduced yet (note, the working credit rate doesn't show in the allowance rate history); • The income is not enough to reduce the job seeker's income support. 	
<p>Step 1a</p>	<p>If none of the scenarios above seem likely, you must remind the job seeker that they need to report their income to DHS. There is information on the DHS website to help job seekers correctly report: http://www.humanservices.gov.au/customer/enablers/centrelink/income-reporting</p> <p>If there is no change over time, you must report the circumstances through DHS' Reporting Fraud webpage: https://www.humanservices.gov.au/individuals/contact-us/reporting-fraud.</p> <p>If the matter remains unresolved after having followed this process, you must contact PM&C, who will follow up with DHS as required to rectify the issue as quickly as possible.</p>	<p>If a job seeker doesn't report their income they could end up with an overpayment from DHS.</p> <p>If you report through the DHS website this will allow an investigation and appropriate action to be taken, including possible debt recovery and/or prosecution.</p>

Job Plans

Managing a job seeker who has employment

<p>Step 2 update the Job Plan</p>	<p>You should keep the job seeker in a WfD activity (WE12) and include in the activity description that the job seeker must attend that activity when they are not at work, and what their expected place and hours of work are (if known).</p> <p>The WfD activity must be compulsory and no employment activity (EM54/56) should be used.</p>	<p>Job seekers that are WfD required must have WE12 in their Job Plan, which is assessed under the provider performance framework (See the Provider Performance chapter). In order for you to receive a payment for WfD required job seekers they must have WE12 in their Job Plan, be placed in a WfD activity and have recorded a result in the job seeker’s activity diary.</p>
<p>Step 3 confirm employment</p>	<p>If you don’t already have a relationship with the employer, you should confirm the job seeker’s employment either by asking the job seeker:</p> <ul style="list-style-type: none"> to provide copies of their payslips; or for permission to contact their employer. 	<p>You should establish a relationship with the employer so they can provide post-placement support for the job seeker.</p>
<p>Step 4 monitor attendance</p>	<p>When the job seeker is expected to attend the WfD activity, normal compliance actions can be applied.</p> <p>When the job seeker attends their expected hours of employment ‘DNAV – employment’ can be recorded. (See the Activity Diary and Noticeboard chapter for more information on recording attendance and the Job Seeker Attendance and Compliance chapter).</p>	<p>As the job seeker has advised when they will be at work it is a valid reason for not attending the WfD activity.</p>
<p>Step 4a</p>	<p>At monthly appointments, check if there have been any changes to the job seeker’s expected employment and update the Job Plan if necessary.</p>	

<p>Job seeker is on working credit rate</p> <ul style="list-style-type: none"> The job seeker will usually only appear as working credit rate on the day that they report their income and will then appear as full rate due to fortnightly reporting. 		
	<p>Action</p>	<p>Reason</p>
<p>Step 1 update the Job Plan</p>	<p>If the job seeker has previously been WfD required (previously had compulsory WE12 in their Job Plan) follow steps 2 – 4 above for job seekers showing as full rate</p>	<p>Although the job seeker appears as working credit rate (not WfD required) at a point in time, this changes after the job seeker reports their income, and they become WfD required again. The job seeker should therefore be managed as if they are WfD required.</p>

Job Plans

Managing a job seeker who has employment

Exception – job seeker previously not WfD required	If the job seeker was not previously WfD required but has Mutual Obligation Requirements, the employment can be coded as EM54/56 and compulsory in the Job Plan. The job seeker may also volunteer in WfD to make up any remaining mutual obligation hours. If the job seeker is aged 50 – 59 and volunteering for WfD it must be recorded as compulsory.	A job seeker may build up and use working credits; regardless of whether they are WfD required (eg, job seekers aged 50-59). In these cases, when the working credit rate stops, they will still not be WfD required and will not be required to have WE12 in their Job Plan.
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<p>Job seeker is on part rate</p> <p><i>The job seeker could be on part rate because:</i></p> <ul style="list-style-type: none"> • it is a point in time when they have reported their income for that fortnight and they will appear as full rate in the next fortnightly period; • in a small number of cases DHS may record the job seeker’s income as regular and ongoing and it is enough to put the job seeker on part rate; or • They are employed on a casual basis and hours of work are inconsistent. 		
	Action	Reason
Step 1 check if part rate is consistent	You should should check the Allowance Rate History screen (see screen shot below) to see if there has been a history of the job seeker moving between full and part rate.	
Step 2a if part rate has been inconsistent	Follow steps 2 – 4 for job seekers showing as full rate	Although the job seeker appears as part rate (not WfD required) at a point in time, this changes after the job seeker reports their income, and they become WfD required again. The job seeker should therefore be managed as if they are WfD required.
Step 2b if part rate has been consistent	Providers should record the employment under EM54/56 as compulsory. The job seeker may also volunteer in WfD to make up any remaining mutual obligation hours.	

Exception for volunteers

Where a job seeker is no longer WfD required, but placed in a WfD activity and continuously does not attend all of the hours of the WfD activity due to employment, they should be removed from the WfD activity and WE12 should be removed from the Job Plan.

Job Plans

How is a Job Plan created and updated?

The Job Plan must be created and recorded using the CDP IT system, unless the IT system is temporarily unavailable or there is no computer access. In this case, you must use a printed hardcopy of the basic or the basic WfD Job Plan template (whichever is applicable) that is available on the Provider Portal.

Details of the items included in the hardcopy must be entered into the CDP IT system as soon as possible after the Job Plan is created.

The contents of the Job Plan recorded in the IT systems must be exactly the same as the hardcopy Job Plan that has been created offline.

Using Job Plan codes

You must use the comprehensive list of available codes in the Job Plan, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages throughout the CDP IT system, including the job seeker personal page on the Australian JobSearch website (AJS) and also the DHS IT system. A list of Job Plan codes is at the end of this chapter.

When setting compulsory JobSearch Requirements, you must use the JobSearch Requirements (JS09) code. The JS09 code will populate in AJS for job seeker reporting and enables you to self-monitor the setting of JobSearch Requirements across their caseload. The Department will also actively monitor that JobSearch Requirements are included appropriately in Job Plans as part of the Program Management Framework.

Where appropriate, you must also use the JS05 and JS06 (JobSearch with Disability) codes, as these trigger the higher rate of Mobility Allowance for job seekers who are eligible to continue to qualify for Mobility Allowance whilst looking for work.

Free text should only be used in a Job Plan where no available code covers an item that you have decided to include. Free text is auto-populated into a Job Plan and can be viewed by you and DHS.

How is a Job Plan approved?

Once the terms of the Job Plan have been determined and the Job Plan created in the IT system, the Job Plan must be provided to the job seeker for their agreement. The job seeker can be provided with two options:

- agree to their Job Plan online;
- sign a hard copy of the Job Plan.



Compliance Reminder

You will not receive payments for servicing job seekers on if you do not have a current agreed and approved Job Plan in place.

Job seeker agreement—online

You may send a Job Plan to the job seeker's AJS personal page for the job seeker to review and agree online. Before doing so, you must ensure that the job seeker has

Job Plans

How is a Job Plan created and updated?

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.

All job seekers must be informed (including those without Mutual Obligation Requirements), either face to face or over the phone, that the Job Plan has been sent to their AJS personal page for their acceptance and that this must be actioned by them within two business days of you sending the Job Plan. This must be recorded in the IT system or the job seeker notified via their preferred notification method that the discussion with them has taken place.

If the Job Plan is being discussed with the job seeker over the phone, a script is available on the CDP IT system to help guide the discussion. This includes a compliance warning that must be given to the job seeker (if they have Mutual Obligation Requirements) if they do not accept the Job Plan within two business days.

When the job seeker accepts the Job Plan online, this will automatically change the Job Plans status to 'approved' in the IT system.



Job seeker agreement—hard copy

You must approve the Job Plan in the IT system as soon as you and the job seeker have signed the Job Plan and you must provide a copy of the signed Job Plan to the job seeker. Once their Job Plan has been approved, the job seeker can access it on AJS.

Think time

Job seekers may have 2 business days 'think time' to consider the proposed requirements in their Job Plan and/or to discuss them with a third party before signing or agreeing to the Job Plan. If the job seeker requests to have 'think time' you should book another appointment with them in 2 business days' time. If the job seeker has not accepted the Job Plan within the 2 business days or does not attend the appointment, you should consider using the Job Seeker Compliance Framework and submit a Participation Report.

Job seekers can be penalised under Social Security Law if they do not agree and sign a Job Plan. See the Job Seeker Attendance and Compliance chapter for more information on submitting Participation Reports.

What happens if a job seeker refuses to enter into a Job Plan?

If the Job Plan is not accepted, no action is possible under the Job Seeker Compliance Framework if the job seeker fails to meet compulsory activities recorded in their Job Plan. Therefore, if the job seeker refuses to enter into a Job Plan (and does not wish to use 'think time'), you should record in the IT system the discussion you had with the job seeker and consider submitting a participation report, if appropriate.

Intervention Management Tool

The Intervention Management Tool (IMT) in the Job Plan section of the CDP IT system is a tool that can be used to review and manage 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.

Job Plans

How is a Job Plan created and updated?

The IMT can help 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.

For additional information on the IMT, including Task Cards see the Servicing Job Seekers Chapter.



Compliance Reminder

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. You must also ensure that you comply with Social Security Law. You should seek independent legal advice if you have any concerns regarding your obligations under any relevant privacy, or any other relevant legislation.

Time off or breaks in Work for the Dole

'Time off' WfD only applies to job seekers who are required to participate in WfD and not those job seekers who are participating voluntarily. 'Time off' allows job seekers a break from participating in WfD activities only and does not give the job seeker an exemption from meeting their other Mutual Obligation Requirements. The job seeker will still be required to attend appointments with you, complete JobSearch requirements if applicable, and other activities as required. More information on time off WfD and how to record it in the CDP IT system is available in the Mutual Obligation Requirements chapter.

Job Plans

Activities Categories and Lists

Table 3. Activity Codes in Job Plans

*Only the following Activities appear under the **Appointment and Interviews** category:*

- AI01 Attend Appointment
- AI12 CDP Provider Contact Appointment
- FTXT Free Text

*Only the following Activities appear under the **JobSearch Activities** category:*

- JS02 JobSearch Activities
- JS04 JobSearch Contacts
- JS05 JobSearch with a Disability – Activity Tested
- JS06 JobSearch with a Disability – non Activity Tested
- JS07 Research and Prepare applications
- JS09 JobSearch Contacts – Monthly
- JS10 Job Interviews
- FTXT Free Text

*Only the following Activities appear under the **Employment** category:*

- EM54 Self Employment
- EM56 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 Rehabilitation
- NV09 Self-Help or Support Group
- NV10 Undertake an Assessment
- NV12 Child Care
- NV13 Intervention – Non Specific
- NV14 Health Maintenance Programme
- FTXT Free Text

*Only the following Activities appear under the **Participation Activities** category:*

- WE08 Relocation to an area of Higher Labour Demand
- WE09 Temporary Relocation to undertake an Activity
- WE10 Unpaid Work Experience
- WE11 Voluntary Work
- WE12 Work for the Dole

Job Plans

Activities Categories and Lists

- WE15 Defence Force Reserves
- WE17 Green Army
- ET52 Adult Migrant English
- ET53 Apprenticeship or Traineeship
- ET56 SEE or ESL course
- ET57 SEE or ESL course Assessment
- ET59 Study
- ET60 Updating work related licences/quals/m-ships
- ET64 Work Preparation
- FTXT Free Text
- RE03 Remote Youth Leadership and Development Corps
- RE04 Community Participation

The following assistance types can be added:

- AS02 Health and Allied Services Assistance
- AS03 Interpreter Services Assistance
- AS04 Non-Vocational Assistance
- AS05 Provider Services Assistance
- AS06 Relocation Assistance
- AS07 Self-Employment Assistance
- AS08 Short Term Child Care Assistance
- AS09 Provided JET CCFA information and Assistance
- AS10 Training - Books and Equipment Assistance
- AS11 Training - Courses Assistance
- AS12 Transport and Licensing Assistance
- AS13 Wage Subsidy Assistance
- AS14 Work Experience Activities Assistance
- AS15 Work Related Clothing and Presentation Assistance
- AS16 Work Related Tools and Equipment Assistance
- AS17 Other Assistance
- AS18 On the Job Assistance
- AS19 Psychological Assistance
- AS20 Ongoing Support Assistance

Job Plans

Activities Categories and Lists

Table 4. Activities you can search and add

Activity Type Description	Activity Sub Type Description	Identify CDP specific activities and activities common to CDP and Job Active/DES
Other Assistance	Literacy and Numeracy Courses	CDP
Other Assistance	Supporting Community and Participation	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

Activities you can search

Activity Type Description	Activity Sub Type Description	Identify CDP specific activities and activities common to CDP and Job Active/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

Job Plans

Activities Categories and Lists

Accredited Education and Training (Vocational)	Master's Degree	COMMON
Accredited Education and Training (Vocational)	Postgraduate Certificate	COMMON
Accredited Education and Training (Vocational)	Postgraduate Diploma	COMMON
Accredited Education and Training (Vocational)	Primary School	COMMON
Accredited Education and Training (Vocational)	Secondary School	COMMON
Accredited Education and Training (Vocational)	University (6 months 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
Voluntary Work		COMMON
Unpaid Work Experience		COMMON
RJCP Structured Activities		CDP
Remote Youth Corp Activities		CDP
Community Activities		CDP
Remote Youth Corp Place		CDP

Community Development Programme



CDP GUIDELINES

Job Plans

TASK CARDS

Job Plans

PROCESS: View a job seeker's Participation Profile

STEP 1

To begin, select **Job Seeker** from the **Home** page.

STEP 2

Click on **Participation Profile**.

STEP 3

Click **<View Report>** to view, save or print a PDF version of the **Participation Profile**.

The screenshot displays the 'Participation Profile' for a job seeker. The left sidebar contains a navigation menu with options such as 'Case Summary', 'Comments', 'Compliance', 'ESALICA History', 'Incident Report', 'Intervention Management Tool', 'JSP', 'Job Plan', 'Job Search Reporting', 'Job Seeker', 'Job Seeker Diary', 'Notifications', 'Participation Profile', and 'Referrals'. The main content area is titled 'Participation Profile' and includes several sections: 'Participation Profile' (Mutual Obligation Requirements, Full Time Activity Test, Allowance Type), 'Factors Affecting Mutual Obligation Requirements' (Job Seeker's Age, Youngest Child Age, Principal Care Period, Early School Leaver), 'Meeting Mutual Obligation Indicator' (Meeting Mutual Obligation Indicator), 'Vulnerability Indicators' (Vulnerability Indicators), 'Nil Allowance Rate' (Nil Allowance Rate), 'Non Payment Penalty Period' (Non Payment Penalty Period, DWP Compulsory Participation Client, Understanding a Programme of Support for DSP), 'Work Capacity' (No data available), and 'Record of Requirements' (a table with columns for Deadline Date, Mutual Obligation Requirement, and Change Reason). The table lists various dates and requirements such as 'Voluntary', 'Full Time Activity Test', and 'Job Seeker Registration Update'.

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

STEP 1

Select **Job Seeker** from the

Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

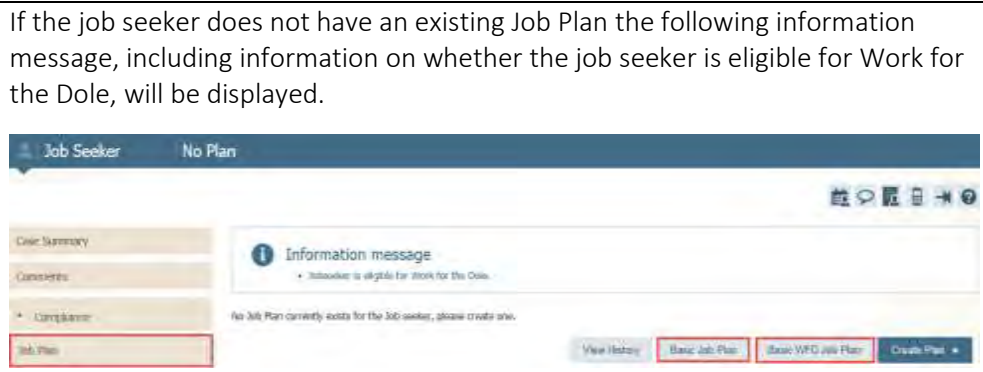
Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

Home page. The Job Seeker Search screen will be displayed.



STEP 2
Once you have opened the job seeker's profile, select **Job Plan** from the left hand navigation menu.



STEP 3

If the job seeker already has an existing Job Plan the details of the Job Plan will be shown on the Job Plan screen. Check under the 'WFD Required' field for a Yes or No and add/update activities as detailed from STEP 5 below.



Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

STEP 4

To create a basic Job Plan, click **Basic Job Plan** or **Basic WFD Job Plan**



You have the option of creating a Basic Job Plan or Basic WFD Job Plan. Both of these templates will default to include a range of Job Plan Activities that may be appropriate for the job seeker and you should choose whichever template is the most appropriate.

Note: clicking Create Plan will generate a blank Job Plan, with no default activities populated.

The Job Plan will be displayed with the default activities populated. You should select an activity and edit the details if required.

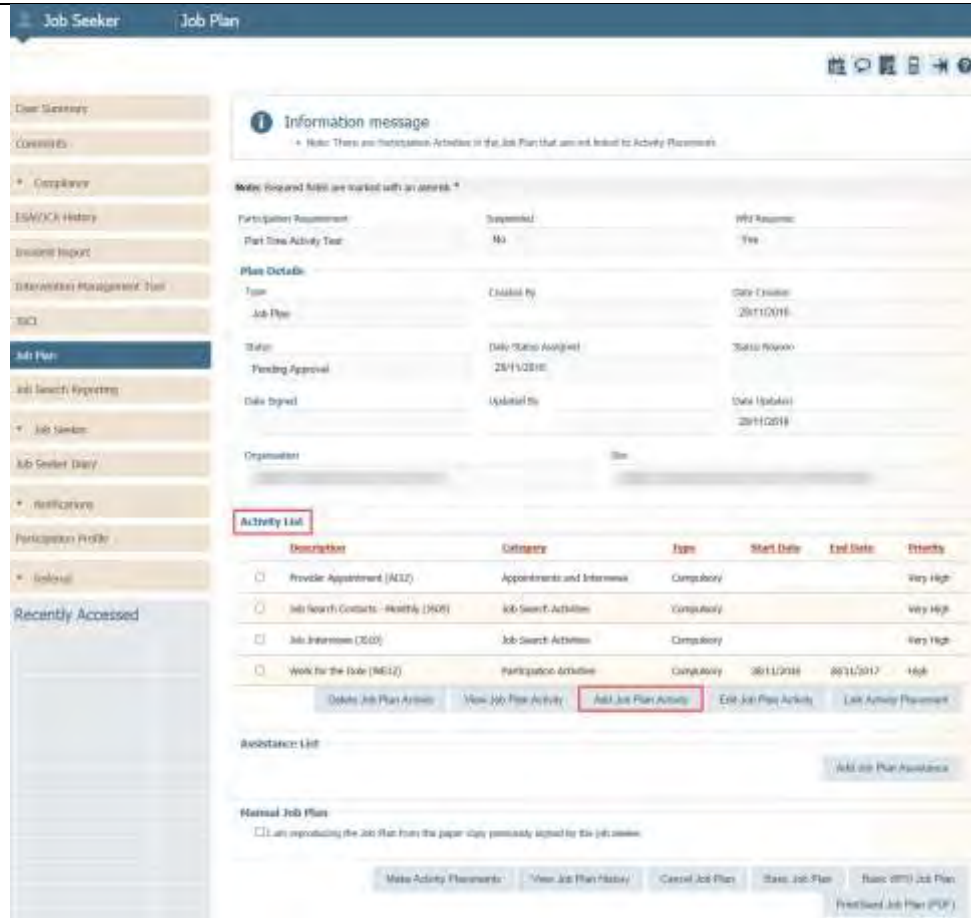
If a Basic WFD Job Plan is created, you should link the WFD Activity to any WFD Activity Placement (refer to *Further Information* below for details).

Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

STEP 5

If you would like to add an activity, click **Add Job Plan Activity**.



The Add Job Plan Activity page will be displayed.

STEP 6

Choose your **Activity Category** 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 continue to add further activities.

For a list of Job Plan activity categories, see the list earlier in this chapter.

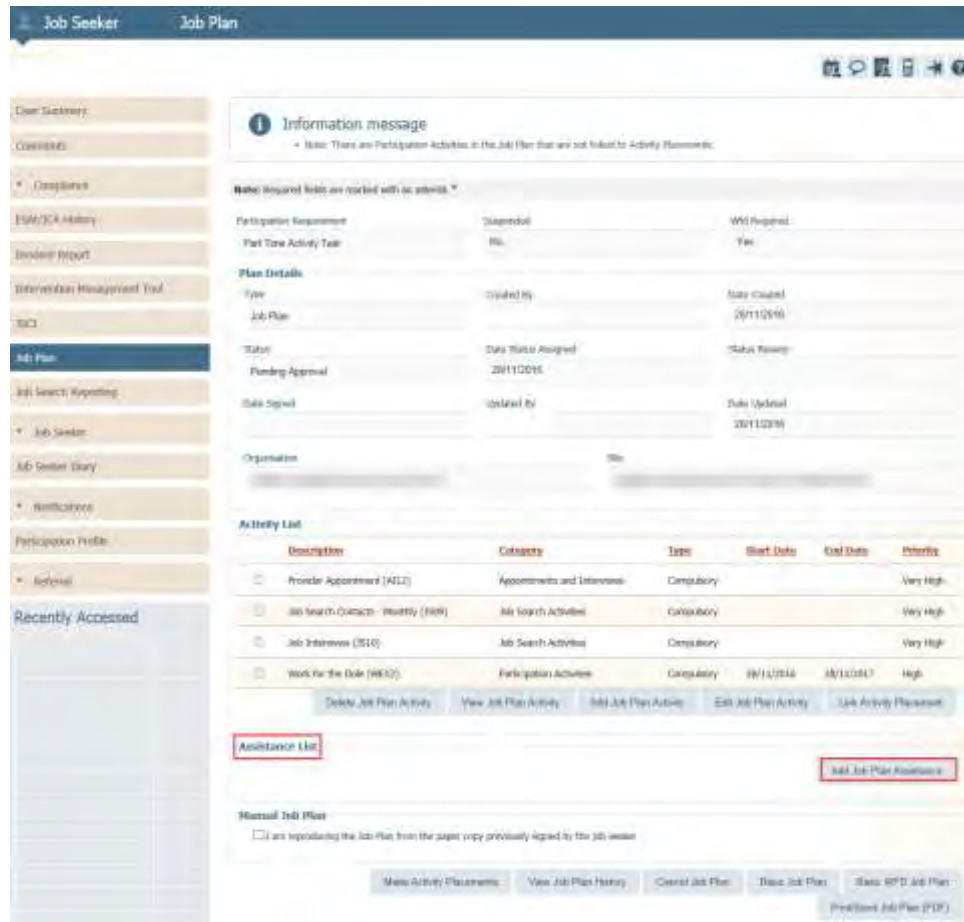
You can record any Assistance/s you will provide to the job seeker in the same way as you added the Activities.

Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

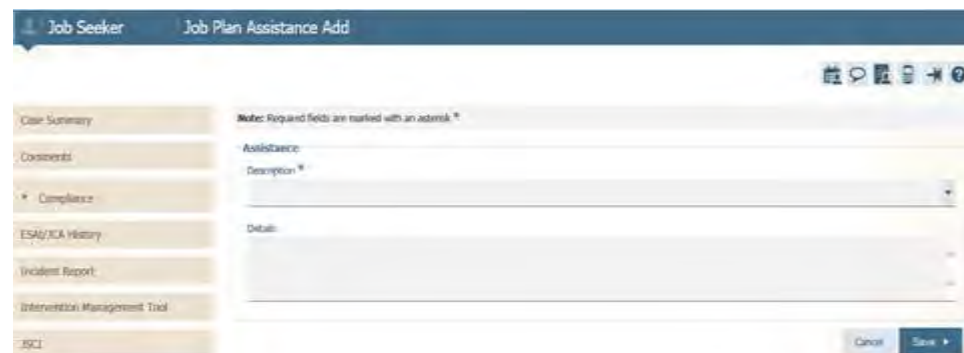
STEP 7

In the **Job Plan** Screen click on **Add Job Plan Assistance** (Assistances are optional).



STEP 8

Choose your **Assistance Category** from the drop down list and follow the prompts to enter information.

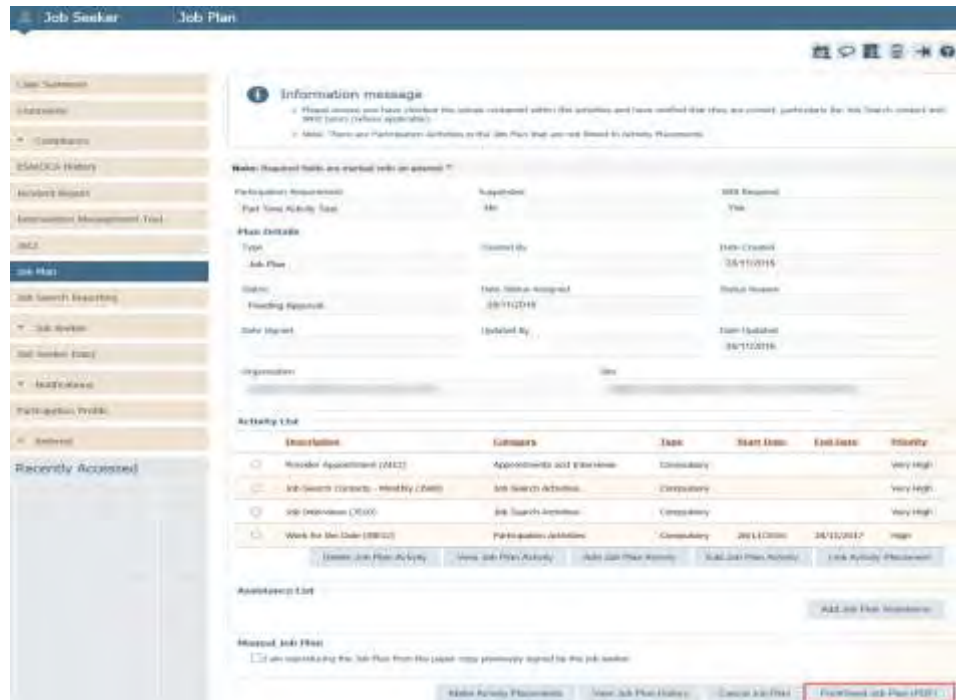


Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

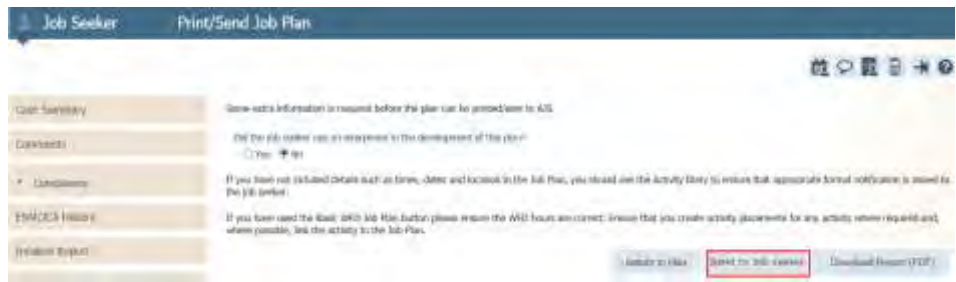
STEP 9

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 JobSearch by clicking **Print/Send Job Plan**.



STEP 10

To send the Job Plan to the job seeker's JobSearch page, click the **Send to job seeker** button.



The success message will be displayed and the Job Plan will be available on the job seeker's JobSearch dashboard.

When the job seeker has accepted the Job Plan in JobSearch, the plan is ready to be approved. See step 12 below for how to approve the Job Plan.

If you want the job seeker to sign a hardcopy of the Job Plan, rather than sending the Job Plan to the job seeker's JobSearch page, click the **Download Report (PDF)** button. A printable version of the Job Plan will be displayed to print and sign.

Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

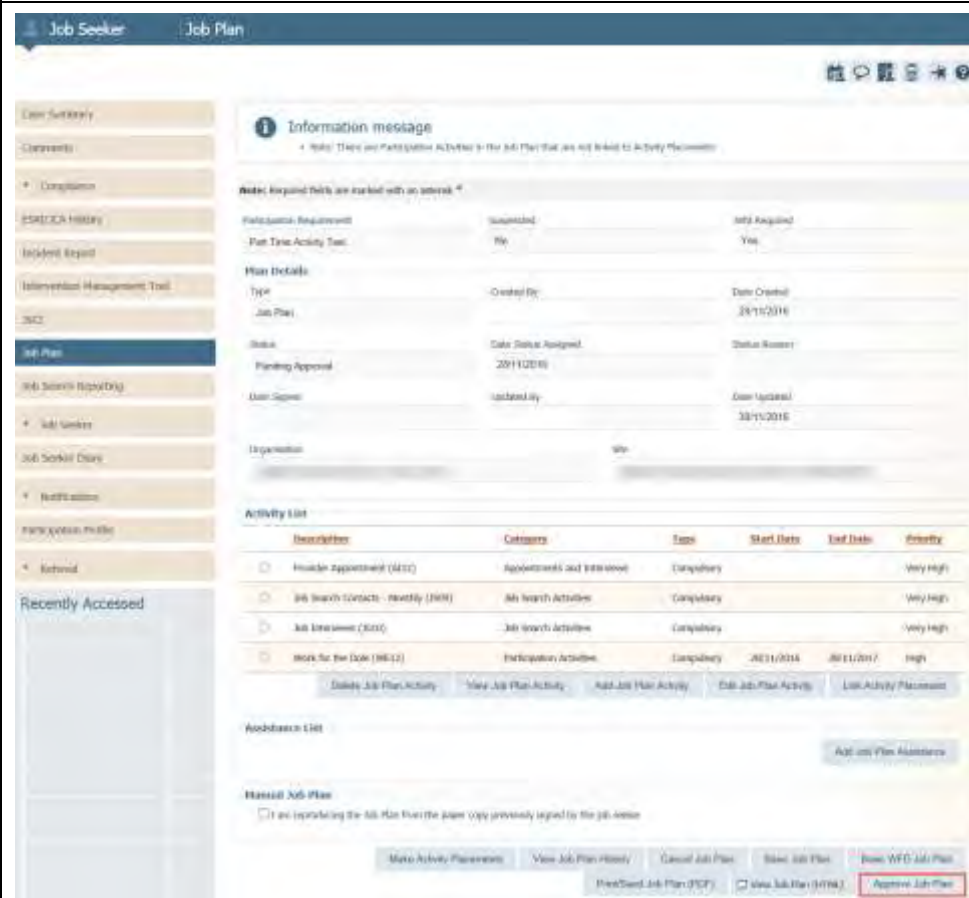
STEP 11

Click **Return to Plan**.



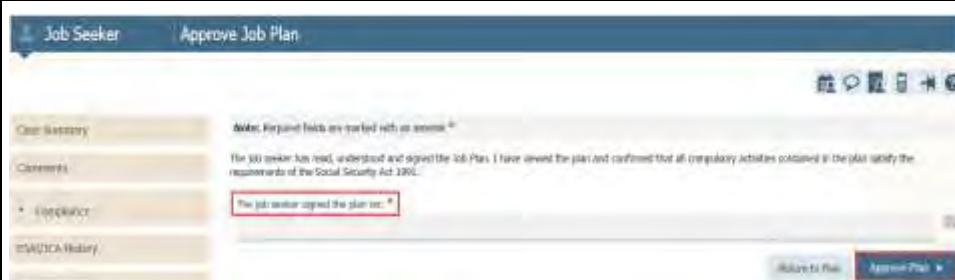
STEP 12

When the job seeker has signed/accepted the Job Plan, click the **Approve Job Plan** button.



STEP 13

Record the date that the job seeker signed the Job Plan (if not already displayed)



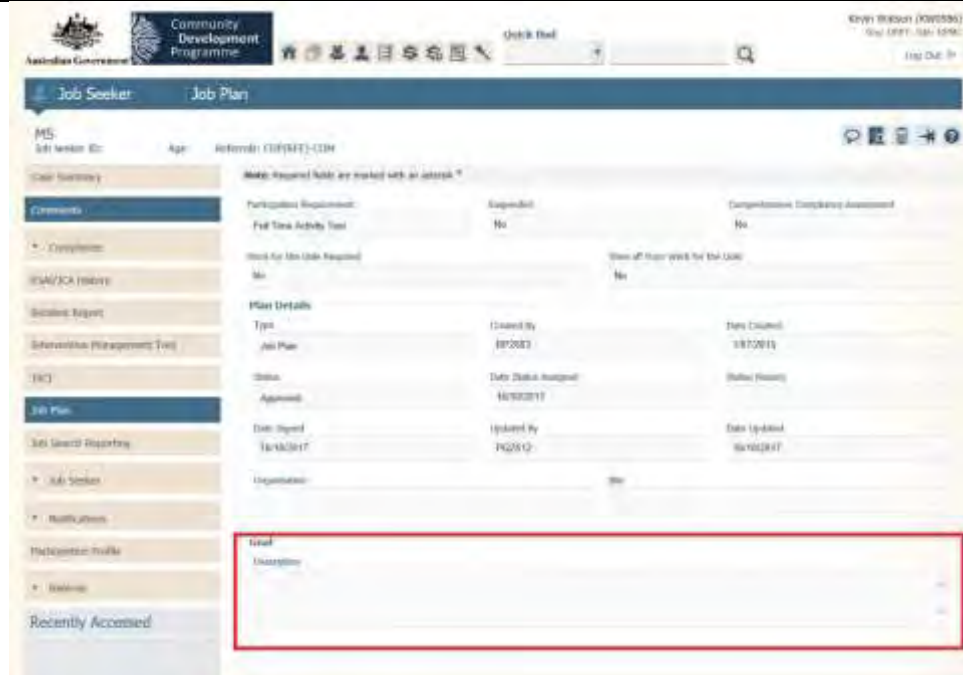
Job Plans

PROCESS: Create a Basic Job Plan or Basic Work for the Dole Job Plan

STEP 14 Click **Approve Plan** to certify that the job seeker has read, understood and signed the Job Plan. The success message will be displayed.

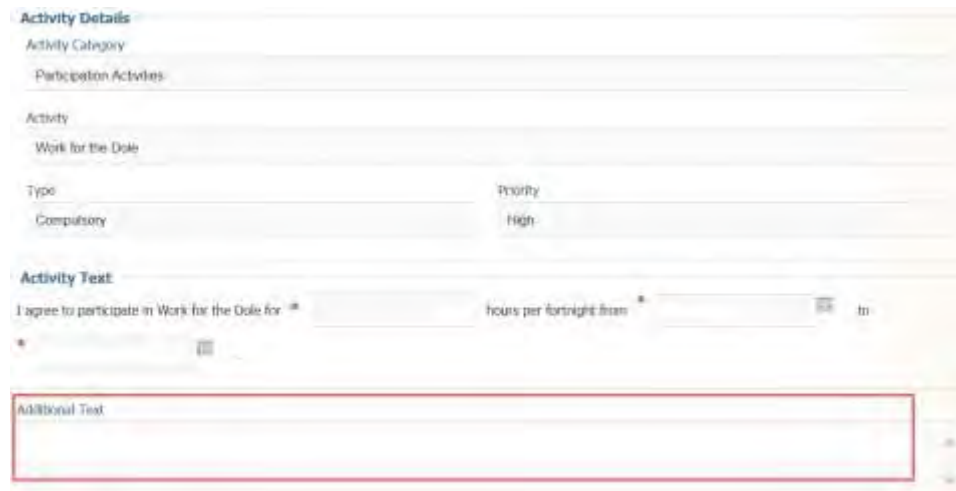
PROCESS: Add job seeker Goals

You **Must** record goals and pathways in the Goal Field.



PROCESS: Job Plan Additional Text Field

The Job Plan Additional Text Field is found when adding or viewing a Job Plan Activity within a job seekers Job Plan.



The character limit for this field is 250 characters. You have two options for the way this field is used. You can place all the specific details of an activity in the field so the Job Plan can be used as full formal notification, or, you can include a brief

Job Plans

PROCESS: Job Plan Additional Text Field

amount of information in this field and then issue separate formal notification to the job seeker that includes their detailed requirements. You may find the word limit restricting if they are using the Job Plan as your only form of formal notification.

The best way for you to utilise this field is to include basic information in the additional text field (e.g. "I will participate in my work construction activity and will attend on the days/times as per notification that has been issued to me separately") and then issue appropriate formal notification that covers more of the specific details. This will ensure that where the days/times of activity requirement change, the Job Plan does not need to be updated each time. It also ensures that where a PR is submitted for non-attendance, the details in the Job Plan do not conflict with the requirement that the PR is being submitted for and it can be appropriately investigated and where appropriate, applied by DHS

Further Information

*Note: it is important to link Job Plan Activities to a job seeker's related Activity Placements. To do this, select the Job Plan activity and click **Link Activity Placement**.*

Description	Category	Type	Start Date	End Date	Priority
<input type="checkbox"/> Provider Appointment (A112)	Appointments and Interviews	Compulsory			Very High
<input type="checkbox"/> Job Search Contacts - Monthly (J509)	Job Search Activities	Compulsory			Very High
<input type="checkbox"/> Job Interviews (J610)	Job Search Activities	Compulsory			Very High
<input checked="" type="checkbox"/> Work for the Date (WE12)	Participation Activities	Compulsory	4/05/2016	4/05/2017	High

Buttons: Delete Job Plan Activity, View Job Plan Activity, Add Job Plan Activity, Edit Job Plan Activity, **Link Activity Placement**

Job Seeker: Linking Job Plan Activities to Activity Placements

Information: CDP(REF)-COM

Activity Details:

Activity Name	Category	Activity Type
Work for the Date	Participation Activities	Compulsory

Activity Start Date: 4/05/2016, Activity End Date: 4/05/2017

Please select the Activity Placements you would like to link to:

Activity ID	Activity Name	Activity Type	Activity Sub Type	Placement Status	Start Date	End Date
<input checked="" type="checkbox"/> 4467962	Local community project	CDP Work for the Date	Supporting Communities and Environment	Placement Confirmed	4/05/2016 12:00:00 AM	4/10/2016 12:00:00 AM

Buttons: Cancel, Link

Community Development Programme



CDP GUIDELINES

JOB SEEKER ASSESSMENTS

Job Seeker Assessments

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Job Seeker Assessments

Introduction

Assessments assist you by identifying a job seeker's barriers to gaining and keeping a job. Identifying these barriers helps you to propose suitable activities for the job seeker, as well as develop an individual Job Plan.

There are three types of assessments:

- Job Seeker Classification Instrument (JSCI);
- Employment Services Assessment (ESAt); and
- Job Capacity Assessment (JCI).

This chapter explains what they are and how to use them.



Compliance Reminder

Assessments form the basis of many of the services offered by providers, and are an integral part of the CDP Funding Agreement.

Job Seeker Classification Instrument

What is a JSCI?

The most common assessment is the JSCI, which examines a job seeker's individual circumstances and potential barriers to employment.

The JSCI is an interview-based questionnaire which aims to identify a job seeker's risk of long term unemployment. It provides a measure of a job seeker's disadvantage in the labour market by analysing their individual circumstances such as country of birth, Indigenous status, language and literacy level, education and work experience, other personal factors and what level of support the job seeker will need to help them find work.

Who is a JSCI for?

The JSCI must be conducted for every job seeker on your caseload who has Mutual Obligation Requirements.

The results from the JSCI, which are reliant on job seeker self-disclosure, will assist you in effectively engaging with the job seeker. You must ensure all job seekers have an 'active' JSCI that reflects their current circumstances.

When does a JSCI occur?

DHS or any Employment Service Provider (eg. jobactive, DES, CDP) may conduct an initial JSCI Assessment. DHS will conduct a JSCI as part of the application for Income Support. As part of this application, the job seeker will also be referred to a CDP provider. The provider must conduct the JSCI again (even if it is just a few days later) when they meet with the job seeker for the first time, because they may disclose new or different information.

Additionally, when an eligible job seeker directly registers with a provider, the assessment must be conducted at the initial meeting.

Job Seeker Assessments

Job Seeker Classification Instrument

You must conduct a JSCI when a job seeker completes an activity, has a change in personal circumstances or discloses new information to you about changes to their skills or barriers to employment, such as gaining a new trade qualification or becoming homeless.

Why is a JSCI necessary?

The more knowledge you have about what the JSCI aims to achieve, the more effectively you will be able to use the assessment process to get to know the job seeker – helping them move forward on the pathway to employment.

The more information that is collected, the more useful the JSCI will be in identifying suitable activities for the job seeker, and the approach you will use to engage with them.

How is a JSCI conducted?

You are expected to conduct assessments in a professional, sensitive and culturally appropriate manner. The assessment must comply with the Australian Privacy Principles, which can be obtained from the [Office of the Australian Information Commissioner](#) website. You must explain to job seekers what is being asked of them and why it is required. Interpreter services must be used where appropriate.

A job seeker may be accompanied by a nominee (including a family member, advocate, social worker or counsellor) for support when the assessment is conducted. This applies to either the initial JSCI or a Change of Circumstances Reassessment (CoCR). If there are cultural or language barriers, you must encourage the job seeker to have a nominee at the JSCI.

Understanding the JSCI

You should complete the JSCI on the IT system. If the IT System is not available (for example, you are undertaking visits in the community) you should record it on a paper form. A copy of the form has been provided at the end of this chapter. You must get the job seeker to sign, date and initial the JSCI form and record all the responses into the IT System as soon as the system becomes available.

The JSCI is solely reliant on self-disclosure by the job seeker. Accordingly, it is critical that questions are delivered in such a way to encourage self-disclosure by the job seeker.

The *Explanation of the JSCI Questions* has been developed to provide background information to those administering the JSCI. The *Explanation of the JSCI Questions* is provided at the end of this chapter. It is important for you to be familiar with this explanatory material. For further information about how to access this document, please see the *Further Reading & Related Documents* section of this chapter.

This material is designed specifically for you; it is not designed to be read out to the job seeker.

Job Seeker Assessments

Understanding the JSCI



Compliance Reminder: Privacy

You must ensure you comply with the *Privacy Act 1988* (Cth) ('Privacy Act') at all times. This is also a specific requirement under Section 31 of the Funding Agreement.

Information collected in the process of completing an assessment is personal information (and certain information is considered sensitive information) under the Privacy Act.

When conducting the assessment, you must let the job seeker know about the collection of information and tell them that the information provided is protected by the Privacy Act. You must obtain and record written or verbal consent for the collection of sensitive or personal information collected in the process of conducting the assessment.

The job seeker's consent for the collection of sensitive information can be given orally or in writing.

Voluntary disclosure questions

Job seekers should be encouraged to provide open and honest responses to all questions, because this will help tailor services and support to their particular circumstances. You must explain the benefits of disclosure to the job seeker. There are, however, voluntary disclosure questions in the assessment that a job seeker may wish not to answer. For these questions, the job seeker is offered the response option of '**Do not wish to answer**'.

Employment Services Assessment (ESAt)

What is an ESAt?

An ESAt is an assessment of a job seeker's barriers (for example, disability, injury, illness or other disadvantage) to finding and keeping a job. It considers how serious these barriers are and identifies interventions to assist the job seeker overcome them.

Additionally, the ESAt also assesses a job seeker's capacity to work (by number of hours) each week.



A job seeker's capacity to work can only be reduced when a Medical Certificate is provided.

Who is an ESAt for and when does it occur?

If a job seeker is identified as having multiple and/or complex barriers through the JSCI, they may be referred for further assessment through an Employment Services Assessment (ESAt).

Job Seeker Assessments

Employment Services Assessment (ESAt)

You must review all available and relevant information about the job seeker to determine if further assessment of the job seeker’s work capacity or barriers is required prior to making a referral to an ESAt. *See the ESAt Referral Process Flowchart on page 13.*

Why is an ESAt necessary?

An ESAt makes sure that job seekers with multiple and/or complex needs get the right level support they require from you, and their capacity to work (by number of hours) each week.

How is an ESAt conducted?

An ESAt is conducted by a DHS assessor who is a qualified health or allied health professional.

Assessors will use their expertise to have a ‘discussion-oriented’ interview to identify the job seeker’s barriers and unique needs. Assessors will use any appropriate medical evidence available at the assessment to help determine the job seeker’s barriers, interventions to address those barriers, and any reduction in work capacity hours if appropriate.

You will continue to service and engage the job seeker and support them whilst the ESAt process is underway.

Differences between JSCI and ESAt assessments

	Job Seeker Classification Instrument (JSCI)	Employment Services Assessment (ESAt)/JCA*
Who	Compulsory for all job seekers with Mutual Obligation Requirements. Volunteers can undertake a JSCI, but it is not compulsory.	Only for job seekers with multiple and/or complex needs as identified through the JSCI.
What/Why	Assesses a job seeker’s personal circumstances, work history and any potential barriers to employment.	Assesses a job seeker’s work capacity and the level of support they will need from their provider (identification of barriers, and the recommended level of assistance).
Where	Can be conducted by the provider or by DHS (in limited circumstances).	Must be conducted by DHS (by a health or allied health professional).

Job Seeker Assessments

Differences between JSCI and ESAt assessments

When	A reassessment should occur whenever the job seeker completes an activity, or there is a change in the job seeker’s circumstances.	Valid for two years (can be reassessed if there is a significant change in circumstances).
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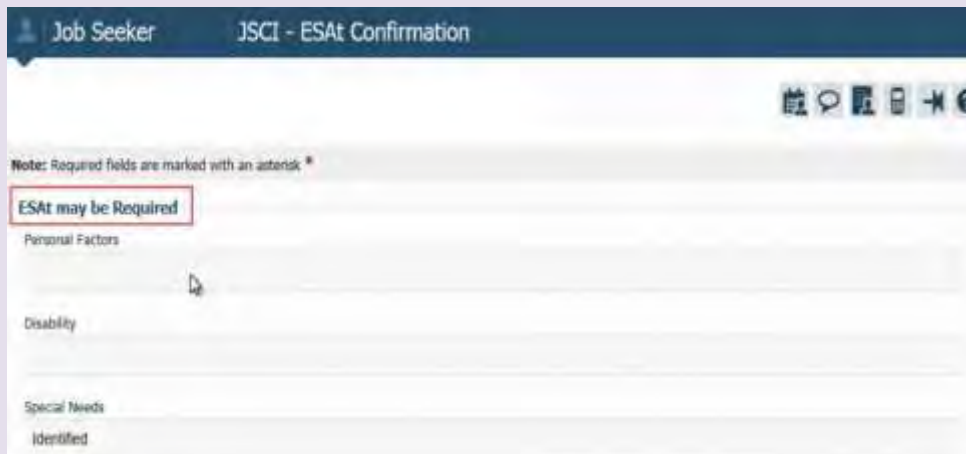
* A JCA is an ESAt with additional detail, please refer to page 16 for more information.

Triggering an ESAt

When you enter a job seeker’s JSCI data into the IT system, certain responses will indicate that an ESAt may be required.

However, this does **not** automatically generate an ESAt referral to DHS. You have to manually carry out the referral at the conclusion of the interview.

For more information, please refer to Steps 11-16 of the *Task Cards* found at the end of this chapter.



Should you refer a job seeker for an ESAt?

Not all job seekers require an ESAt. Sometimes a JSCI may suggest an ESAt, but you should use your judgement. You must consider available job seeker information before you make a referral.

Before referring a job seeker to an ESAt, you **must** make sure the job seeker:

- has medical evidence for all health conditions and has provided evidence to DHS (see page 10);
- does not already have an ESAt that is valid (see below);

Job Seeker Assessments

Should you refer a job seeker for an ESAt?

- can attend the ESAt appointment; and
- contact details are correct, including phone numbers, address and availability.

Generally, an ESAt will not be required for the job seeker if:

- there is a valid ESAt/JCA report that captures the job seeker's current issues (see below);
- there is no change in circumstances since the previous ESAt/JCA, and a new referral is unlikely to:
 - change the job seeker's current assessed work capacity, or
 - provide new details on how to address their barriers to employment;
- the job seeker's barriers do not have a significant, long-term impact on the job seeker's ability to work or participate in other activities (e.g. no driver's licence);
- the job seeker is seeking an exemption from activities or participation for an extended period. For cases of domestic violence or major personal crisis, the job seeker should be referred to DHS to determine if they are eligible for an exemption;
- the job seeker is applying for the Disability Support Pension (DSP); and
- the job seeker cannot provide medical evidence except in limited circumstances (see page 10 for more information).

Exemptions from Mutual Obligation Requirements

At times, job seekers may present with short-term situations that require them to be considered for an exemption from their Mutual Obligation Requirements in CDP. There is a wide range of reasons why a job seeker may be granted an exemption from their Mutual Obligation Requirements, including suffering a personal tragedy or other similar circumstances.

You should refer job seekers to DHS for all requests for exemptions from Mutual Obligation Requirements. You should not refer a job seeker to an ESAt if you think they may be eligible for an exemption, or if the job seeker has requested an exemption.

How to refer a job seeker for an ESAt

You make a referral for an ESAt on the CDP IT system. Please see *Task Cards* at the end of this chapter. You 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; and
- the job seeker has provided medical evidence for all health conditions to DHS.

If there are no available or suitable appointments you must contact DHS to arrange one (please refer to the section '*What to do if there are no ESAt appointments available*' on page 9).

Job Seeker Assessments

How to refer a job seeker for an ESAt

When the JSCI prompts you that further assessment may be required (and the job seeker’s circumstances indicate the need for an ESAt) you must select the reason from the drop-down menu.

The ESAt referral reasons are:

- change of circumstances;
- JSCI special needs;
- JSCI personal factors;
- JSCI combined (one or more of the above, i.e. the job seeker has triggered an ESAt on a number of fronts); or
- DSP volunteer (for job seeker’s receiving DSP without participation requirements).

The referral code used is very important, because using an incorrect referral code will result in the report being submitted as ‘Unable to Complete’ and then a further appointment will need to be booked.

The CDP IT Referral Screen has a free text field allowing for the input of additional information. It is helpful for you to include information about the referral, so that DHS can schedule the appointment with an appropriately qualified assessor; for example:

- John has shown symptoms that could be signs of depression.
- Jane has mobility issues, i.e. she is in a wheelchair. She has requested a female assessor for cultural reasons.
- Fred will need an interpreter.

Please note that this information may be included in the report and may be viewed by the job seeker.

CDP IT Referral screen

The screenshot shows a web form for creating a referral. At the top, there is a dropdown menu labeled 'Referral Reason *' with 'JSCISN - JSCI Special Needs' selected. Below this are two input fields: 'Referring Officer Name' and 'Contact Number'. There are two large text areas: 'Other Notes' and 'Special Needs'. At the bottom right, there are two buttons: 'Back to Provider Search' and 'Create Referral and Appointment', with the latter button highlighted by a red box.

Job Seeker Assessments

Maximising attendance at ESAt appointments

ESAt appointments require extensive resources, and it is important for you and DHS to develop strategies to maximise job seeker attendance at appointments. There are a number of ways to maximise job seeker attendance at ESAt appointments, including:

1. **Individual referral in advance**

The job seeker may be referred to an appointment when the time coincides with other activities that the job seeker may be required to do, for example when they visit town for their weekly shop, attend other agency appointments, visit friends, or following a family member's appointment.

2. **Batching of appointments**

DHS staff will contact you to advise of any upcoming visits to the community and make arrangement to organise servicing during this time. If advance notice is provided, it is possible to 'batch' a number of job seeker's appointments (i.e. to schedule them together) during the DHS community visits to maximise attendance at face-to-face or video conferencing assessments. This method also improves the efficiency of obtaining interpreters, facilities or other service providers where required.

3. **On-demand/walk-in appointments**

Walk-in appointments are helpful for job seekers that may have a history of non-attendance, or who may require attendance at a session before payment can be restored. Please contact DHS on **1800 986 114** requesting an urgent walk-in appointment.

You are encouraged to work with DHS at the local level to develop community-based strategies to maximise job seeker attendance at ESAt appointments.

What to do if there are no ESAt appointments available

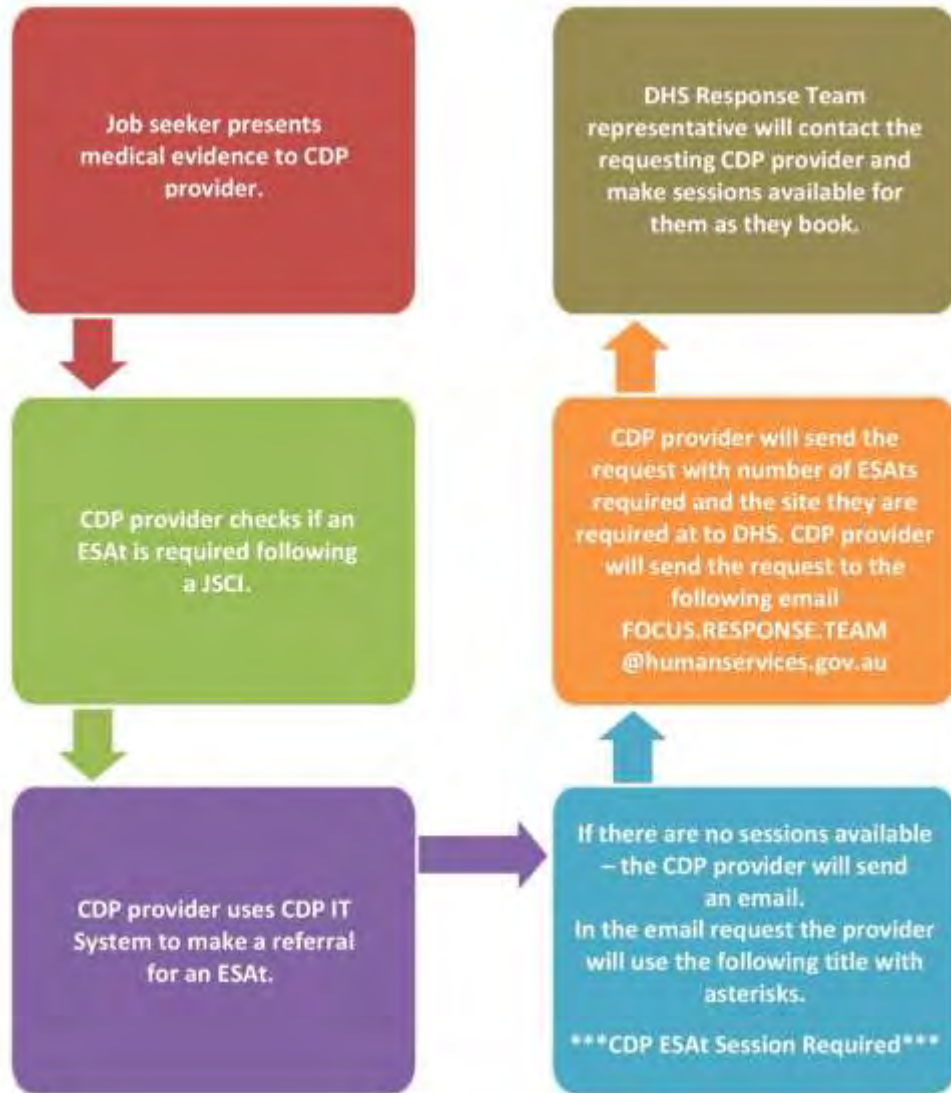
Job seekers undergoing an ESAt must be booked into their local site (unless a different site is requested). If you can't book an ESAt appointment because there are no appointment times available in the diary, you must follow up with DHS as soon as possible (use the flowchart process below). For further information, please refer to Step 28 of the *Task Cards*.



You can request an ESAt for a job seeker or multiple job seekers. You can also recommend suitable times for a job seeker to increase their likelihood of attending an ESAt. This information should be sent by email request with a preferred future date (preferably at least eight days in advance), time and contact number.

Job Seeker Assessments

CDP ESAt Referral Process Map



Job Seekers with a Partial Capacity to Work (PCW)

Under the *Social Security Act*, a job seeker who has a physical, intellectual or psychiatric impairment that prevents them from working at least 30 hours per week (at the relevant minimum wage, or above) independently of a program of support over the next two years is known as having a *Partial Capacity to Work* (PCW).

In CDP, the job seeker is considered to have full work capacity if they are able to work for 25 hours or more per week, and they must fulfil their Mutual Obligation Requirements of 25 hours per week, unless otherwise specified through an ESAt (or JCA – see page 15).

If a job seeker is assessed with a PCW between zero and 14 hours per week:

- the job seeker is not required to participate in CDP and is automatically suspended;

Job Seeker Assessments

Job Seekers with a Partial Capacity to Work (PCW)

- they will receive a letter from DHS advising that they may contact a provider to volunteer for CDP; and
- if a job seeker has had a *Temporary Reduced Work Capacity* (TRWC) period which has expired, the job seeker will once again be placed back onto the CDP provider's caseload.

Some job seekers may have issues that prevent them from fully participating in CDP, but may not have undergone an ESAt. Where there is no ESAt, the JSCI may also help identify personal issues that affect a job seeker's employability which can be used to form an individual case management plan for the job seeker. You 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 that the job seeker meets their Mutual Obligation Requirements.

Medical evidence

Medical evidence is essential to ensure an effective and accurate assessment of a job seeker's medical condition(s). Under Social Security Law, a reduction in work capacity cannot be granted without medical evidence. Failure to provide medical evidence may result in cancellation of the ESAt, or the ESAt being completed as a non-medical ESAt.

When you are considering a referral for an ESAt for a medical condition(s), you must confirm that the job seeker has **current** and **relevant** medical evidence supporting their condition(s) and that the condition(s) have not previously been assessed or changed since their previous assessment.

In limited circumstances an ESAt referral may be made without medical evidence, for vulnerable job seekers with a suspected mental health condition who are unable to be effectively assessed through normal procedures. All cases must be discussed with an Assistant Director in DHS before proceeding to make a referral without medical evidence. You should contact the FOCUS Response Team on **1800 986 114** and ask to speak to an Assistant Director.

Current medical evidence is medical information provided by a Medical Practitioner within the past two years.

Relevant medical evidence is a document that contains details on the diagnosis, prognosis and treatment of a medical condition.

Examples of **primary** medical evidence (that is signed by a doctor) include a:

- Verification of Medical Conditions form (also known as an SU 684). This form, completed by a medical practitioner, is used to assess the impacts of a job seeker's medical conditions. This form can be accessed from <https://www.humanservices.gov.au/customer/forms/su684>;
- Department of Human Services medical certificate;
- Standard general practitioner medical certificate;
- Specialist medical report;
- Hospital/outpatient's report; or
- Psychologist report.

Job Seeker Assessments

For customers in remote or regional areas not regularly serviced by a medical practitioner, the evidence can be completed by a registered nurse based on the file notes of a treating doctor.

Supporting medical evidence can be used to support a job seeker's primary medical evidence, but by itself it is not enough to reduce a job seeker's work capacity. You should not book an ESAt for job seekers who only have supporting evidence. Examples of supporting medical evidence include:

- X-rays and related reports;
- prescription medication; and
- reports from community services (for example, drug and alcohol support services).

You should build effective working relationships with local health and allied health professionals. This will assist you in referring job seekers to the most appropriate support services to address any barriers identified in the JSID or ESAt.

To further assist your job seekers, flexibility within CDP activities allows for the collection of appropriate medical evidence for up to five hours per week. These hours will count towards the job seeker's Mutual Obligation Requirements.

You may schedule this voluntary activity in the job seeker's Job Plan for up to 5 hours per week to allow the job seeker sufficient time to make and attend appointments, including travel if required to collect the medical evidence. For information on Job Plans, please refer to the Job Plans chapter.

Organising medical evidence

You must ensure medical evidence is available prior to referring for an ESAt (except in limited circumstances – see page 10). This will provide the DHS assessor with the required information to assess their work capacity (if appropriate). Wherever possible, you should encourage the use of the SU 684 form. It is an easy-to-use form which allows the medical practitioner to fill in all information necessary for an ESAt.

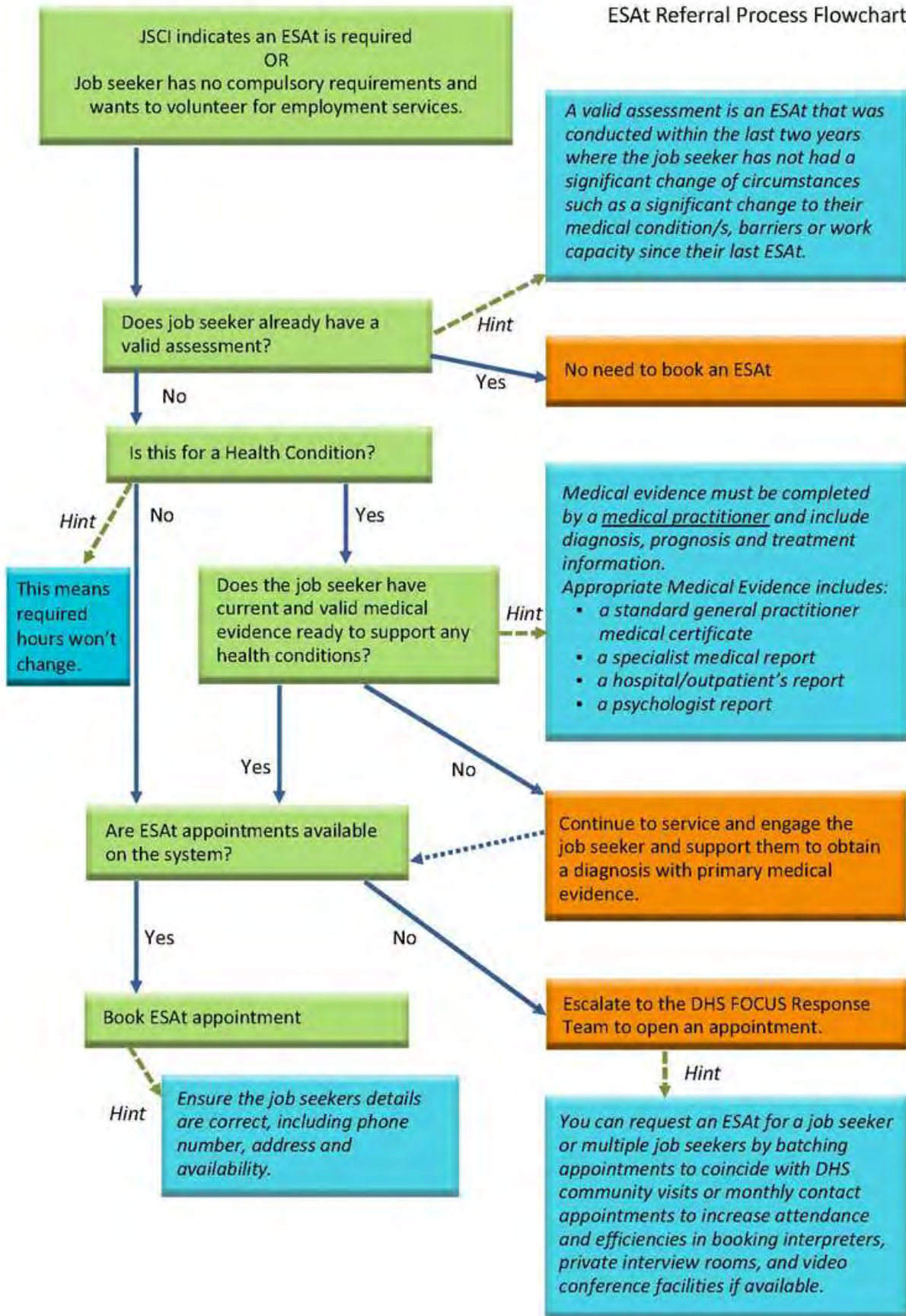
You cannot compel a job seeker to access primary health care or to obtain a diagnosis. However, the job seeker should be encouraged to do so where appropriate.

Medical evidence can be faxed to the DHS National Business Gateway on **1300 786 102**. You must ensure that all faxed documents can be clearly read, include the job seeker's name, address and JSID and/or CRN, and are clearly identified as 'medical evidence for an ESAt.'

Job seekers can also provide medical evidence to DHS using a MyGov account.

Job Seeker Assessments

ESAt Referral Process Flowchart



Job Seeker Assessments

Non-medical ESAt referrals

An ESAt can also be booked when the JSCI indicates 'Special Needs' or 'Personal Factors' on the 'ESAt Confirmation Screen' on the CDP IT system. In these situations, you may consider referring the job seeker for an ESAt for non-medical reasons. (Further information can be found at step 20 of the *Task Cards*).

This kind of ESAt will not result in the job seeker being granted a reduction in work capacity. However, the ESAt can give you a better understanding of the barriers to a job seeker's employability, as well as potential ways to address them.

Informing the job seeker about the ESAt appointment

A 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);
 - 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;
 - the importance of taking current and relevant medical evidence to the assessment;
 - that they may have a nominee, support person or interpreter attend the assessment to assist them which may include the provider with the job seeker's permission;
 - regardless of their activity or participation requirements, attending the appointment is compulsory;
 - not attending without a valid reason or not informing the assessor that they cannot attend may result in the job seeker not receiving income support payments until they do attend; and
 - the requirement to contact DHS at least 24 hours before the appointment if they cannot attend.
-

Re-scheduling an ESAt appointment

When necessary, you must contact DHS to reschedule a job seeker's appointment. You must also advise the job seeker of the new appointment time.

Cancelling an ESAt referral must not be used as an alternative to rescheduling an appointment.

Job Seeker Assessments

Completion and viewing of an ESAt

When the ESAt is completed, the assessor submits a report on the CDP IT system and you are notified via the Noticeboard that the report can be viewed.

The ESAt report shows relevant information about the job seeker's medical condition(s), barriers to employment, hours of work capacity, employment support requirements, recommended interventions, and any relevant referral arrangements.

Some information in a job seeker's JSCI may be automatically updated as a result of the information obtained through an ESAt.



Compliance Reminder: Providing an ESAt report to the job seeker

A job seeker's ESAt report may be released to them, **unless** it has been identified as containing information that may be prejudicial to the job seeker's health.

If this is the case, the ESAt will contain the following statement:

- This report does contain information, which if released to the client, might be prejudicial to his/her health.

If the job seeker requests the ESAt report and it contains the above statement, you **must not** release the report, and the job seeker must be advised to submit a request for access to the report to the Freedom of Information team at the Department of Prime Minister and Cabinet using the following email address: foi@pmc.gov.au

Job seekers with disability

Job seekers with disability may be identified as having disability through their initial appointment, JSCI or ESAt/JCA. *For additional information, please refer to the 'Job Seekers with Disability' chapter.*

You must assist people with disability participating in CDP with tailored assistance, which takes into account their capacity for work and participation in CDP activities. You should also be aware of additional support services that can be accessed through www.jobaccess.gov.au

For additional information, please refer to the Servicing Job Seekers chapter.

Job Capacity Assessment (JCA)

Certain job seekers' records on the CDP IT system may include references to a JCA.

What is a JCA?

The Job Capacity Assessment is for DSP purposes only. It looks very similar to the ESAt, however, it has a few subtle differences, because it assesses a person's medical conditions in greater detail.

You cannot refer a job seeker for a JCA because the IT system will not allow it. As the JCA is an assessment that is for DSP purposes only, DHS is the only agency that can refer a job seeker to this type of assessment.

Job Seeker Assessments

Job Capacity Assessment (JCA)

Who is a JCA for?

A JCA is the assessment that people undergo when they are applying for, or are having their eligibility for the DSP reviewed.

The information in a JCA may be helpful for you to better understand the job seeker and their unique support need. The JCA may also inform you of the job seeker's circumstances and barriers to employment that can be used to prepare an individualised case management plan.

How is a JCA conducted?

A JCA is conducted in a similar way to an ESAt, however, because the JCA is a more in depth and detailed assessment, the assessor may have additional input from contributing assessors and other medical specialists to assess the job seeker's medical eligibility for the DSP.

Further Reading & Related Documents

Document:	Assessments Guideline – Job Seeker Classification Instrument (JSCI) and Employment Services Assessments (ESAts)
Specific section(s):	Attachment A, <i>Explanation of the Job Seeker Classification Instrument Questions – Advice</i> (pp. 13-28)
Why it's helpful:	It provides in-depth advice on why each question asked under a JSCI is important, and how to get the most benefit out of conducting the assessment.
Where to find it:	CDP Provider Portal
Document:	Provider Escalation Process (ESAt Referrals)
Specific section(s):	All (<2 pages)
Why it's helpful:	It provides a visual graphic to show how you can escalate ESAt referrals to the appropriate contact point in DHS.
Where to find it:	CDP Provider Portal



Australian Government

Job Seeker Classification Instrument Form

This Form allows for the manual recording of responses to the JSCI questions in areas or situations where access to the Community Development Programme (CDP) IT System is not possible or practicable. It should be used in conjunction with the Direct Registration Form. All the recorded information must be entered into the CDP IT System as soon as possible after the JSCI is conducted.

CDP Provider Details

Name of Provider Organisation: _____

Name of Consultant: _____ Date: ____/____/____

Privacy and Your Personal Information

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). The personal information you provide in this report is collected by your CDP provider on behalf of the Australian Government Department of Employment and the Department of Prime Minister and Cabinet to determine the most appropriate employment assistance for you and to provide you with employment and training opportunities.

Your information will be managed in accordance with the Australian Privacy Principles and may be passed on to agencies involved in the administration of employment services and social security payments and services including, but not limited to, the Department of Human Services, Department of Education, Department of Immigration and Border Protection and the Department of Social Services and their respective contracted service providers where those providers are delivering services to you.

You can view the Department of Employment's Privacy Policy on the Privacy page at www.employment.gov.au or by requesting a copy from the department at privacy@employment.gov.au. You can view the Department of Prime Minister and Cabinet's Privacy Policy on the Privacy page at www.dpmc.gov.au or by requesting a copy from the department at privacy@pmc.gov.au.

Job Seeker Details:

Surname	
Given Names	
Title	
Gender	
Country of Birth	
Date of Birth	
Age	
Nationality	
Job Seeker ID	
Centrelink Customer Reference Number (CRN)	
Residential Address	Street: Suburb: State: _____ Post Code: _____

Surname	
Postal Address	Street: Suburb: State: Post Code:
Telephone Numbers	Home: Mobile: Work:

Job Seeker Classification Instrument (JSCI)

Work Experience

1. What have you MOSTLY been doing in the LAST TWO YEARS?

Note: The recorded response should be the activity that has occupied the greatest amount of time, not necessarily the most recent activity.

<input type="checkbox"/> Paid work (includes full-time, part-time or casual work, employment overseas, seasonal work or still working)
<input type="checkbox"/> Working while in prison or other detention
<input type="checkbox"/> Unpaid work (includes volunteering but not caring)
<input type="checkbox"/> Unemployed (i.e. not working but looking for work)
<input type="checkbox"/> Community Development Employment Projects (CDEP)
<input type="checkbox"/> Studying part-time
<input type="checkbox"/> Studying full-time
<input type="checkbox"/> Caring
<input type="checkbox"/> Parenting
<input type="checkbox"/> NOT working and NOT looking for work

If answered 'Paid work' go to Question 2, otherwise go to Question 3.

2. In your most recent job, how many hours did you mostly work per week?

Note: Casual employment with irregular hours should be recorded as 'Irregular or seasonal'.

<input type="checkbox"/> 30 hours or more
<input type="checkbox"/> 8 hours or more but less than 30 hours
<input type="checkbox"/> Less than 8 hours
<input type="checkbox"/> Irregular or seasonal

Go to Question 4.

3. Have you done any paid work at all in the last two years?

Note: Includes employment overseas within the last two years.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Education-Qualifications

4. What is the highest level of schooling you have COMPLETED?

<input type="checkbox"/> Year 12/13 or equivalent (e.g. Form 6 or Matriculation)
<input type="checkbox"/> Year 11 or equivalent (e.g. Form 5)
<input type="checkbox"/> Year 10 or equivalent (e.g. Form 4)
<input type="checkbox"/> Completed primary school but less than Year 10 or equivalent
<input type="checkbox"/> Primary school or less or equivalent
<input type="checkbox"/> Special school/support unit in school or equivalent
<input type="checkbox"/> Did not go to school

5. Have you COMPLETED any other qualification(s)?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
------------------------------	-----------------------------

If answered 'No' go to Question 10.

6. What are they? (What qualification(s) have you completed?)

Select ALL that apply.

<input type="checkbox"/> Doctoral Degree or equivalent
<input type="checkbox"/> Masters Degree or equivalent
<input type="checkbox"/> Vocational Graduate Diploma, Graduate Diploma or equivalent
<input type="checkbox"/> Vocational Graduate Certificate, Graduate Certificate or equivalent
<input type="checkbox"/> Bachelor Degree or equivalent
<input type="checkbox"/> Diploma, Advanced Diploma, Associate Degree or equivalent
<input type="checkbox"/> Tradesperson's qualification
<input type="checkbox"/> Other non-trade Vocational Education and Training Certificates II, III or IV
<input type="checkbox"/> Vocational Education and Training Certificate I or other industry-specific licence or ticket
<input type="checkbox"/> Course run by private or community organisation

7. Do you think any of these could be work-related?

Note: This response should cover qualifications that the job seeker may not wish to use but could.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
------------------------------	-----------------------------

If answered 'No' go to Question 10.

8. Can you still use any of these (work-related qualifications)?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If answered 'Yes' go to Question 10.

9. What is preventing you from using your qualification(s)?

Select ALL that apply.

<input type="checkbox"/> Disability or health related reasons
<input type="checkbox"/> Low English language proficiency
<input type="checkbox"/> Qualification(s) suspended/terminated
<input type="checkbox"/> Qualification(s) not recognised (including overseas qualification(s) not recognised)
<input type="checkbox"/> Qualification(s) outdated or irrelevant

Language

10. Did you speak English as a child?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
------------------------------	-----------------------------

If answered 'Yes' go to Question 12.

11. What language(s) did you first speak as a child?

Record up to two languages

1.
2.

12. Do you consider you speak English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

13. Do you consider you read English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

14. Do you consider you write English:

<input type="checkbox"/> Very well
<input type="checkbox"/> Well
<input type="checkbox"/> Not well
<input type="checkbox"/> Not at all

If answered 'Very well' or 'Well' to Questions 12, 13 AND 14 AND Australian born go to Question 16.

If answered 'Very well' or 'Well' to Questions 12, 13 AND 14 AND non-Australian born go to Question 18.

Otherwise go to Question 15.

15. Have you done any courses or classes to help improve your English language skills in the last six months?

Note: If the job seeker has answered 'No', it may be appropriate to refer the job seeker to the Adult

Migrant English Programme (AMEP) or the Skills for Education and Employment (SEE) programme¹.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Go to Question 16 if Australian born **OR** go to Question 18 if non-Australian born.

Descent-Origin

16. Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' or 'Do not wish to answer' go to Question 21.

17. Indigenous status

The job seeker can select more than one response if applicable.

<input type="checkbox"/> Aboriginal
<input type="checkbox"/> Torres Strait Islander

Go to Question 21.

18. Did you arrive in Australia on a refugee/humanitarian visa OR were you granted a refugee/humanitarian visa when you arrived in Australia? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer

If answered 'No', 'Not sure/don't know' or 'Do not wish to answer' go to Question 21.

19. From which country did you arrive?

Record here: _____

20. Was this more than five years ago?

<input type="checkbox"/> Yes, more than 5 years ago
<input type="checkbox"/> No, 5 years ago or less
<input type="checkbox"/> Not sure/don't know

Work Capacity

21. Do you have any disabilities or medical conditions that affect the HOURS you are able to work? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer

If answered 'No', 'Not sure/don't know' or 'Do not wish to answer' go to Question 23.

22. What is the most NUMBER OF HOURS a week you think you are able to work?

Note: Select the number of hours the job seeker thinks they could work in a typical week.

Where the job seeker answers '15-29 hours' or 'Less than 15 hours' - advise the job seeker that if they are referred for a Job Capacity Assessment then supporting documentary evidence (e.g. Treating Doctor's Report) will be required.

<input type="checkbox"/> 30 hours or more
<input type="checkbox"/> 15-29 hours
<input type="checkbox"/> Less than 15 hours

23. Do you have any disabilities or medical conditions that affect the TYPE OF WORK you can do? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know
<input type="checkbox"/> Do not wish to answer

If answered 'Yes' or 'Not sure/don't know' go to Question 24.

If the job seeker answered 'Yes' or 'Not sure/don't know' to Question 21 go to Question 24.

¹ Formerly known as the Language, Literacy and Numeracy Program (LLNP); administered by the Department of Industry

Otherwise go to Question 27.

24. Do you think you need additional support to help you at work as a result of your condition(s)?

Note: Includes modifications to the workplace, changes to the job requirements or having someone come in on a regular basis to assist with work duties.

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know

25. How long will your condition(s) affect your ability to work?

Note: DO NOT READ OUT RESPONSES. Select appropriate response based on job seeker's answer.

<input type="checkbox"/> Less than 3 months
<input type="checkbox"/> 3 months or more
<input type="checkbox"/> Not sure/don't know

If answered 'Less than 3 months' go to Question 27.

26. What is/are the condition(s)?

<i>Record up to 10 conditions:</i>

Living Circumstances

27. Have you been living in secure accommodation, such as rented accommodation or your own home, for the last 12 months or longer?

Note: Does not necessarily have to be the one place.

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure/don't know

If answered 'Yes' go to Question 29.

28. Are you currently staying in emergency or temporary accommodation?

<input type="checkbox"/> No
<input type="checkbox"/> Yes, a refuge
<input type="checkbox"/> Yes, emergency, transitional or support accommodation
<input type="checkbox"/> Yes, a hostel, boarding house or rooming house
<input type="checkbox"/> Yes, hotel
<input type="checkbox"/> Yes, short stays in caravan park
<input type="checkbox"/> Yes, temporarily staying with friends (or couch-surfing)
<input type="checkbox"/> Yes, living in a squat
<input type="checkbox"/> Yes, sleeping out, in a car or tent
<input type="checkbox"/> Yes, have nowhere to stay
<input type="checkbox"/> Yes, other

If answered 'Yes' go to Question 30.

29. How often have you moved in the past year?

<input type="checkbox"/> 0–3 moves
<input type="checkbox"/> 4 or more moves

30. Do you live alone?

Yes <input type="checkbox"/> No <input type="checkbox"/>
--

If answered 'Yes' go to Question 34.

31. Who lives with you?

Select ALL that apply.

<input type="checkbox"/> Partner/spouse (includes same-sex partner)
<input type="checkbox"/> Dependent child/children under 16 years of age
<input type="checkbox"/> Dependent full time student(s)—child/children who is a/are full-time student(s) aged between 16 and 24 years
<input type="checkbox"/> Parent(s)/guardian(s)
<input type="checkbox"/> Other family member(s) or relative(s)
<input type="checkbox"/> Others, not family

If answer includes 'Dependent child/children under 16 years of age' go to Question 32, otherwise go to Question 34.

32. Are you the main caregiver for this child/these children?

<input type="checkbox"/> Yes

<input type="checkbox"/> No
<input type="checkbox"/> Care is shared equally with another person

If answered 'No' go to Question 34.

33. What is the date of birth of your youngest child?

Note: This question refers to the youngest child for whom the job seeker has caring responsibility (either main caregiver or shared equally).

Record here: _____

Transport

34. Do you have a valid driver's licence?

Note: 'Valid' means paid for and not cancelled or suspended.

Yes <input type="checkbox"/>	No <input type="checkbox"/>
------------------------------	-----------------------------

If answered 'No' go to Question 36.

35. Do you have your own car or motorcycle that you can use to travel to and from work?

Note: If job seeker reports they have unrestricted access to a vehicle they do not own, record 'Yes'.

If the job seeker answers 'No', question further to find out the most appropriate response.

<input type="checkbox"/> No, don't own a car/motorcycle
<input type="checkbox"/> No, own a car/motorcycle but cannot afford running costs/maintenance
<input type="checkbox"/> No, other
<input type="checkbox"/> Yes

If the job seeker answered 'Yes' AND is aged 22 years or younger go to Question 37.

If the job seeker answered 'Yes' AND is aged between 23 and 27 years go to Question 40.

If the job seeker answered 'Yes' AND is aged 28 years or older go to Question 43.

36. What can you use to travel to and from work?

Note: The job seeker should have sufficient and adequate access to the mode of transport recorded.

<input type="checkbox"/> Own non-motorised transport (e.g. bicycle)
<input type="checkbox"/> Other private transport (e.g. friend's or relative's car)
<input type="checkbox"/> Public transport (e.g. bus or train)
<input type="checkbox"/> Taxi

<input type="checkbox"/> Other motorised transport
<input type="checkbox"/> No transport (except walking)

Criminal Convictions

Go to Question 37 if the job seeker is aged 22 years or younger, Question 40 if the job seeker is aged between 23 and 27 years, or Question 43 if the job seeker is aged 28 years or older.

37. Have you spent time in custody in the last two years as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 39, if answered 'Do not wish to answer' go to Question 46.

38. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less
<input type="checkbox"/> No, more than 14 days

Go to Question 46.

39. Have you been convicted of a criminal offence in the last five years but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

Go to Question 46.

40. Have you spent time in custody since turning 21 years of age as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 42, if answered 'Do not wish to answer' go to Question 46.

41. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less

<input type="checkbox"/> No, more than 14 days
--

Go to Question 46.

42. Have you been convicted of a criminal offence since turning 18 years of age but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

Go to Question 46.

43. Have you spent time in custody in the last seven years as a result of a criminal conviction? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

If answered 'No' go to Question 45, if answered 'Do not wish to answer' go to Question 46.

44. Was your sentence 14 days or less?

<input type="checkbox"/> Yes, 14 days or less
<input type="checkbox"/> No, more than 14 days

Go to Question 46.

45. Have you been convicted of a criminal offence in the last ten years but received a non-custodial sentence? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Do not wish to answer

Personal Factors

46. Does the following sentence apply to you? At least one of my parents or legal guardians was regularly in paid employment when I was in my early teens. (VOLUNTARY DISCLOSURE QUESTION)

Note: This question is asked only of job seekers aged less than 45 years. 'Early teens' is defined as aged between 13 and 16 years.

<input type="checkbox"/> Yes

<input type="checkbox"/> No

<input type="checkbox"/> Not applicable (e.g. I was raised in an orphanage)

<input type="checkbox"/> Do not wish to answer
--

47. Are there any other factors which you think might affect your ability to work, obtain work or to look for work that we haven't already discussed? (VOLUNTARY DISCLOSURE QUESTION)

<input type="checkbox"/> Yes

<input type="checkbox"/> No

<input type="checkbox"/> Do not wish to answer
--

If answered 'No' or 'Do not wish to answer', the JSCI is finished.

48. Please specify the factors.

Note: Please ensure that the job seeker's response(s) are relevant to this question and not other question(s) asked previously in this form. If a job seeker reports medical conditions, disabilities, a criminal record, English language difficulties, no driver's licence/transport or lack of recent work experience - **DO NOT record them here.** Record these responses under the appropriate question.

Select ALL that apply.

<input type="checkbox"/> Anger issues/temper/violence

<input type="checkbox"/> Caring responsibilities
--

<input type="checkbox"/> Criminal court action pending/bail/remand
--

<input type="checkbox"/> Dental issues
--

<input type="checkbox"/> Domestic violence
--

<input type="checkbox"/> Drug treatment programme (e.g. methadone)
--

<input type="checkbox"/> Family grief/trauma
--

<input type="checkbox"/> Gambling addiction

<input type="checkbox"/> Numeracy issues
--

<input type="checkbox"/> Pregnancy

<input type="checkbox"/> Relationship breakdown

<input type="checkbox"/> Risk of homelessness

<input type="checkbox"/> Self-esteem/motivation/presentation issues

<input type="checkbox"/> Severe stress
--

<input type="checkbox"/> Sleep problems/insomnia
--

Important note: When a job seeker records 'Domestic violence' or 'Family grief/trauma', the job

seeker should be referred to a Centrelink Specialist Officer.

49. For any other factors not included in the list above, please provide details.

The JSCI is now complete.

Job Seeker Declaration

I [Job Seeker's Name]:

- **Declare that:**
 - the information that I have provided in this form is true and correct
 - I have read and initialled each page of this form to confirm all information recorded is correct
- **Understand that:**
 - I may need to provide further documentation if requested
 - giving false or misleading information is a serious offence.

(Job Seeker's Signature) _____ Date:
_____/_____/_____

Explanation of the Job Seeker Classification Instrument Questions

Policy Intent

The following pages provide an explanation of the Job Seeker Classification Instrument (JSCI) questions to assist Employment Providers help job seekers complete the JSCI.

The JSCI questions collect information about factors that have a significant impact on a job seeker's likelihood to remain unemployed for another year. A comprehensive description of these factors is provided in document 'JSCI Factors and Relative Levels of Labour Market Disadvantage' published on the Provider Portal.

Operational Process

The JSCI is conducted in the Department's IT System—Employment Services System (ESS). Employment Providers should select the Job Seeker's record/JSCI/Add a JSCI.

The JSCI comprises up to 49 questions. The number of JSCI questions displayed for a job seeker depends on various factors such as the answers provided to previous questions. Generally, a job seeker who has a higher level of disadvantage will answer more questions. The minimum number of questions a job seeker will answer when completing the JSCI is 18.

JSCI Questions

Work Experience

Question (1) What have you MOSTLY been doing in the LAST TWO YEARS?

All job seekers are asked question 1, it determines the job seeker's main activity in the two years before the JSCI is conducted.

The main activity should be the activity that has occupied the greatest amount of time—not necessarily the most recent activity—irrespective of whether it occurred in Australia or overseas.

'Paid work' includes full time, part time or casual work, seasonal work or still working. Note: *This includes work undertaken with additional support as a result of a disability or medical condition where applicable but does not include supported employment with Australian Disability Enterprises.*

'Caring' is defined as providing constant care to a child or an adult who has significant care requirements.

'Parenting' is defined as providing regular care to a dependent child or dependent children.

'NOT working and NOT looking for work' includes time spent in hospital, in psychiatric confinement or in prison or other detention (if not working while in prison or other detention) or overseas (if not working or looking for work while overseas).

Job seekers who are participating in programs like Work for the Dole must be recorded as 'Unemployed (not working but looking for work)'.

Question (2) In your most recent job, how many hours did you mostly work per week?

Job seekers who answered 'Paid work' to question 1 are asked question 2 to determine the number of hours worked per week. For job seekers who worked variable hours per week, it is appropriate to record the average number of hours worked in a typical week. You may prompt the job seeker based on the responses available; the answer does not have to be exact (for example, how many hours did you mostly work?).

If the job seeker had several jobs, record the total number of hours mostly worked each week in all jobs. Casual employment with irregular hours must be recorded as 'Irregular or seasonal'.

Question (3) Have you done any paid work at all in the last two years?

Job seekers who did not answer 'Paid work' to question 1 are asked question 3, which refers to any paid work regardless of how many hours worked or duration of the job. This includes any employment overseas within the last two years.

- Any additional support a job seeker with a disability or medical condition may have received in order to undertake their paid work should not be taken into account when answering these questions because it is not relevant to this section and is covered in another question.

Education—Qualifications**Question (4) What is the highest level of schooling you have COMPLETED?**

All job seekers are asked question 4 to identify the highest level of schooling they have completed.

For job seekers educated overseas, you may prompt them for the age they left school. This may indicate the equivalent level of schooling.

Some job seekers may have returned to school at a later age. Record the highest level completed, even if schooling was not continuous.

- Some job seekers may have completed their schooling up to Year 12/13 (or equivalent) in a special school or support unit in a school with a tailored curriculum. Where this is the case, the response 'Special school/support unit in a school' must be selected. Other job seekers with a disability or medical condition may have completed Year 12/13 (or equivalent) in a public or private school with additional support but they have completed the same curriculum as other students. Where this is the case, the response 'Year 12/13' must be selected.²
- For job seekers aged less than 21 years with a Centrelink Customer Reference Number (CRN), you will not be able to update question (4) if the job seeker answered 'Year 12/13' in their last JSCI. If the response to this question needs to be updated Employment Providers should refer the job seeker to Department of Human Services (DHS).

Question (5) Have you COMPLETED any other qualifications?

All job seekers are asked question 5 to determine if they have completed any qualification(s) at school or since leaving school, for example—university degree, TAFE certificate, forklift licence, Responsible Service of Alcohol course, or First Aid certificate. This does not include a standard driver's license or motorcycle license as these are covered in a following section.

For job seekers aged under 21 with a Centrelink CRN, you will not be able to update question 5 if the job seeker answered 'Year 11' or below for question 4 and Year 12/13 or equivalent or above for question 6 in their last JSCI. If the response to this question needs to be updated Employment Providers should refer the job seeker to DHS.

Question (6) What are they? What qualification(s) have you completed?

This question allows you to record multiple responses where required and you should record all qualifications held by the job seeker, not just the highest level. Recorded responses for qualifications include:

- 'Tradesperson's qualification' includes Australian Qualifications Framework Certificate III or IV or equivalent.

² Department of Human Services will determine if a young person is classified as an Early School Leaver.

- 'Other non-trade VET Certificates II' includes Australian Qualifications Framework Certificate II or equivalent.
- 'Other non-trade VET Certificates III or IV' includes Australian Qualifications Framework Certificate III or IV or equivalent.
- 'VET Certificate 1 or industry licence/ticket' includes Australian Qualifications Framework Certificate I or equivalent.
- 'Course run by private or community organisation' includes courses organised by Employment Providers.

Qualifications held by the job seeker should not be removed completely from the JSCI when conducting a Change of Circumstances Reassessment (CoCR). If a job seeker considers a qualification cannot or should not be used to assist them to find employment, questions 7 and 8 should be answered. These questions address whether or not a qualification can still be used or what may be preventing the job seeker from using their qualification.

- For job seekers aged less than 21 years with a Centrelink CRN, you will not be able update question (iii) to remove *all* qualifications which are the equivalent of Year 12/13 or above if the job seeker answered 'Year 11' or below for question 4 *and* the equivalent of Year 12/13 or above for question 6 in their last JSCI. You can add or remove qualifications but at least one must remain for question 6 which is the equivalent of Year 12/13 or above.

If the response to this question needs to be updated to remove *all* qualifications the equivalent of Year 12/13 or above, Employment Providers should refer the job seeker to DHS.

Question (7) Do you think any of these could be work-related?

Question 7 identifies whether any of the qualification(s) could be work related or vocational.

In general, a qualification should be considered to be work related if it is recognised and offers an advantage to the job seeker in obtaining employment, irrespective of whether or not the job seeker wants to use that qualification or can still use that qualification.

The following are examples of qualifications that are considered to be work related:

- ✓ educational qualifications that have a vocational orientation (such as a nursing or architecture degree compared to a general arts degree);
- ✓ trade qualifications required for particular occupations (such as plumbing and electrical trade certificates);
- ✓ other non-educational qualifications required for particular occupations (such as special licences for driving a bus, forklift or truck);
- ✓ tickets (such as a seaman's ticket and other technical qualifications); and
- ✓ short courses that are formally accredited or generally recognised by employers and constitute the basic prerequisites for entry to a particular occupation (such as a Responsible Service of Alcohol Certificate).

For the purposes of this question, Occupational Health and Safety tickets and First Aid certificates or similar are not considered to be work related qualifications. It is valuable training to have in a workplace but is not work related or vocational in nature.

- The answer to this question should be based ultimately on the job seeker's assessment.

Question (8) Can you still use any of these (work-related qualifications)? and,

Question (9) What is preventing you from using your qualification(s)?

Questions 8 and 9 identify whether the work related qualification(s) can still be used and if not, why not. More than one response can be selected for question 9.

For questions 8 and 9 the responses should cover qualifications that the job seeker may not wish to use but could. For example, the job seeker may have completed an apprenticeship as a mechanic but indicates in response to this question that they no longer want to be a mechanic. These questions are about identifying work related qualifications which potentially offer an advantage to the job seeker in obtaining employment in general. The type of job preferred by the job seeker is something that should be discussed separate to the JSCI process.

If the job seeker answers ‘**Low English language proficiency**’ then they may require referral to the Adult Migrant English Programme (AMEP) or the Skills for Education and Employment (SEE)³ programme.

If the job seeker answers ‘**Qualification(s) not recognised**’ then they may require further information about the Assessment Subsidy for Overseas Trained Professionals (ASDOT).

Language

Question (10) Did you speak English as a child? and,

Question (11) What language(s) did you first speak as a child?

Question 10 applies to all job seekers and determines their first language spoken as a child.

Job seekers who did not speak English as a child are asked question 11 to determine what languages were first spoken as a child. Up to two languages can be recorded.

Question (12) Do you consider you speak English – Very well, Well, Not Well, Not at All?

Question (13) Do you consider you read English – Very well, Well, Not Well, Not at All?

Question (14) Do you consider you write English – Very well, Well, Not Well, Not at All?

All job seekers are asked questions 12, 13, and 14. The purpose of these questions is to identify the job seeker’s ability to speak, read and write English.

If the job seeker has a sensory, speech or physical disability, the answers to these questions should take into account their English language ability. For example, a vision impaired job seeker who can read large print English very well should be recorded as reading English very well.

- The answers to these questions should be based on the job seeker’s assessment of their ability in addition to your observations. However, you should discuss your observations with the job seeker and, if necessary, review the answers to these questions with their agreement. For example, a job seeker may answer that they can read English very well but you notice during the course of the JSCI that they found it difficult to understand questions and communicate answers.

Where a job seeker has achieved qualifications such as trade certificates, special licences etc. in the English language (as outlined in the Education/Qualification tab) then this should also be taken into consideration when assessing the job seeker’s English ability.

The job seeker may have also asked for help with reading or understanding the forms. For some job seekers it might be useful to ask them to read a short passage of text, such as a newspaper article, to help in assessing their ability.

³ Formerly known as the Australian Government Language, Literacy and Numeracy program; administered by the Department of Industry.

Question (15) Have you done any courses or classes to help improve your English language skills in the last six months?

Question 15 applies to any job seekers who answered 'Not well' or 'Not at all' to questions 12, 13, and 14. Its purpose is to find out if job seekers have undertaken any courses to help improve their English language skills in the last six months. These job seekers may require referral to AMEP or SEE.

Job seekers who have a sensory, speech or physical disability who have answered 'Not well' or 'Not at all' to questions 12, 13, and 14 should only be referred to the AMEP or SEE if they would benefit from these programs. For example, a vision impaired job seeker who has difficulty reading a newspaper but can read large print, and has no other problems with functional English, would not benefit from referral to the SEE programme. However, a migrant job seeker who is vision impaired and can read large print but has difficulty making himself understood in spoken English may benefit from referral to the AMEP.

Descent—Origin

Questions 16 and 17 apply to all Australian born job seekers and determine the Indigenous status of job seekers.

Question (16) Are you Aboriginal or Torres Strait Islander? (VOLUNTARY DISCLOSURE QUESTION⁴)

Question 17 Indigenous status: More than one response can be selected for question 17. The job seeker may identify as Aboriginal and/or Torres Strait Islander.

The responses selected should be based on the job seeker's self-identification as Aboriginal or Torres Strait Islander.

The following questions display for non-Australian born job seekers.

Questions 18, 19, 20 on refugee status apply to all non-Australian born job seekers.

Question (18) Did you arrive in Australia on a refugee/humanitarian visa OR were you granted a refugee/humanitarian visa when you arrived in Australia? (VOLUNTARY DISCLOSURE QUESTION)

For job seekers who indicate they have a refugee/humanitarian visa you must record the country from which the job seeker is a refugee or humanitarian entrant—not the last country the job seeker lived in. For example, a job seeker who is a refugee from Afghanistan may have arrived in Australia from Indonesia. In this case, 'Afghanistan' should be recorded as the response.

Work Capacity

Question (21) Do you have any disabilities or medical conditions that affect the HOURS you are able to work? (VOLUNTARY DISCLOSURE QUESTION)

⁴ A voluntary disclosure question must be asked but gives the job seeker the option to provide a response of 'Do not wish to answer'. Employment Providers should inform the job seeker this is a voluntary disclosure question before they ask the question, and advise the job seeker that they may choose the response of 'Do not wish to answer'. Employment Providers should encourage the job seeker to fully disclose their circumstances to ensure they receive the most appropriate employment services and support.

Question 21 applies to all job seekers and identifies those who have any disabilities or medical conditions that affect the number of hours they can work.

Disabilities or medical conditions include:

- Injuries;
- health conditions;
- intellectual, mental, sensory or physical disabilities; and
- addictions.

Question (22) What is the most NUMBER OF HOURS a week you think you are able to work?

Question 22 identifies the most number of hours the job seeker thinks they can work per week.

You must record the number of hours the job seeker thinks they could work in a typical week (that is, over five consecutive days). It is the job seeker's assessment that should be recorded.

A job seeker who is affected by an intermittent disability or medical condition, such as asthma or mental illness, should answer this question based on their current circumstances.

Work Capacity: ESAt/JCA Report Reference at Question (22) is auto-populated with the job seeker's last Employment Services Assessment / Job Capacity Assessment (ESAt/JCA) reference number—if one exists. You are not required to complete this question.

Question (23) Do you have any disabilities or medical conditions that affect the TYPE OF WORK you can do? (VOLUNTARY DISCLOSURE QUESTION)

Question 23 applies to all job seekers. The purpose of this question is to determine if the job seeker has any disabilities or medical conditions that affect the type of work they can do, regardless of whether it affects the hours of work they can do. It is the job seeker's assessment that should be recorded.

- If a job seeker has a current ESAt/JCA with an assessed work capacity of less than 30 hours, relevant information from the ESAt/JCA is copied into the JSCI and will contribute to the JSCI score. In this process, the JSCI answers to questions 21 and 23 will be set to 'Yes' and 'Not sure/Don't know', respectively, to ensure the appropriate number of JSCI points are allocated to this factor.

Question (24) Do you think you need additional support to help you at work as a result of your condition(s)?

Job seekers who have reported disabilities or medical conditions or who are 'Not sure/don't know' are asked **question 24** about whether they think they need additional support at work as a result of their disabilities or medical conditions. Additional support includes modifications to the workplace, changes to the job requirements or having someone else come in on a regular basis to assist the job seeker with their work duties.

Question (25) How long will your condition(s) affect your ability to work? – DO NOT READ OUT RESPONSES. Select the most appropriate response based on the job seeker's answer.

Question 25 aims to identify for relevant job seekers how long they think their disabilities or medical conditions will affect their ability to work. The question intends to capture whether or not the job seeker has an ongoing disability or medical condition which will affect their ability to find employment over the longer term.

A job seeker who is affected by an intermittent disability or medical condition, such as asthma or mental illness, should answer this question based on their current circumstances.

Job seekers who report temporary conditions should be advised that they may be eligible for an activity test exemption from DHS. If they want to seek an activity test exemption the job seeker should be advised to lodge a medical certificate with DHS.

Question (26) What is/are the conditions?

Question 26 asks job seekers to list their disabilities or medical conditions. You can select up to ten disabilities or medical conditions. Each type of disability or medical condition should be recorded only once. It is important that you try to find the disabilities or medical conditions in the list available. The response of 'Unknown' should only be used as a last resort.

- Any permanent and temporary medical conditions (lasting 91 days or greater), and disabilities identified in a job seeker's ESAt/JCA, where applicable, are merged into the list of disabilities or medical conditions identified by the job seeker in their JSCI—the JSCI will identify where the data was derived from an ESAt/JCA. Effective from: 1 Jan 18 version 2.1 Page 16 of 26

Living Circumstances

Question (27) Have you been living in secure accommodation, such as rented accommodation or your own home, for the last 12 months or longer?

Question 27 applies to all job seekers. The purpose of this question is to find out if job seekers have been living in secure accommodation for at least 12 months at the time the JSCI is conducted. For example, a job seeker who has been:

- living in secure accommodation for the whole 12 months preceding the JSCI being conducted must answer 'Yes'.
- living in secure accommodation for 11 months and emergency or temporary accommodation for 1 month in the 12 months preceding the JSCI being conducted must answer 'No'.

For the purposes of this question, secure accommodation is defined as having a reasonably fixed, regular and adequate place to stay. It includes rented or owner-occupied accommodation which may be a house, flat or caravan. Secure accommodation is not necessarily about living in the one place (e.g. a job seeker may have moved twice in the last 12 months from one form of secure accommodation to another form of secure accommodation).

- The answer to this question should be based on the job seeker's assessment.

Question (28) Are you currently staying in emergency or temporary accommodation? and**Question (29) How often have you moved in the last year?**

Question 28 applies to job seekers who answered 'No' or 'Not sure/don't know' to question 27. The purpose of Questions 28 and 29 is to identify job seekers who are homeless or living in unstable accommodation at the time of the JSCI.

For the purposes of the JSCI, job seekers can be identified as primary homeless or secondary homeless. Primary homelessness is defined as staying in a squat, sleeping out or having nowhere to stay. Secondary homelessness is defined as staying in a refuge; staying in emergency, transitional or support accommodation; staying in a hostel, boarding house or rooming house; staying in a hotel; short stays in a caravan park; temporarily staying with friend.

Stability of residence can vary in a short period of time. For job seekers identified as homeless at the time of the JSCI, Employment Providers must verify periodically (at least every three months) if their circumstances have changed and update the JSCI accordingly.

- The JSCI also takes into consideration under *Personal Factors* if a job seeker living in secure accommodation or who is currently not homeless is, due to personal circumstances, at risk of homelessness. More details are provided under the *Personal Characteristics* tab in this document.

Question (30) Do you live alone? and**Question (31) Who lives with you?**

The purpose of questions 30 and 31 is to identify the job seeker's living arrangements and family status, including any parenting responsibilities or caring for adult responsibilities. You can select more than one response for **question 31** if the job seeker does not **'Live alone'**.

'Live alone' means that the job seeker lives alone for most of the time. If a job seeker is living in a supportive share house they are considered to be living with others.

Question (32) Are you the main care-giver to this child/these children? and

Question (33) What is the date of birth of your youngest child?

Question 32 and 33 applies to job seekers who answered **'Dependent child/children under 16 years of age'** to question 31. Its purpose is to identify job seekers who have parenting responsibilities.

'Date of birth of your youngest child' refers to the youngest child for whom the job seeker has caring responsibility (regardless of whether the job seeker is the main care giver or the responsibility is shared equally). Effective from: 1 Jan 18 version 2.1 Page 17 of 26

Transport

Question (34) Do you have a valid driver's licence?

Question 34 applies to all job seekers and determines if a job seeker has a valid driver's licence. Valid means that the driver's licence is paid for and not cancelled or suspended.

An answer of **'Yes'** may be recorded for this question if the job seeker has a learner driver's licence (or its equivalent) for a motorcycle providing the learner driver's licence is valid and as long as the job seeker can use their motorcycle learner driver's licence to travel independently.

An answer of **'No'** must be recorded if the job seeker indicates that they are too young to have a driver's licence or have a learner driver's licence (or its equivalent) for a car.

Question (35) Do you have your own car or motorcycle that you can use to travel to and from work?

Question 35 is to find out whether job seekers who hold a valid driver's licence own a car or motorcycle that they can use to travel to and from work.

The job seeker may not necessarily own the car or motorcycle but they may have unrestricted access to a car or motorcycle that they can use to travel to and from work. For example, a parent or relative may have loaned a car to the job seeker to use for an extended period of time. If this is the case, the job seeker must answer **'Yes'** to this question. If the job seeker answers **'No'**, you will need to ask further questions to find out the most appropriate response.

Question (36) What can you use to travel to and from work?

Question 36 is asked of job seekers who do not own or have unrestricted access to a car or motorcycle to determine what mode of transport they are able to use to travel to and from work.

The job seeker should have sufficient or adequate access to these forms of transport. For example, if the job seeker can only access **'Other private transport'** on weekends then another response should be selected. Similarly, if they can only access public transport to reach limited locations then a more suitable response should be selected.

Criminal Convictions

Question (37 - 45)

Criminal Convictions questions vary depending on the age of the job seeker. Job seekers aged 22 years of age or younger/ Job seekers aged 23 to 27/Job seekers aged 28 years or older.

All Criminal Convictions Questions are VOLUNTARY DISCLOSURE QUESTIONS⁵

The purpose of these questions is to identify job seekers who have had a custodial or non-custodial sentence within a specified period of time. The answer to these questions should be based on the job seeker's assessment.

It is important to reassure the job seeker that you are not seeking information about the nature of their offence but only whether they have a criminal conviction (that is, they have been convicted of a criminal offence) and the length of any custodial sentence that was imposed.

The definition of a criminal offence under Commonwealth law includes:

- indictable offences which are punishable by imprisonment for a period exceeding 12 months, unless a contrary intention appears.
- summary offences which are (a) punishable by imprisonment for a period not exceeding 12 months or (b) are not punishable by imprisonment.

A criminal offence would have involved the case being referred to a court. Criminal court action pending, on bail or on remand may be recorded under Personal Characteristics where appropriate.

Personal Circumstances

Question (46) Does the following sentence apply to you? – At least one of my parents or legal guardians was regularly in paid employment when I was in my early teens. (VOLUNTARY DISCLOSURE QUESTION⁶)

Question 46 applies to job seekers aged less than 45 years. Its purpose is to identify job seekers who are or who may have been a member of a jobless family or affected by intergenerational disadvantage while in their early teens (that is, 13 to 16 years old). Job seekers should answer the question based on the parent or legal guardian they lived with the most during their early teens (that is, 13 to 16 years old). Job seekers who were not raised by a parent or legal guardian (for example, where they were raised by a grandparent but the grandparent was not their legal guardian) should have the answer 'Not applicable (for example, I was raised in an orphanage)' recorded.

Question (47) Are there any other factors which you think might affect your ability to work, obtain work or look for work that we haven't already discussed? (VOLUNTARY DISCLOSURE QUESTION)
Questions 47 identifies any other factors which job seekers think might affect their ability to work, obtain work or to look for work which has not already been discussed while conducting the JSCI or has already been discussed but has not been recorded elsewhere in the JSCI and you consider they should be recorded in the JSCI.

It would be appropriate for a person conducting a JSCI to provide some context by using examples of the types of factors that might be recorded in this area. The Employment Provider should not ask direct questions about personal factors or specific condition/s but rather ask a general question/s

⁵ A voluntary disclosure question must be asked but gives the job seeker the option to provide a response of 'Do not wish to answer'.

⁶ A voluntary disclosure question must be asked but gives the job seeker the option to provide a response of 'Do not wish to answer'.

about other factors that have not already been identified that the job seeker believes may impact on their ability to participate in employment.

Question (48) Please specify the factors: DO NOT READ OUT RESPONSES

Select the most appropriate response based on the job seeker's answer.

The Employment Provider should not read the drop down responses out loud but select the appropriate response(s) based on the job seeker's answer. More than one response can be recorded for question 49.

Question (49) For any other factors not included in the above list, please provide details:

Only record other factors for **question (49)** if they are not adequately covered by the factors in the drop down list and they do not relate to other questions contained in the JSCI.

It may be necessary to review and change previous responses based on your discussion of questions 48 and 49 with the job seeker. Please note:

- conditions such as addictions, depression, anxiety, Post Traumatic Stress Disorder (including refugee experiences of torture and trauma) and other disability, health or medical issues should be recorded under *Work Capacity* if they are expected to last three months or more.
 - **short term or temporary medical conditions should not be recorded here** and the job seeker should be advised to lodge a medical certificate with DHS.
 - criminal record should be recorded under *Criminal Convictions* but criminal court action pending, on bail or on remand should be recorded here.
 - not having a valid driver's licence or access to adequate private or public transport should be recorded under *Transport*.
 - English language difficulties should be recorded under *Language*.
 - lack of recent workforce experience should be recorded under *Work Experience*.
 - living in secure accommodation or staying in emergency or temporary accommodation should be recorded under the *Living Circumstances* tab.
- If a job seeker indicates that in the immediate future they will be unable to continue living in secure accommodation and will have to move into emergency or temporary accommodation or have nowhere to stay, they must be recorded as at 'Risk of homelessness' under the *Personal Circumstance* tab. Examples may include job seekers in housing stress, leaving violence or leaving state care who will in the immediate future have no other option but to stay in a refuge, in emergency, transitional or support accommodation, in a hostel, boarding house or rooming house, a hotel, or for a short period in a caravan park or with friends, stay in a squat, sleep out or have nowhere to stay.

Community Development Programme


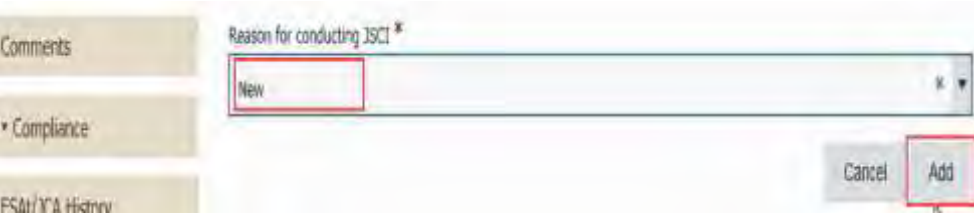


CDP GUIDELINES

JOB SEEKER ASSESSMENTS

TASK CARDS

Job Seeker Assessments

<p>PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.</p>	
<p>STEP 1</p>	<p>You conduct the registration/commencement interview which will include the administration of the Job Seeker Classification Instrument (JSCI).</p> <p><i>*If the IT System is unavailable at the time, the JSCI responses can be written on the paper version and then responses entered into the CDP IT system once the system becomes available.</i></p>
<p>STEP 2</p>	<p>Conduct the JSCI in a private, culturally appropriate setting, where you will be free from interruptions and/or distractions. Use an interpreter if required.</p>
<p>STEP 3</p>	<p>Read and become familiar with the Explanation of the JSCI Questions Advice (see <i>Further Reading & Related Documents</i> on page 16) as this will provide invaluable information in helping you to deliver the JSCI to gather more information from the job seeker.</p>
<p>STEP 4</p>	<p>Build rapport with the job seeker to create an environment where the job seeker will feel more comfortable to answer the questions at a greater level of detail.</p>
<p>STEP 5</p>	<p>Advise the job seeker of the privacy statement by reading it out. It can be found at the top of the paper version of the JSCI prior to commencing the JSCI.</p>
<p>STEP 6</p> <p>To begin, select Job Seeker from the Home page. Then select Job Seeker Classification Instrument. Scroll to the bottom of the page and then click <Add JSCI>.</p>	 <p>The screenshot shows a web interface for 'Job Seeker JSCI'. On the left is a navigation menu with items like 'Case Summary', 'Comments', 'Compliance', 'ESAI/JCA History', 'Incident Report', 'Individual Participation Plan', 'Job Seeker Diary', and 'Inclusion'. The main content area is titled 'ESAI or JCA' and contains sections for 'Personal Factors Assessment Outcome', 'Disability Assessment Outcome', 'Special Needs Assessment Outcome', and 'Expiry Date'. At the bottom right, there are buttons for 'Print Details', 'View History', 'View Questions', and 'Add JSCI', with the 'Add JSCI' button highlighted in red.</p>
<p>STEP 7</p> <p>Select your reason from the list (for example, if you are conducting a Direct Registration, select New or the most appropriate option).</p>	 <p>The screenshot shows a dropdown menu titled 'Reason for conducting JSCI *'. The 'New' option is selected and highlighted with a red box. Below the dropdown are 'Cancel' and 'Add' buttons, with the 'Add' button highlighted in red.</p>

Job Seeker Assessments

PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.

STEP 8

Start with **Step 1 Work Experience**. Record the job seeker’s information. Click **<Next>** to move to **Step 2 Education and Qualifications**.

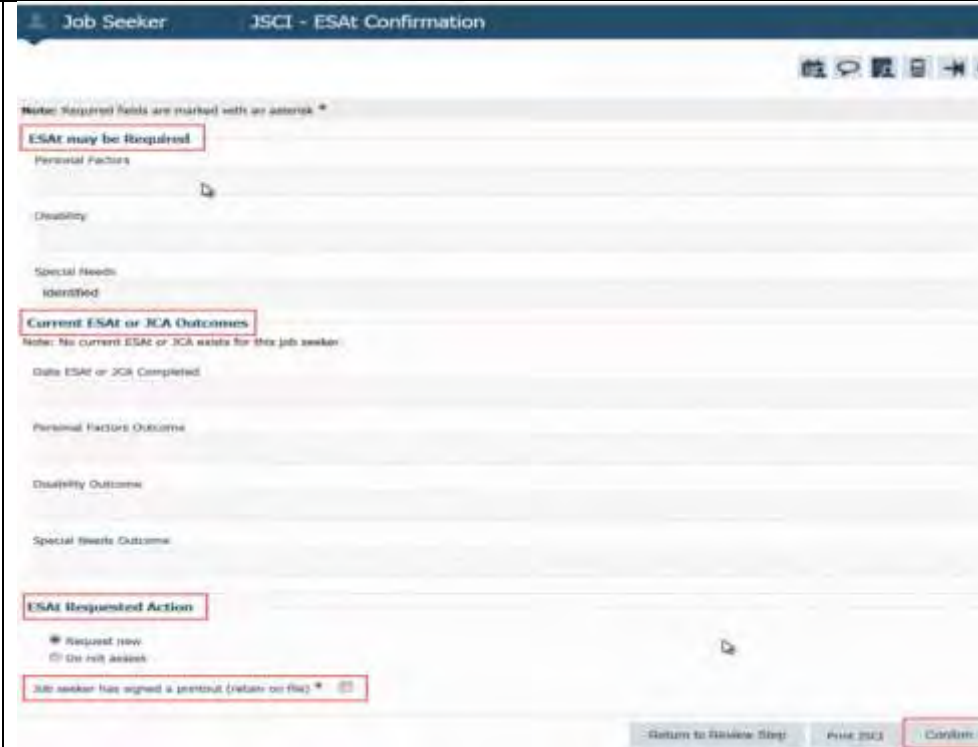


STEP 9

Move through each step, as displayed by the progress ribbon at the top of the screen. Once you have finished you should review the information with the job seeker (which you can do at **Step 10 Review**). Then scroll down to the bottom of the **Review** page and click **<Submit>**.

STEP 10

The JSCI-ESAt Confirmation Page will now be displayed.



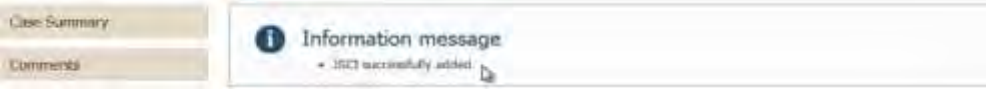

STEP 11

Check the **ESAt May be Required** fields to see if the JSCI identified any factors which indicate an ESAt may be required.

Job Seeker Assessments

<p>PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.</p>	
	<p>11 A</p> <p>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 an assessment by ESAt. Go to Step 19.</p> <p>11 B</p> <p>If the word ‘Identified’ displays under one or more of the Personal Factors, Disability or Special Needs, the job seeker has disclosed multiple or complex barriers to employment and MAY REQUIRE further assessment through an ESAt.</p> <p>You will still need to check whether the Job Seeker has an active ESAt which assessed the same barriers. Go to Step 12.</p>
STEP 12	<p>Check if an ESAt already exists by looking at the ‘Current (<i>valid</i>) ESAt or JCA Outcomes’.</p> <p>On the ‘Job Seeker Classification Instrument – ESAt Confirmation’ Screen in the ‘Current ESAt or JCA Outcomes’ section: If the No Current ESAt exists for the job seeker displays, the job seeker does not have a current ESAt.</p> <p><i>Note:</i> If an ESAt exists (or one has been completed previously) you can view the latest version of the ESAt by going to the Job Seeker menu and opening the ESAt/JCA History page.</p>
STEP 13	<p>Determine whether the job seeker needs to be referred for an ESAt, based on the barriers which have been Identified in the ESAt May be Required fields. You should also use your knowledge about the job seeker’s barriers or circumstances, based on the JSCI interview.</p>
STEP 14	<p>If any information is displayed (for example, a date in the Date ESAt or JCA completed field, Low/Medium/High Impact under Personal Factors Outcome) then the job seeker already has a current ESAt.</p>
STEP 15	<p>Based on the information about this previous ESAt, if there are any Identified barriers in the JSCI and any changes in the job seeker’s circumstances since their last assessment, you should make a decision about whether to stay with the current ESAt, or refer the job seeker for a new ESAt.</p>
STEP 16	<p>Based on your decision of whether to stay with the current ESAt or refer the job seeker for a new ESAt, the ESAt Requested Action field needs to be completed by recording your decision i.e.: (by selecting either Request New or Do Not Assess).</p>
STEP 17	<p>Click Print the JSCI button on the bottom right of the screen and ask the job seeker to review and initial each page and sign the last page to verify the information is correct.</p>

Job Seeker Assessments

<p>PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.</p>	
<p>STEP 18</p>	<p>Once signed, verify this on the CDP IT system by clicking the checkbox labelled Job Seeker has signed the print out (Retain on file).</p>
<p>STEP 19</p> <p>Then click <Confirm>. Once confirmed, the JSCI success message will be displayed.</p>	 <p>STEP 19 A</p> <p>If an ESAt is not required, use relevant information in the JSCI to develop a Job Plan. Refer to Module One - Chapter 5 on Job Plans.</p> <p>STEP 19 B</p> <p>If an ESAt is required, go to the Referral > Refer Job Seeker Screen to manually refer the job seeker to an ESAt appointment. Go to Step 20.</p>
<p>STEP 20</p>	<p>Before referring the job seeker to an ESAt for medical conditions identified in the JSCI, it is best if you ensure that the job seeker has current and relevant medical evidence to support their condition(s).</p> <p>In limited circumstances an ESAt referral may be made without medical evidence, for vulnerable job seekers with a suspected mental health condition, who are unable to be effectively assessed through normal procedures. All cases must be discussed with an Assistant Director in DHS before proceeding to make a referral without medical evidence. Providers should contact the FOCUS Response Team on 1800 986 114 to ask to speak to an Assistant Director.</p>
<p>STEP 21</p> 	<p>To maximise attendance you may consider batching and coordinating appointments, which will increase the likelihood of face to face delivery and creates efficiencies for the provider (and DHS) in booking interpreting services.</p> <p>If you have a number of job seekers to refer, you may consider ‘batching’ the job seeker referrals until DHS are able to conduct the assessments preferably in person for a future date. You may wish to consider holding a family/community BBQ, arranging the ESAt’s around monthly contact appointments, or when job seekers are with family shopping (to maximise attendance at the assessment). DHS visits to communities are very resource intensive, and to provide the highest possible quality, and best value for money, full attendance at assessments is critical and prior collection of medical evidence is preferable.</p>
<p>STEP 22</p>	<p>If you have decided to refer a job seeker to an ESAt, select the Job Seeker from the Home page.</p>
<p>STEP 23</p>	<p>Select Referral from the left hand menu. And click on Refer Job Seeker.</p>

Job Seeker Assessments

PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.

STEP 24

Local DHS Assessment sites are listed automatically, but you can do a manual search to find other assessment sites if you need to. Select a DHS Assessment Site and click on **Select Provider**.

STEP 25

Record the referral information, including **Referral Reason, Referring Officer Name** and **Contact Number** and other details (**Other Notes** and **Special Needs**) if required. Noting that this information may be recorded in the assessment report which may be viewed by the job seeker.

STEP 26

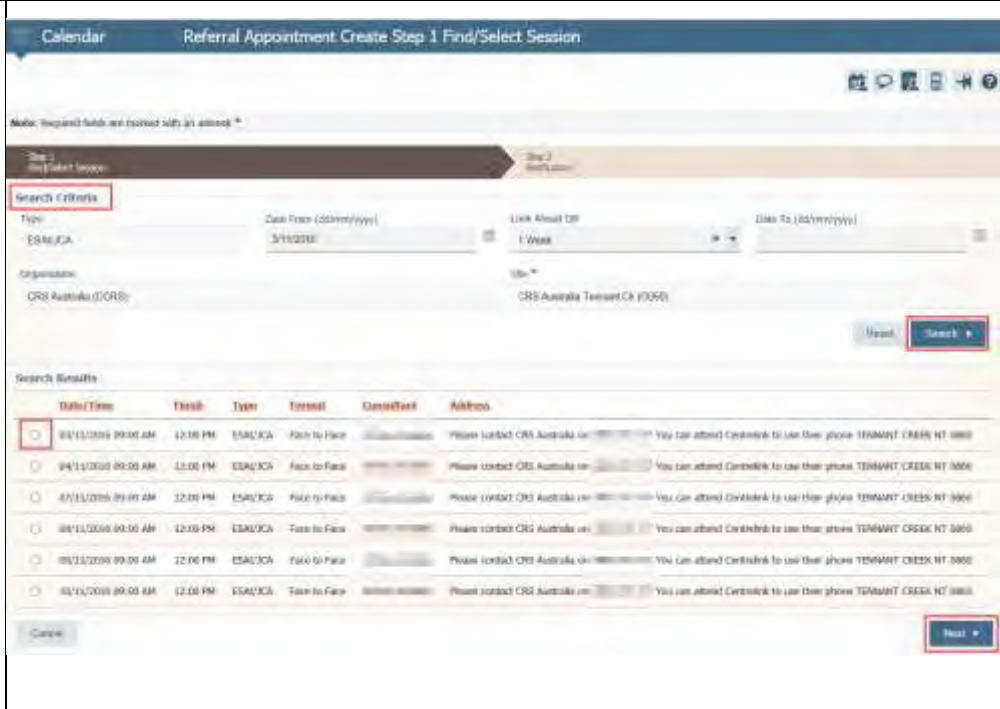
Click on **<Create Referral and Appointment>**.

Job Seeker Assessments

PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.

STEP 27

You will now be able to search for available interview times for the DHS Assessment Site. Select an appointment date and time. Then click **Next**.



STEP 28

If there are no appointments available, you will need to advise DHS and request appointments be made available. (Remember the ability to batch appointments to increase job seeker attendance and to increase efficiencies for you and DHS). To request additional sessions:

- a. Email Human Service’s FOCUS Response Team at: Focus.Response.Team@humanservices.gov.au
- b. The FOCUS Response Team will contact you within 24 hours to make the required sessions available.
- c. Use the following email subject heading with asterisks: *****CDP ESAAt Session Required*****
- d. Indicate the **number of appointments you require, the site they are required at and any interpreter needs.**
- e. You may wish to recommend suitable times that work best for the job seeker to increase the likelihood of attendance.
- f. Requests for appointments should be made to DHS at least 8 days in advance of when you would like them to take place, to provide you, the job seeker and DHS appropriate time to prepare.
- g. Refer to the Guidelines for additional escalation procedures if required.

Job Seeker Assessments

PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.

STEP 29

Enter the **Format Details** (Format Details relates to how the appointment is being delivered i.e. face to face, over the phone, etc.) Select the **Notification** method from the drop down menu and select the appropriate **Notification Option** (selecting Cohort means that the job seekers characteristics and appointment history will be used to determine details in the notification. Selecting Standard will generate a standard form of notification). Click **<Next>**.

The screenshot shows a web form titled "Referral Appointment Create Step 2 Notification". At the top, there are tabs for "Calendar", "Referral Appointment", and "Create Step 2 Notification". A progress bar shows "Step 1: Referral/Screen" and "Step 2: Notification". A note states: "Note: Required fields are marked with an asterisk *".

Fields in the form include:

- Format Details *** (highlighted with a red box)
- Special Requirements**
- Notification Method *** (set to "Face to face (initial)", highlighted with a red box)
- Notification Options *** (with radio buttons for "Cohort" and "Standard", "Cohort" is selected, highlighted with a red box)
- Notification Option Description**: "Cohort: History of non-compliance"
- Formal Script**: A series of text blocks providing appointment details and instructions, including placeholders like [APPOINTMENT DATE], [APPOINTMENT TIME], and [APPOINTMENT LOCATION].
- Compliance Warning issued to Job seeker**: Two checkboxes, both unchecked. The first is "Compliance Warning issued to Job seeker *". The second is "Case history for appointment directly with the job seeker. They have indicated the trip is suitable and their responsibility is clear."

At the bottom right, there are "Previous" and "Next" buttons. The "Next" button is highlighted with a red box.

Job Seeker Assessments

PROCESS: Job seeker directly registers with you / or job seeker is referred to you following the job seeker’s application for income support.

STEP 30

You will now be on the screen for Step 3. Review the details of the appointment and if they are all correct, click **<Submit>**.

STEP 31

You should now see a **Success Message** which, indicates the appointment has been created.

STEP 32

You should continue to service the job seeker as usual pending the outcome of the ESAt has been determined.

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CDP GUIDELINES

JOB SEEKER ATTENDANCE AND COMPLIANCE

Job Seeker Attendance and Compliance

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Job Seeker Attendance and Compliance

Introduction

Ensuring job seekers attend appointments and activities is a fundamental part of your role. It underpins the policy intent of CDP to increase employment for people in remote regions of Australia and to break the cycle of welfare dependency. This occurs when job seekers engage in the program and receive the skills and support they need to move along a pathway towards a job.

Once you have determined a job seeker’s Mutual Obligation Requirements, completed a Job Seeker Classification Instrument (JSCI) and developed a Job Plan with them, there are a range of tools you can employ to encourage attendance. These are covered in detail in the Servicing Job Seekers chapter.

This chapter will look at the correct way to monitor and record job seeker attendance and the options available to you if job seekers do not attend.

Monitoring and recording job seeker attendance

You must monitor the attendance of job seekers at appointments and activities and for those who are referred to a Work for the Dole activity you must monitor and record their attendance at the activity.

Diagram: Activity Referrals

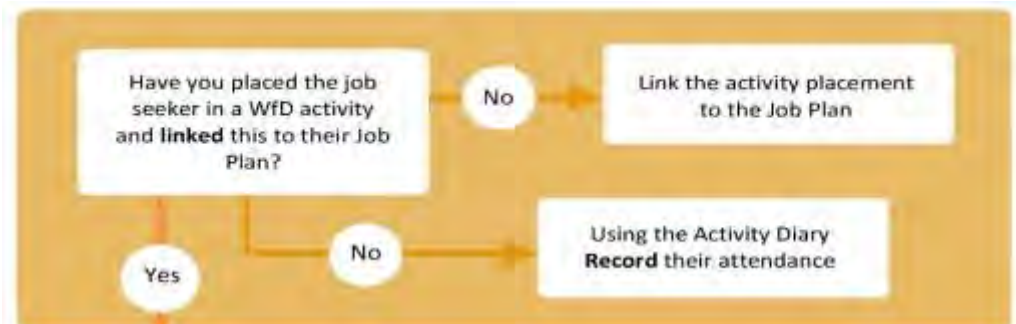
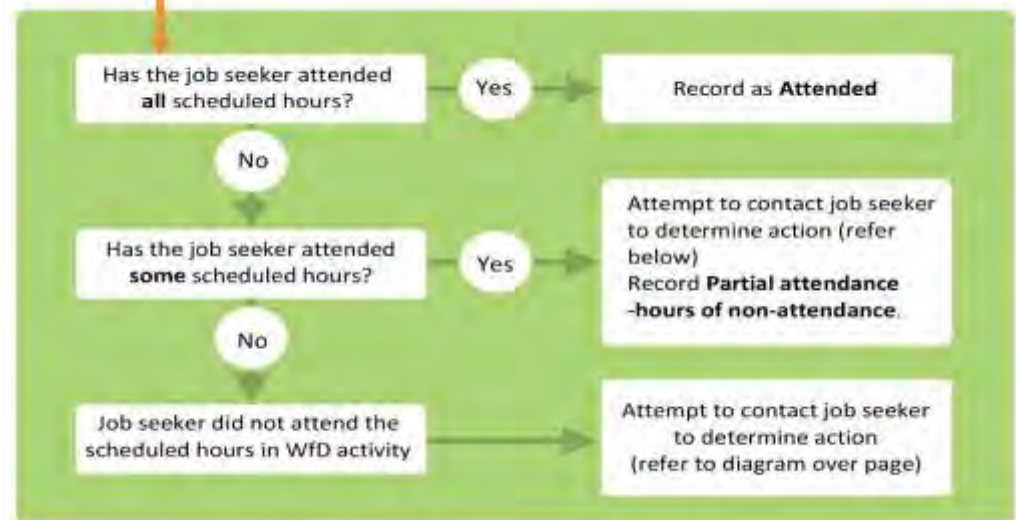


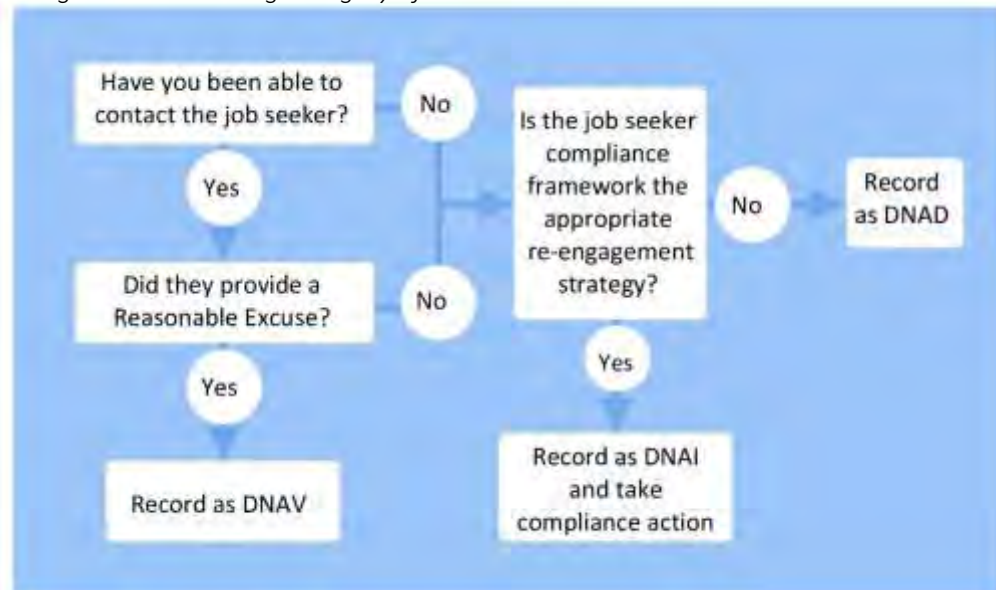
Diagram: Record Attendance in Activity Diary



Job Seeker Attendance and Compliance

Monitoring and recording job seeker attendance

Diagram: Determining Category of Non-Attendance



Furthermore, if job seekers fail to comply with their requirements, you must take action in accordance with the Funding Agreement, including applying the Job Seeker Compliance Framework in an attempt to re-engage job seekers that are not participating appropriately.

This means for all appointments with job seekers you must enter an appointment result in the calendar in the CDP IT system. You must also monitor job seeker attendance at activities by using timesheets (completed by activity supervisors or host organisations) and record the results in the CDP IT system using the Activity Diary.

Linking activity placements to the Job Plan

Each step of the job seeker pathway from commencement through to a Job Plan, activity placement and employment is linked in the CDP IT system. It is important to keep these links up to date in the system, to assist with day-to-day workflows and to ensure you have a complete picture of the job seeker's requirements. Once this is done, you will find it much easier to manage day-to-day workload around compliance reporting, which can help to build attendance in activities. Information on how to link job seeker's activity placements to their Job Plan are in the Job Plans chapter.

Activity Diary

Recording Results in the Activity Diary

You must use the Activity Diary to record work-like activities the job seeker undertakes to meet their Work for the Dole requirements and enter job seeker attendance in those activities in the Activity Diary. For further information on the Activity Diary refer to the Activity Diary and Noticeboard chapter.

You must schedule all Work for the Dole activities (days and times) in the Activity Diary. The number of fortnightly hours scheduled must equal the required hours in a job

Job Seeker Attendance and Compliance

Activity Diary

seeker’s Job Plan. It is important to record activity attendance correctly as it impacts on job seeker payments as well as provider performance and payment calculations.

Recording Attendance in the Activity Diary

*You **must** use the Activity Diary to record job seeker attendance in Work for the Dole activities. You are **not required** to use this tool to record attendance at other activities such as monthly contact appointments or other servicing appointments.*

PM&C closely monitors how you record attendance. The Activity Diary is the principal mechanism for reviewing job seeker attendance in activities and for calculating monthly payments. The task card *Recording required hours and attendance for a job seeker* at the end of this chapter provides information on how you record attendance results using the Activity Diary in the CDP IT system. For further information refer to the Payments chapter.

Options for recording results

The table below details the options in the CDP IT system when recording the attendance of job seekers.

Attendance Results Options

Information on the steps involved in recording attendance using the Activity Diary in the CDP IT system are detailed in the task cards at the end of this chapter.

Result recorded	When to use
Rescheduled (RESC)	You decide that the job seeker has a Valid Reason for not complying (before the requirement start time) and you decide to reschedule the requirement.
Attended (ATT)	The job seeker attended or participated in the requirement where they have arrived on time and at the correct location, behaved appropriately, treated staff and others with respect, and participated for the duration of the requirement.
Partial Attendance	The job seeker has not attended all of the scheduled hours for the day. Tick the ‘Partial Attendance (hours of non-attendance)’ box – this allows you to record both hours attended as well as the hours of non-attendance for that day.

Job Seeker Attendance and Compliance

Activity Diary

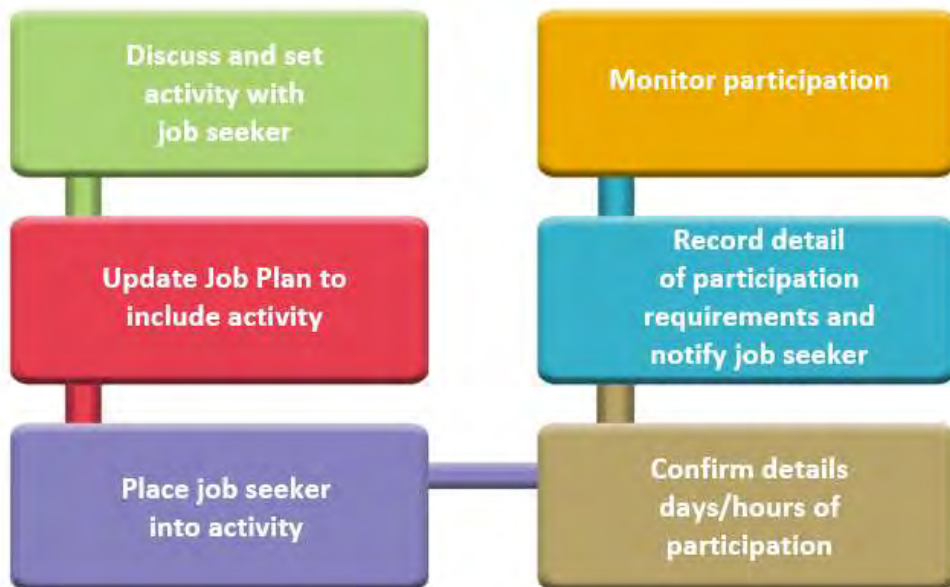
<p>Did Not Attend – Valid (DNAV)</p>	<p>The job seeker did not attend or participate in the requirement and you decide that the job seeker has a Reasonable Excuse (information on Reasonable Excuse is provided on page 6).</p> <ul style="list-style-type: none"> Where a job seeker has not made prior contact, you must attempt to contact them on the same day to determine why they have not attended the activity and why they did not make contact beforehand. <p>You must only use DNAV if the job seeker has a Reasonable Excuse for not attending, except in some exceptional circumstances (details on exceptional circumstances provided later in this chapter).</p> <ul style="list-style-type: none"> You cannot use DNAV if you have not made contact with the job seeker, except in some cases of Sorry or Cultural business (see this section below for more details). If you select DNAV, you must enter a reason from a drop-down in the Activity Diary. Additionally, if you select the reason ‘Other’ you will be required to describe the reason. As entering DNAV is a payable result, the department may seek documentary evidence to support this action. You should record details of your contact with the job seeker and the reason for non-attendance on the comments screen in the CDP IT system.
<p>Did Not Attend – Discretionary (DNAD)</p>	<p>The job seeker did not attend or participate in the requirement and you decide that the job seeker did not have a Reasonable Excuse or contact could not be made, and you have decided not to report the non-compliance to DHS because it is not the best strategy to re-engage the job seeker at that point in time.</p>
<p>Did Not Attend – valid (DNAI)</p>	<p>The job seeker did not attend or participate in the requirement and you decide that the job seeker did not have a Reasonable Excuse, or contact could not be made and you will be using the job seeker compliance framework.</p> <ul style="list-style-type: none"> Once you are aware of the non-attendance, a DNAI result must be lodged on the day you decide to use this result and within 10 business days of the incident date. For Work for the Dole (WfD) required job seekers, every time you record a DNAI result, you must complete and submit a Participation Report (PR) by close of business the same day as entering the DNAI result (except where there is an outstanding Comprehensive Compliance Assessment (CCA) in place).

Job Seeker Attendance and Compliance

Activity Diary

	<ul style="list-style-type: none"> ○ If you try to submit a PR for a job seeker while a referral to a CCA is in place, it will automatically be rejected by DHS. You will need to monitor when CCAs have occurred, as PRs may need to commence again. • For WfD required job seekers you will only be paid for DNAI results if you have lodged a PR and the job seeker re-engages (this means the job seeker attends the activity) within 14 days. • For job seekers not required to participate in WfD, you will only be paid for DNAI results if WfD is a voluntary activity in the Job Plan and you re-engage the job seeker within 14 days. Do not submit a PR for voluntary job seekers. • Job seekers aged 50-59 are an exception – if they volunteer to participate in WfD this must be included in their Job Plan as a compulsory activity (a PR should be submitted for a DNAI result for this cohort). • For any job seeker with an outstanding CCA you will be paid for DNAI results if you re-engage the job seeker within 14 days (you do not need to submit a PR when there is an outstanding CCA).
<p>Did not Enter or sign a Job Plan (DNEP)</p>	<p>The job seeker attended or participated in their requirement but did not agree to a Job Plan or sign an updated Job Plan either in person or online through the Australian JobSearch website.</p>

Recording Activity Attendance Quick View



Job Seeker Attendance and Compliance

Reasonable Excuse and Valid Reason for non-attendance

Valid Reason and Reasonable Excuse

When determining whether a job seeker has a reasonable excuse for non-attendance, you will need to use your judgement and knowledge of the job seeker. Generally, the measure of 'validity' is whether a member of the public would accept the circumstances as reasonable. For example, given that the focus is for job seekers to develop work-like behaviours and move into sustainable paid employment, would the reason that the job seeker provides be accepted by an employer?

You will then need to determine what is acceptable in the context of the specific situation. You must consider why the job seeker was unable to meet their requirements and whether it is a valid excuse for non-attendance. There are specific criteria you should consider outlined in *Section 3.1.13.90 of the Guide to Social Security Law*.

You should also consider the degree of flexibility afforded to the job seeker in the past and what effect this has had on the job seeker's compliance with requirements (for example, have there been many instances of non-attendance or have appointments/activities repeatedly been rescheduled).

If, taking the above factors into account, you consider the reason to be valid, you must record this in the CDP IT system and make other arrangements for the requirement such as rescheduling the relevant appointment or activity for a suitable time. If it is not appropriate to reschedule the requirement, you must ensure that the job seeker is aware of their next requirement to engage with you (for example, if an activity cannot be rescheduled, you should remind the job seeker of their next appointment).

Incarcerated job seekers

If you become aware that a job seeker has been incarcerated, you cannot enter DNAV - as you are unable to provide services to the job seeker. You should enter DNAD until Centrelink takes appropriate action resulting in the suspension of the job seeker from your caseload.

You cannot enter DNAV if you have not established a valid reason for non-attendance.

Cultural and Sorry Business

What is cultural and sorry business

Indigenous cultural business relates to the cultural practices of Indigenous Australians. It is different to sorry business, which refers to the passing of an Indigenous Australian and the period of observance that follows. It could also include attending the funeral.

This means CDP participants may be unable to participate in the program or meet their Mutual Obligation Requirements for periods of time. Information from the DHS guide to undertaking Indigenous Cultural Business is provided in **Attachment A**.

Supporting cultural business

You have significant flexibility to support job seekers and communities in maintaining and strengthening connections with their local culture and traditions.

Job Seeker Attendance and Compliance

Cultural and Sorry Business

Cultural activities can be designed and delivered to support cultural engagement and deliver cultural outcomes. Cultural outcomes can be an end in themselves or incorporated into a vocational or educational outcome and embedded into all parts of the CDP service.

In addition to embedding cultural activities into the daily activities of job seekers, the CDP allows job seekers to participate in cultural business and attend up to two weeks without any loss of their income support payments and no action taken under the compliance framework.

Exemptions for cultural and sorry business

You should encourage job seekers to seek an exemption from DHS for cultural or sorry business. A job seeker cannot meet their Mutual Obligation Requirements by undertaking cultural business and in these cases may be granted an exemption from meeting their requirements.

Recording attendance for cultural business and sorry business

If the job seeker has informed you prior to the occurrence of cultural or sorry business, this would be considered a Valid Reason for non-attendance. In these situations, you would record DNAV for a period of up to two weeks (select 'cultural business' in the 'Reason for DNAV' drop-down list). You should also record information about the period of non-attendance on the comments screen in the CDP IT system.

For periods longer than two weeks, a job seeker will need to seek an exemption from DHS.

If the job seeker has not informed you prior to the occurrence of cultural or sorry business, but you become aware of the circumstances through community, family members or other reliable sources, you may record DNAV for up to two weeks. Comments should be added in the IT system to support your decision.

If you are not aware of, or cannot validate the occurrence of cultural business or sorry business occurring in the community, you must not use DNAV (you should use your discretion as to whether to apply the compliance framework). If you choose not to use the compliance framework, DNAD must be used.

Provider payments

Under the outcome-based payment arrangements, where a job seeker attends cultural business:

1. If the job seeker has an exemption from DHS to undertake cultural business, you will receive a basic payment for each day of the exemption.
2. If the job seeker does not have an exemption from DHS, normal payment arrangements will apply (outlined in the Payments chapter).

If a job seeker fails to re-engage, compliance action must be taken. Payments will be subject to re-engagement of the job seeker within 14 days.

Planning and Building visibility of cultural business

You should be actively engaged with local Indigenous community members and DHS officers in your regions to ensure visibility of cultural business and who will be involved.

Job Seeker Attendance and Compliance

Cultural and Sorry Business

This will assist you in taking a proactive role in the scheduling of cultural business when deemed appropriate. For example, in some instances it may be possible for cultural business to be scheduled to take place during school holidays so that school attendance is not affected.

As best practice, you should contact DHS to confirm that the cultural business is actually occurring.

By having better visibility you can also establish activities that may support cultural business when appropriate. This could include the clearing of sites for upcoming ceremonies, erecting shade and assisting with organizing, and preparing food for the cultural business.

Communication with job seekers

Establishing open communication with job seekers is one of your key obligations and you should advise them to seek an exemption from DHS when you become aware that they will be taking part in cultural business. You must ensure they are aware of the impact on their income support payment if they fail to do this. You may also assist job seekers to contact DHS if needed. See the Setting Up and Managing Activities chapter for information on CDP activities to complement Cultural Business.

Role of DHS

When a CDP job seeker applies for an exemption, DHS will verify through their established network of Indigenous Service Officers (ISOs) that the relevant cultural business activities are happening.

The period of exemption applied by DHS for cultural and sorry business will be tailored to the individual circumstances. If an individual's participation can be verified but the likely length of that cultural or sorry business cannot be reliably ascertained at that time, a short initial period of exemption will be granted (for example two weeks) and then extended if further information is obtained that deems this appropriate.

When DHS grants an exemption this is reflected on the job seeker's record, which you are able to see reflected in the CDP IT system on the Participation Profile screen.

Role of the PM&C Network

Account/Contract Managers can assist you to:

- Understand your role.
- Build visibility of upcoming cultural and sorry business and develop CDP activities to complement cultural business. This may include facilitating discussions about the impact of cultural business on community participation and school attendance.

Account/Contract Managers can also assist by providing information on options available for managing job seeker's leave due to cultural or sorry business.

What if job seekers leave community without informing you?

Job seekers may leave their community to undertake cultural business without informing you or DHS. You should firstly contact your local DHS office to establish

Job Seeker Attendance and Compliance

Cultural and Sorry Business

whether there is any knowledge of cultural business in the community and who might be participating.

If DHS can verify there is cultural business occurring in the community you should attempt to contact the job seeker to advise them to talk to DHS to seek an exemption if they haven't already done so.

If DHS has not granted an exemption you should decide whether to take appropriate compliance action in line with the job seeker compliance framework. If you decide to take compliance action you should record that the job seeker did not attend using the 'Did Not Attend Invalid' code and lodge a Non-attendance Report (NAR) or Participation Report (PR).

CDP activities in small communities

Considerations for delivering activities in small communities with 10 or less job seekers

There are additional challenges in servicing very small, isolated and remote communities, outstations, and homelands. The dispersed or isolated nature of the region requires a tailored approach to delivering CDP activities. You must still deliver quality activities that follow the same principles as for larger communities in providing job seekers with relevant skills and experiences that meet their needs and the needs of the community.

All CDP activities should provide daily work routines with a reasonable number of hours of activity each day over a five day week, with clear tasks and responsibilities that work towards the completion of milestones



Compliance Reminder: Monthly visits to small communities

As a minimum, you must make monthly visits to small communities to engage with job seekers and the community and ensure that activities are running smoothly with milestones being achieved. As well as checking on the progress of activities you must also conduct monthly contact appointments with your job seekers, repeat assessments and update their Job Plans as required.

If you have concerns that milestones are not being met you should attempt to visit at unscheduled times and/or more frequently. More information on delivering CDP activities in small communities is provided in the Setting Up and Managing Activities chapter.

Recording attendance in small communities

Where there is a supervisor or a nominee appointed they will record attendance in activity timesheets daily, but if this is not the case then job seekers will be expected to record their own attendance in timesheets each day. You can choose from the following two options when recording attendance in the Activity Diary, but whichever option is selected, you should note how much progress has been achieved against the expected milestones to ensure attendance is being accurately recorded as part of the monthly site visits.

Job Seeker Attendance and Compliance

CDP activities in small communities

Option 1

You should record attendance in the Activity Diary when timesheets are received, preferably on a weekly or fortnightly basis via the Supervisor App. However, if this is not practical, timesheets may be collected monthly when visits are made to check milestones, but you should take the payment calculation date into consideration to ensure that attendance is entered prior to this date so you receive the correct outcome payments.

Option 2

You should record attendance in the Activity Diary on a daily basis as 'Attended' unless made aware that non-attendance has occurred. Then, when timesheets are received, the result is amended (if required) to correctly reflect the attendance information in the timesheets. However, you must attempt to contact the job seeker at least once before recording instances of non-attendance in the Activity Diary and taking compliance action. More information on the use of compliance action is detailed below.

You should be mindful of the payment cut off timeframes and adjust your business practices accordingly to ensure results entered accurately reflect job seeker attendance.

Where possible, you should use the Supervisor App to record attendance in activities. This could be provided to the nominee or supervisor (if there is one) and attendance recorded when an area of connectivity is found as often as practicable.

Compliance action in small communities

When you become aware of job seeker non-attendance at an activity, you must attempt to contact the job seeker to discuss the non-attendance and then consider whether to take compliance action. You need to make a decision on whether to use the compliance framework on the same day that you become aware of the failure. If you decide that using the compliance framework is the best course of action, you must report the incident to DHS on the same business day that you make this decision.

You could also take compliance action for non-attendance that has occurred prior to your visit, providing you have a reliable witness that can verify the non-attendance. For example, verification may be provided by a nominated job seeker or community member who is recording attendance on a time sheet each day. Again, you must attempt to contact the job seeker at least once to discuss the non-attendance, prior to taking compliance action.

In addition, it would be best practice to contact job seekers more regularly if possible to discuss attendance, rather than waiting for time sheets or relying solely on feedback from those nominated to record attendance. File notes should be kept to provide supporting evidence of any decisions you make.

Job Seeker Attendance and Compliance

Recording attendance in exceptional circumstances

Activities unable to be run due to reasons outside your control

- In a small number of circumstances, you can seek approval from your PM&C Account/Contract Manager to use DNAV when the ability to run an activity is outside of your control including:
 - Where there is damage to your premises due to community unrest/vandalism.
 - Where severe weather/natural disaster has prevented activities running etc.

For more information on managing natural disasters see the Servicing Job Seekers chapter.

Activities unable to be run due to staffing absence

- In situations where an activity is not able to be run due to injury or illness of the supervisor (including leave for compassionate reasons), you must seek prior approval from PM&C to record the first two days ONLY as DNAV.
- If the activity continues to be unable to be run beyond this time, you must record DNAD from the third day onwards until a new supervisor is found.
- In both circumstances, the following principles will be considered before approval by PM&C is given to use DNAV:
 - The use of DNAV is not masking ongoing recruitment or staffing issues and the provider usually has back-up arrangements for staff shortages
 - The circumstances are considered one-off and unforeseen
 - DNAV would only be used on a very short-term basis (longer periods would require the use of DNAD).

If approved to use DNAV, when entering the result in the Activity Diary, select the DNAV reason 'Other' and detail the relevant reason.

Job seeker compliance

Under Social Security Law, broadly speaking all job seekers with Mutual Obligation Requirements in receipt of income support are required to attend appointments, look for work and undertake activities to improve their employability and contribute to their communities. A job seeker's full-time or part-time Mutual Obligation Requirement status is determined by DHS, based on a range of factors including: income support type, age, work capacity, whether year 12 or equivalent has been completed, and whether they have primary care of a child.

You have a significant role in overseeing Mutual Obligation Requirements for job seekers by monitoring their participation and, where job seekers are not compliant, making decisions about utilising the compliance framework or re-engaging job seekers through other strategies.

Building trust and rapport with job seekers, listening respectfully to their needs, and providing and engaging them in quality services are all strategies that reduce the need for compliance action. The Job Seeker Compliance Framework should only be used as a last resort.

Job Seeker Attendance and Compliance

Job seeker compliance

Compliance Reminder: Compliance actions

You should refer to *Clause 24.14 of RAC 1 of the CDP Funding Agreement* for details of your obligations regarding taking compliance action. Prior to taking action under the job seeker compliance framework in relation to any CDP job seeker, you must successfully complete job seeker compliance framework training via the online Learning Centre. This includes successful completion of the *Strengthening the Job Seeker Compliance Framework Quiz*.

When you determine it appropriate to use the job seeker compliance framework you will generally start the process by reporting the incident to DHS. Consistent with the *Social Security (Administration) Act 1999*, DHS 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).

Framework

Under the *Social Security (Administration) Act 1999*, financial penalties may be enforced on those who fail to meet their requirements without good reason; these decisions are made by DHS. However, you have a number of strategies you 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 you believe this will be a more effective way of re-engaging the job seeker than taking compliance action.

The Job Seeker Compliance Framework only applies to job seekers with Mutual Obligation Requirements. The framework is designed to encourage job seekers to engage with you at appointments, undertake activities to meet their requirements and actively look for work.

It also assists you to quickly re-engage job seekers who do not comply with their Mutual Obligation Requirements. You can report non-compliance to DHS, who make compliance decisions under the Social Security Law, including income support payment suspensions and the application of financial penalties where job seekers do not have a Reasonable Excuse. You have flexibility to choose when you report non-compliance and when you use discretion and other strategies to re-engage or positively influence the job seeker's behaviour.



Compliance Reminder: Job seekers need to understand their obligations

You must ensure that job seekers understand their Mutual Obligation Requirements and what is required of them in CDP. You must also explain the consequences if they fail to participate and meet these requirements, including potential compliance action and financial penalties.

Job Seeker Attendance and Compliance

Ensuring job seekers are aware of their requirements

Job Plans

Under the Social Security Law, job seekers must enter into and agree to the terms of a Job Plan. The Job Plan will include the Appointments, Job Search Requirements and any other activities that will enable the job seeker to meet their Mutual Obligation Requirements.

When deciding what to include in the Job Plan, you must consider the job seeker's individual circumstances, including their work capacity where relevant, personal needs, caring responsibilities and capacity to comply with the requirements. For more information on Job Plans, see the Job Plans chapter.

You must ensure that job seekers are correctly notified of their Mutual Obligation Requirements so that job seekers are aware at all times of what the Social Security Law requires them to do in return for their income support payment. You must use the CDP IT system to record the way that the job seeker was notified of their requirements. This enables you to be able to take action using the job seeker compliance framework for non-compliance where you choose to do so.

Formal Notification of requirements

You must ensure that the following details are included in the formal notification:

- the nature of the requirement (e.g. appointments, activities, entering into a Job Plan);
- the date and time of the requirement or when it needs to be completed by;
- the location of the requirement where relevant (for example, Appointments and activities);
- the consequences of failing to meet the requirement; and
- a statement that it is a notice under the Social Security Law. The statement explains to the job seeker that the appointment or activity, for example, is part of their requirements in order to receive income support payments.

Other requirements when issuing formal notification include:

- Where a job seeker is required to attend an appointment, you must ensure the notice includes the purpose of the appointment.
- Job seekers must be advised that, if they have a Valid Reason for not being able to meet their requirements, they must contact you beforehand to advise of this.

If a job seeker is required to attend an appointment or activity, you must give reasonable notice ahead of the appointment or day of the activity. Reasonable notice gives the job seeker sufficient time to prepare for the requirement, for example to arrange transportation.

Types of formal notification

A job seeker can be notified of the details of their requirements either by including them in the job seeker's Job Plan or by issuing separate formal notification to the job seeker. In either case, the job seeker should be provided with a copy of their Job Plan.

Job Seeker Attendance and Compliance

Ensuring job seekers are aware of their requirements

a) Using the Job Plan

The Job Plan can be used as the full formal notification only if the time, date and location details (where relevant) of the particular requirements are included. You will generally be unable to include all of these details at the time the Job Plan is being developed, so you must issue the job seeker with separate formal notification to support the Appointment and activity requirements in the Job Plan.

The Job Plan can also be used as the full formal notification for Job Search Requirements as long as the Job Plan includes:

- the number of Job Searches required (refer to the Mutual Obligation Requirements chapter); and
- the period of time over which the requirement needs to be undertaken.

This method of formal notification should be used in the majority of cases concerning notification of Job Search Requirements.

b) Separate formal notification (in particular, for appointments and participation in activities)

The table below sets out the methods of formal notification that can be used and the period of notice required ahead of the scheduled requirement ('reasonable notice') to issue it to the job seeker.

The CDP IT system can be used to create notifications for job seekers, either automatically by using the diaries or by using the templates that are available in the system.

Methods of notification

The methods you can use to provide notification to job seekers of their requirements under CDP are detailed in the table below:

Method	Advance notice required	Details
Phone	Three calendar days	You must speak directly with the job seeker and give all required information using the verbal script, available on the CDP IT System. A message cannot be left with another person, left on an answering machine or sent by SMS, as this will not constitute formal notification.
Face to face	Three calendar days	You must give all required information using the verbal script, available on the CDP IT System. You may also choose to issue the job seeker with a form of written notification at the same time.

Job Seeker Attendance and Compliance

Ensuring job seekers are aware of their requirements

Method	Advance notice required	Details
Letter or activity notification (mailed to the job seeker)	Eight business days	You will need to take into account the job seeker’s mailing arrangements when using postal services. You will also need to ensure your return address is on the envelope so you are aware when the job seeker has not received the notification.
Letter or activity notification (handed to the job seeker)	Three calendar days	You may wish to use this form of formal notification in conjunction with face-to-face verbal notification.
Email (only available when it is the job seeker’s notification preference)	Two calendar days	For an email notification to be valid, you must ensure that the job seeker has read and understood the email—for example, by using a ‘read receipt’—at least one day before the Appointment or activity. Where the job seeker does not respond to email notification, another method should be used.

Job seeker notice

Where an appointment or participation in an activity has been arranged directly with the job seeker, and the job seeker has indicated their intent to attend, reasonable notice is considered to have been given even if the appointment or participation in the activity is on the same day as the notification.

Requirement reminders

To encourage job seeker attendance and compliance with their requirements, you can issue reminders to job seekers including SMS, email and letters, as their requirement date approaches. These can be created using the CDP IT system.

Recording job seeker notifications

You must keep a record of all notifications issued to a job seeker through the CDP IT system. If you subsequently decide to use the job seeker compliance framework, you will need to show that formal notification was issued to the job seeker so that DHS can be satisfied that the job seeker was properly notified and fully aware of their requirements.

Note: The requirement to formally notify individuals who receive income support payments also applies to DSP Recipients (Compulsory).

Job Seeker Attendance and Compliance

Job seeker notice

Is prior notice a Valid Reason?

Where a job seeker is unable to attend an appointment, activity or job interview with a prospective employer, they must contact you beforehand to advise you of a Valid Reason for being unable to meet their requirement. You must ensure you have mechanisms in place in your organisation to allow job seekers to make timely contact with you—for example, answering machine, dedicated job seeker phone lines or the ability to accept reverse charge phone calls from job seekers.

In instances where a job seeker makes contact before their requirement but they did not have a Valid Reason for not attending and you advised them they were still required to attend, you must still attempt to contact the job seeker on the same day that they miss that requirement and document this attempt in the CDP IT system. This is to confirm that no other circumstances you were unaware of prevented the job seeker from attending.

No prior notice by the job seeker for non-attendance

When a job seeker fails to comply with a requirement, on the same business day on which you become aware of the non-compliance, you must confirm that no prior contact was made by the job seeker to demonstrate they had a Valid Reason for not complying. You need to be confident that no prior contact has been made—for example, by checking with reception staff or listening to answering machine messages, depending on internal work practices.

Where there is no evidence the job seeker made prior contact and gave a Valid Reason, you must attempt to contact the job seeker once on the day of becoming aware of the non-compliance to discuss:

- why the job seeker failed to comply with their requirement, and where this is reasonable;
- why the job seeker did not make contact beforehand.

Note: The attempt to contact the job seeker can only be made by phone or email, because the decision on the next steps (that is, whether the compliance framework should be utilised) must be made on the same business day.

You should record the date, time, method of communication (phone or email) and outcome of all attempts to contact the job seeker in the CDP IT system. The outcome should include the reason a job seeker provides for non-attendance or if contact is not possible, a reason why contact is not possible.

Based on the discussion with the job seeker, you must assess whether the job seeker had a Reasonable Excuse for failing to comply with the requirement.

In some instances, usually if the failure does not relate to attendance at an appointment or activity, prior notice will not be relevant for you to consider; for example, inappropriate behaviour or declining suitable paid employment.

Job Seeker Attendance and Compliance

Recording compliance

Appointments and activities

You must record the job seeker’s compliance with their Mutual Obligation Requirements in the CDP IT system, specifically for appointments and activities.

For appointments, you must record the compliance status by close of business on the day of the appointment.

For activities that are being hosted by a third-party organisation, you must ensure that the supervisor notifies you of any non-attendance or non-compliance as soon as is practicable, but by no later than at the end of the relevant working week. Where the Supervisor App is being used by a supervisor, they will have access (via the App) to details of those job seekers that participate in the activity on any given day and they can record preliminary compliance results.

In addition to reflecting the job seeker’s attendance/participation in their requirement, the status reflects the decision you make about any non-attendance or non-compliance. The compliance status options that are available to you in the CDP IT system are detailed in the Attendance Results Options section on page 3 of this chapter.

Determining the most appropriate action following non-attendance or other forms of non-compliance

Following job seeker non-attendance or other non-compliance, you must consider whether to use the job seeker compliance framework in relation to the event.

Using the job seeker compliance framework

If you decide to use the job seeker compliance framework, you must report the incident to DHS on the same business day that you make this decision. You will only have a short timeframe from the non-compliance event to make this decision.

Timeframe for reporting non-compliance

The timeframes for you to report non-compliance to DHS are detailed below:

Event	Timeframe
Non-attendance at a provider appointment	The same business day as the missed appointment
Non-attendance at an activity or job interview	The same business day that you become aware of the event
Non-compliance with Job Search Requirements	Within 10 business days of the event

If, after considering all relevant factors, you believe that reporting the incident to DHS is not the most appropriate re-engagement strategy to secure the job seeker’s ongoing participation, you should record this decision in the IT system and:

- for *appointments*—where the appointment is not a re-engagement appointment, ensure the job seeker complies at the next available opportunity.
- for *activities*—consider if the job seeker should make up time in the activity or continue to participate on the next scheduled day of the activity. If you decide that reporting the non-compliance to DHS is the best strategy to re-engage the

Job Seeker Attendance and Compliance

Using the job seeker compliance framework

job seeker you will use the job seeker compliance framework. When reporting non-compliance, you must include information relevant to the incident in the report. The following are the types of reports to be submitted for various kinds of non-compliance and the potential consequences of each.

Failure to attend a provider appointment

- **Non-Attendance Report (NAR)**—You will submit this report through the IT systems when you want to recommend that a job seeker’s income support payment be suspended until they attend their next appointment.
- **Provider Appointment Report (PAR)**—You will submit this report when you want to recommend to DHS that a financial penalty should be applied in relation to the job seeker’s non-attendance and suspend a job seeker’s income support payment until they attend their next appointment. A PAR can only be submitted after contact has taken place between the provider and job seeker to confirm Reasonable Excuse does not exist.

Where DHS decides that a penalty should be applied, the job seeker will lose a day’s income support payment for each business day from the date they were notified of the payment suspension until they do attend a re-engagement appointment.

Connection Failure Participation Reports (PRs)

- **Failure to attend appointment (with an organisation other than the provider) without a Valid Reason or Reasonable Excuse (CFAO PR)**—When this report is submitted, DHS will suspend the job seeker’s income support payment and set a Reconnection Requirement in the IT system (through booking a re-engagement appointment with their provider). Agreement to attend this appointment will lift the payment suspension. If the subsequent appointment is not attended, this may lead to a financial penalty of one day’s income support payment for every day the job seeker does not attend, therefore it is important that you remember to record the appointment in the IT system.
- **Failure to enter into or vary a Job Plan (CFEP PR)**—This is submitted when the job seeker attended their appointment but did not enter into a Job Plan or did not agree to their Job Plan on the Australian JobSearch website in the required timeframe. DHS will investigate the incident with the job seeker and will book another appointment with their provider for them to sign the Job Plan. If the first failure is applied by DHS and the job seeker again refuses to enter into/vary their Job Plan, an ongoing failure to meet a condition of their payment may exist. If DHS confirms this, the job seeker’s payment may be cancelled from the date of the second refusal.

Failure to meet Job Search Requirements (CFJR PR)—You will submit this report when you have assessed and recorded that the job seeker’s Job Search efforts are unsatisfactory for the Job Search Period. DHS will investigate the PR and if they agree, the job seeker may need to complete a Job Seeker Diary for up to 12 weeks and then return that to DHS.

No Show, No Pay (NSNP) PRs

- **Failure to attend an activity recorded in the Job Plan without a Valid Reason or Reasonable Excuse (NFAA PR)**—You can also indicate in the PR that the job seeker

Job Seeker Attendance and Compliance

Using the job seeker compliance framework

has disengaged from their activity by using the Disengagement Indicator (more detail below). When this is done, DHS will suspend the job seeker's income support payment until the job seeker agrees to attend a re engagement appointment and set a reconnection requirement through booking this appointment. Where the job seeker fails to meet this reconnection requirement, the job seeker may lose a business day's income support payment (i.e. one-tenth of the job seeker's fortnightly income support payment) for every day until they do attend their appointment. Therefore, it is important that you remember to result the appointment in the IT system.

- Failure to behave appropriately in an activity recorded in their Job Plan (NFBA PR).
- Failure to attend a job interview without a Valid Reason or Reasonable Excuse (NFJI PR).
- Failure to behave appropriately at a job interview (NFIJ PR).
- Where any No Show, No Pay Failure is applied, DHS may penalise the job seeker a business day's income support payment for each day.

Use of the Disengagement Indicator in NFAA PRs

- The purpose of the Disengagement Indicator is to re-engage the job seeker following the submission of a No Show, No Pay Participation Report for non-attendance at an activity. You may choose to use the Disengagement Indicator if you consider the job seeker is disengaged from their activity. For example, they may have not been attending appointments/activities for a period of time and you have not been able to successfully make contact with them to discuss their non-attendance.
- When you check the Disengagement Indicator when submitting an NFAA PR, DHS may suspend the job seeker's income support payment and the job seeker will be notified to contact DHS to discuss the PR. During the PR investigation, DHS will also arrange a re-engagement appointment for the job seeker with you. Once the job seeker agrees to the re-engagement appointment, DHS will issue formal notification of the requirement and the job seeker's payment suspension will be lifted. If the job seeker fails to attend the re-engagement appointment then normal compliance processing for failing to attend will apply and where a Reasonable Excuse does not exist, you should submit a Non-Attendance Report and a Provider Appointment Report, where appropriate.

Serious Failure PRs

- Failure to accept a suitable job without a Valid Reason or Reasonable Excuse (SFAJ PR).
- Failure to commence a suitable job without a Valid Reason or Reasonable Excuse (SFCJ PR).
- Following the submission of a Serious Failure PR, DHS may apply an eight-week non-payment penalty during which the job seeker will not receive their income support payment. This penalty can be waived by the job seeker agreeing to undertake a Compliance Activity for eight weeks. See the Comprehensive Compliance Assessments and Compliance Activities section below for more information.

Job Seeker Attendance and Compliance

Using the job seeker compliance framework

Unemployment Non-Payment Period (UNPP) PRs

- Voluntarily leaving a suitable job without a valid reason (UEVJ PR).
- Dismissed for misconduct from suitable job (UEDJ PR).

Job seekers who incur a UNPP will be ineligible to receive income support payments for eight weeks (for new applicants) or will have their income support payment stopped for eight weeks (existing job seekers).

Linking Participation Reports to an activity

You are required to link Participation Reports (PRs) to the appropriate non-attended day (where a DNAI result has been recorded) in the Activity Diary for a job seeker. A draft PR is created automatically on the day you record a DNAI result, however this is deleted at the end of the day if it is not completed. The most simple and efficient way to fulfil compliance reporting is to complete the draft PR created by the system on the day.

If this doesn't happen, and the draft PR is deleted overnight, a new PR must be created manually, which must then be linked to the relevant Work for the Dole activity. The task card at the end of the chapter provides details on how to link PRs to an activity in the CDP IT system as well as what to do if a PR has been deleted.

Actioning DHS decisions

You can see DHS decisions following investigations on the Compliance History page in the CDP IT system. Where a PR has been returned by DHS due to insufficient evidence, such as formal notification not being included, you will need to promptly identify and make the necessary amendments and re-submit the PR to DHS for investigation.

Including sufficient detail in a PAR, NAR or PR

It is important to document the circumstances surrounding the non-attendance, such as the job seeker's reason for not attending, how many times you attempted to contact the job seeker or why contact was not established. This will support DHS in considering compliance.

For example, 'the job seekers excuse is not valid', does not give DHS enough context to make a decision. In contrast, the following explanation is more useful:

- *'The job seeker did not have a valid excuse. I spoke to the job seeker over the phone on the day they failed to attend the activity. The job seeker explained that they did not attend the activity because they had a late night catching up with friends and wanted to sleep in. The activity commenced at 11am.'*

Compliance arrangements for DSP Recipients (Compulsory)

DSP Recipients (Requirements)

You must develop a Job Plan with DSP recipients and monitor their attendance at appointments and activities. Where the DSP Recipient (Compulsory) fails to meet their compulsory requirements and you consider that compliance is necessary, you must

Job Seeker Attendance and Compliance

Compliance arrangements for DSP Recipients (Compulsory)

record this in the CDP IT system and take any relevant action to report the non-compliance to DHS.



Compliance Reminder

If a PR is overturned by DHS for non-attendance (DNAI), you **must not** alter the attendance result in the CDP IT System to DNAV. Your original decision must stand, as this is an accurate reflection of the information available to you at the time of making the decision. This is important, as a pattern of non-attendance may start to emerge and DHS would need to be aware of these details due to the effect it may have on future decisions regarding PRs and compliance action for this job seeker.

Re-engagement and penalties

Re-engaging job seekers and applying penalties

After submission of either a NAR or PAR, and following successful contact with the job seeker, you are responsible for re-engaging job seekers by booking appointments that must be scheduled to occur within two business days of contact occurring with the job seeker.

For all PRs and PARs submitted, DHS will investigate the incident to determine if a failure occurred, which includes whether Reasonable Excuse existed and whether a participation failure should apply and why. DHS will inform the job seeker of any penalties applied.



Compliance Reminder

You must have timeslot capacity at all times in your Diary in the IT system to ensure that DHS can book an appointment for a job seeker within the next two business days.

Contacting DHS to discuss job seeker servicing

You can email the DHS Participation Solutions Team (PST) or Local Services Centre about specific job seekers in relation to compliance actions and confirmation of other information that may affect the servicing of the job seeker.

You should use *Attachment B: Template for Employment Provider Queries to the Department of Human Services Participation Solutions Team (DHS PST)* and email your query to the DHS PST at PST.ENQUIRY@humanservices.gov.au. Queries should be restricted to matters that relate to compliance actions or confirmation on:

- exemptions from SS Activity Test Requirements;
- the status of an approved activity;
- the job seeker's SS Activity Test Requirements;
- other matters that impact directly on servicing the job seeker.

The DHS PST will provide a response where appropriate. Where the query does not relate to DHS PST or participation services, an email response will be sent requesting that you contact the correct area of DHS.

Job Seeker Attendance and Compliance

Re-engagement and penalties

Any emails containing identifying customer information—such as names, address or date of birth—will be securely destroyed and no response will be provided by the DHS PST.

You should contact your local DHS shopfront to discuss issues such as large local redundancies, representations at local meetings and presentations to local communities.

Arrangements for job seekers to contact DHS PST

For general enquiries job seekers can phone DHS on 132 850. You can assist the job seeker by calling this number while the job seeker is with you.

Urgent queries for the DHS PST

Where the job seeker is present with you and urgent action is required by DHS to allow the continued regular servicing of the job seeker, you can call the PST on 1300 306 325.

This would include circumstances where there is a DHS-initiated suspension of income support (other than due to a NAR having been submitted) or for confirmation of exemption applications (for example, medical certificate lodged).

Non-urgent queries should be submitted by email using **Attachment B: Template for Employment Provider Queries** to the Department of Human Services Participation Solutions Team (DHS PST).

Other enquiries

Questions relating to issues experienced with the CDP IT system should be explored first through the EA Knowledge Base. If the issues cannot be resolved, you should contact the Employment Systems Help Desk on 1300 305 520.

Difference between a financial penalty and a payment suspension

Under the job seeker compliance framework, a suspension is a hold on a job seeker's income support payment, which is lifted and back paid once they re-engage with their provider. Suspensions can be applied to job seekers for:

- Disengaging from an activity.
- Failing to attend appointments or reengage with their provider.

A financial penalty results in the job seeker losing part of their income support payment, which is not back paid. Financial penalties can be applied to job seekers for:

- Failing to attend or behave appropriately at an activity or job interview without a reasonable excuse (No Show, No Pay) – job seekers lose one tenth of their fortnightly income support payment for each No Show, No Pay penalty applied.
- Failing to attend appointments or re-engage with you – job seekers lose one tenth of their fortnightly income support per day.

Job Seeker Attendance and Compliance

Comprehensive Compliance Assessments

The purpose of Comprehensive Compliance Assessments

The purpose of a Comprehensive Compliance Assessment (CCA) is to ensure a holistic assessment occurs when a job seeker has difficulty meeting their Mutual Obligation Requirements. The assessment also needs to determine if the pattern of non-compliance is deliberate and wilful. The findings of the CCA are designed to inform you on future decisions about the job seeker's requirements, including any intervention recommendations to assist the job seeker to meet their requirements.

What is a Comprehensive Compliance Assessment?

CCA investigations aim to determine whether a job seeker is being intentionally non-compliant, the job seeker is genuinely trying to meet their Mutual Obligation Requirements or other factors may have had an impact on the job seeker's ability to participate. If appropriate, the job seeker may be referred to additional service options.

When do job seekers have a Comprehensive Compliance Assessment?

A CCA will be automatically triggered when a job seeker has incurred either three applied failures for non-attendance at appointments, not entering into a Job Plan or unsatisfactory Job Search, or three applied No Show, No Pay Failures in the last six months or since the last CCA was undertaken for the job seeker.

You or DHS can also request a manual CCA at any time if it is believed that an unknown aspect of the job seeker's circumstances may be contributing to their non-compliance. You should include as much additional information as possible when completing the request. It must be submitted on the same business day that it was created.

After submitting a CCA request, you should continue to service the job seeker as normal. While a CCA process is being undertaken, you will not be able to request a further manual CCA or report any other non-compliance in relation to the same job seeker for investigation by DHS.

What is DHS's role in this process?

If you manually requested the CCA, DHS will review the request. If insufficient evidence is provided or the CCA has been requested for inappropriate reasons, DHS will reject it. A CCA Request may also be returned to you for review.

CCA investigation

- The DHS specialist will gather evidence from the CDP IT system, DHS IT systems and third parties to determine why the job seeker appears to have a pattern of non-compliance.
- The specialist will interview the job seeker to assess the impact of personal, family or other issues and how these may have affected the job seeker's ability to participate. Any personal issues identified during the conversation will be considered by the specialist when recommending appropriate intervention strategies. During a CCA, you may be contacted by the specialist to provide further information in relation to the job seeker.

Job Seeker Attendance and Compliance

Comprehensive Compliance Assessments

CCA report and outcome

- The specialist will complete a CCA report containing relevant information identified in the assessment. This may include reasons for non-compliance, personal issues, suitability of the job seeker's requirements and recommended interventions. DHS will then finalise the CCA and apply a Serious Failure (where they have determined the job seeker has been deliberately and wilfully non-compliant) or the job seeker will be found to be not deliberately and wilfully non-compliant. In the latter case, the CCA is finalised without penalty to the job seeker.

If a Serious Failure has been applied and the job seeker has agreed to undertake a Compliance Activity, DHS will book a re-engagement appointment into an available timeslot for the job seeker to attend with you as quickly as possible.

What do you need to do after a CCA is completed?

You should review the CCA report and consider interventions to put in place for the job seeker. You will see one of the following CCA outcomes in the IT system:

- finalised without penalty;
- Rejected;
- Serious Failure applied;
- job seeker willing to undertake a Compliance Activity;
- job seeker serving eight-week non-payment penalty; or
- eight-week non-payment penalty waived due to financial hardship or limited capacity to undertake serious failure requirement.

Where the CCA is 'finalised without penalty' or 'rejected', you should book a normal contact appointment for the job seeker and issue formal notification as per usual arrangements.

Where the Serious Failure is applied and the job seeker has decided to undertake a Compliance Activity, DHS will book a Compliance Activity Appointment in the CDP IT system for the job seeker to attend with you.

At this appointment, you must immediately arrange for the job seeker to start participating in a Compliance Activity, update their Job Plan and monitor their participation. No appointment will be booked if the job seeker chooses to serve their penalty. If the penalty is waived due to financial hardship, DHS will book a re-engagement appointment for the job seeker to attend with you.

Interventions

You can view the CCA summary on the CDP IT system, together with any recommended interventions for action by yourself and DHS. You are able to record outcomes against these interventions.

Serious Failures

Where you believe that a job seeker has refused to accept or start in a suitable job you must attempt to contact the job seeker to assess if they had a Reasonable Excuse for not

Job Seeker Attendance and Compliance

Comprehensive Compliance Assessments

meeting this requirement. Where you do not believe there is a Reasonable Excuse, you must notify DHS by submitting a Serious Failure Participation Report (PR) in the IT system.

Following the submission of a Serious Failure PR, DHS will apply or reject the Serious Failure based on their determination of whether the job was suitable and whether the job seeker had a Reasonable Excuse. DHS will notify the job seeker if they have incurred a Serious Failure Penalty of eight weeks without income support.

Compliance Activities

A job seeker may decide to undertake a Compliance Activity to waive their Serious Failure Penalty and have their income support payments reinstated. In these instances, the job seeker will generally recommence attending the work-like activity included in their Job Plan or you may include a different activity if their requirements or circumstances have changed.

You will be notified that a job seeker has decided to undertake a Compliance Activity when DHS books a re-engagement appointment into an available timeslot in the CDP IT system for the job seeker to attend. DHS will include important information in the appointment booking, including the required duration of the Compliance Activity.

Booking this appointment will conditionally waive the Serious Failure Penalty. When the job seeker attends this appointment, agrees to complete the activity as their Compliance Activity as included by you in their Job Plan, the Serious Failure Penalty will be fully waived.

How many hours does the job seeker need to do in a Compliance Activity?

Depending on the job seeker's Mutual Obligation Requirements, different Compliance Activity requirements apply. Generally, job seekers will need to participate in their activity every business day:

- job seekers with full-time Mutual Obligation Requirements must participate for 200 hours over eight weeks at 25 hours per week;
- principal carer parents or job seekers with an assessed Partial Capacity to Work must participate for 120 hours over eight weeks at 15 hours per week.

See the Guide to Social Security Law section 3.1.13.60—Compliance Activities for more details.

Note: A job seeker may also decide partway through serving their Serious Failure Penalty to undertake a Compliance Activity. In this instance, job seekers should be referred to DHS to book an appointment with you and to conditionally waive the remainder of the penalty. The job seeker must agree that the activity will be included by you in their Job Plan and must then participate in a Compliance Activity for the remainder of the penalty period.

What do you need to do when a job seeker elects to do a Compliance Activity?

- You must negotiate and set up the Compliance Activity to be immediately undertaken by the job seeker. You should consider the required duration of the Compliance Activity and the job seeker's requirements. Compliance Activities

Job Seeker Attendance and Compliance

Comprehensive Compliance Assessments

should be accessible for the job seeker and, wherever possible, beneficial to the job seeker's employment prospects.

- You must update the job seeker's Job Plan to include the Compliance Activity that the job seeker will immediately commence and, on agreement by the job seeker, record this by having them sign the Job Plan or agree to it online.
- You must formally notify the job seeker of the specific details of their participation in a Compliance Activity and that they are required to attend; formal notifications, such as a letter, with details of activity participation must include the location, dates and times of their Compliance Activity
- You must actively monitor the job seeker's participation in the Compliance Activity.
- When the Compliance Activity is nearing completion, you should book an appointment with the job seeker as soon as possible to remove the Compliance Activity from the job seeker's Job Plan and update the Job Plan to reflect the job seeker's ongoing requirements.

Non-compliance at a Compliance Activity Appointment

Where the job seeker does not attend their Compliance Activity Appointment, you are not required to attempt to contact the job seeker but must update the CDP IT system to record the non-attendance by close of business on the day of the missed appointment.

Job seekers may make contact before this appointment to advise of their inability to attend at the specified time. Where you accept the job seeker's reason, you can verbally reschedule the appointment to a later time on the same day without having to reschedule the appointment in the IT system. If the appointment needs to be rescheduled to another day, this must be done by DHS.

Where the job seeker attended the appointment but did not agree to a Job Plan or sign an updated Job Plan, you must record the job seeker's non-compliance with their Mutual Obligation Requirements in the IT system on the same day as the Compliance Activity Appointment. This will automatically prompt DHS to investigate the alleged event.

Managing non-compliance in a Compliance Activity

Where the job seeker does not attend their Compliance Activity and you consider that the job seeker had a Reasonable Excuse for not attending, you may use your discretion and allow the job seeker to make up missed time in the activity. If you do not consider that the job seeker has a Reasonable Excuse and you want to use the job seeker compliance framework, you must submit a No Show, No Pay PR for each day of non-attendance.

Where the job seeker does not behave appropriately during their Compliance Activity and you want to report the incident to DHS, you must submit a No Show, No Pay PR for the alleged event, which DHS will investigate.

Job Seeker Attendance and Compliance

Attachment A: Undertaking Indigenous cultural business

Indigenous cultural business relates to the cultural practices of Indigenous Australians not related to deaths and funerals. An exemption can be granted for Indigenous Australians to attend to cultural business. The period of the exemption should be limited to what is required in individual circumstances. Local information should be sourced wherever possible to assist in determining the length of time that may be required for an individual participant.

If an individual's participation in cultural business can be verified but the likely length of that cultural business cannot be reliably ascertained at that time, a short initial period of exemption should be applied, e.g. 2 weeks, and then extended if further information is obtained that deems this appropriate.

Community engagement in remote areas has provided evidence that cultural business requirements vary widely between communities and that, in some instances, cultural business can be undertaken concurrently with an individual's Mutual Obligation Requirements (e.g. the cultural business only occurs at particular times of day or at night).

Act reference: SSAct section 603A Relief from activity test-special circumstances, section 542H Special circumstances exemptions YA, section 544DA YA Employment Pathway Plans-early school leavers

Policy reference: SS Guide 3.2.8.20 Who Do Mutual Obligation Requirements Apply to? 3.2.11.40 Mutual Obligation Requirements for NSA/YA Job Seekers - Exemptions - Special Circumstances; 3.2.11.10 Mutual Obligation Requirements for NSA/YA Job Seekers/YA Students - Exemptions - Temporary Incapacity

Read more [here](#).

Attachment B: Template for enquiries to the DHS Participation Solutions Team



Australian Government

Template for Employment Provider

Queries to the Department of Human Services Participation Solutions Team (DHS PST)

Email when complete to: PST.ENQUIRY@humanservices.gov.au.

Employment Provider

Site

Job Seeker ID

Provider contact name

Site code

Topic *(Please indicate with an X)*

Note: The topic selected below **should** be included in the subject heading of the email sent to the PST. Do not include any of the job seeker’s personal details in the email or this template—only the JSID.

Compliance

- Withdrawal of Participation Report
- Feedback about decision on compliance
- Provider Interventions recommended in a CCA

Other

- Exemption from Activity Test Requirements
- Activity—current/finalised
- SS Activity Test Requirements
- Other (specify below)

Other

Did you check Provider Portal and/or Knowledgebase before lodging query?

Yes

No

Question

What do you need this information for:

(Please indicate with an X)

Updating Job Plan

To refer job seeker to employment

Referral to new service/Activity

To complete/finalise compliance action

To determine if compulsory or voluntary job seeker

Other

Community Development Programme



CDP GUIDELINES

JOB SEEKER ATTENDANCE AND COMPLIANCE

TASK CARDS

Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker

STEP 1:

Select **Activities** from the **Home** page.



STEP 2:

Select **Activity Diary**.

The Activity Diary search screen will be displayed.



STEP 3:

Select a **Search Type** of either **Activity** or **Job Seeker**.

STEP 4:

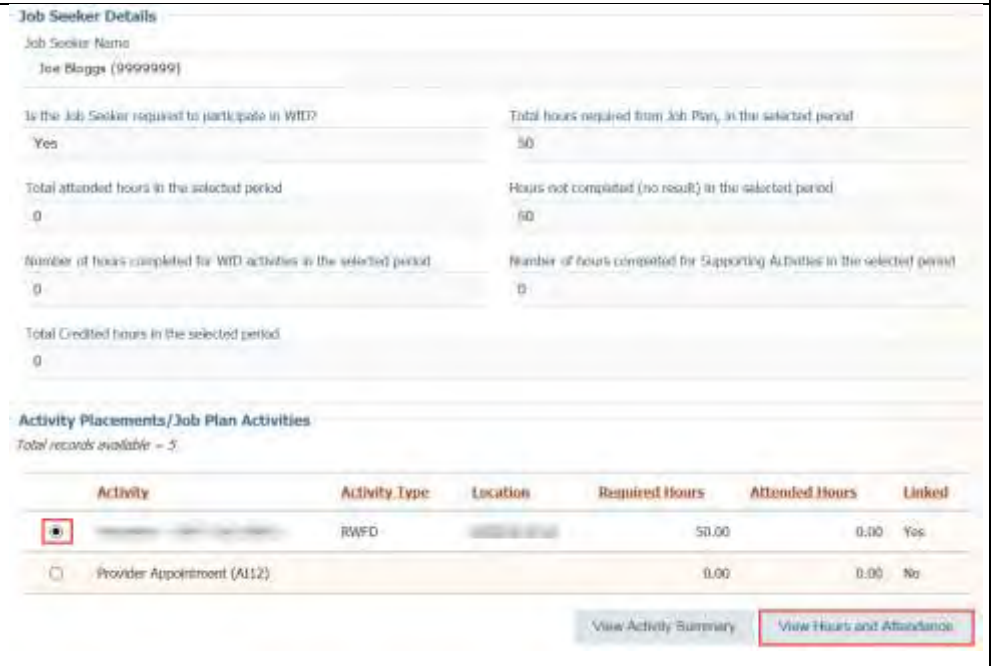
Enter the **Activity or Job Seeker ID**.

STEP 5:


Click **Search**.

STEP 5A:

If you searched by the **job seeker ID**, scroll down and select the radio button of the Activity you wish to record hours and attendance for.



Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker													
Click View Hours and Attendance.													
STEP 5B: If you have searched by Activity ID , scroll down and select the radio button of the job seeker you wish to record hours and attendance for. Click View Hours and Attendance.	 <p>The screenshot shows a table with three rows. The middle row is selected, and a red box highlights the radio button in the first column. Below the table, a 'Load More' link is visible. At the bottom, a row of buttons includes 'Bulk Update', 'View Job Seeker Summary', 'View Hours and Attendance' (highlighted with a red box), 'Create Supervisor Timesheet (HTML)', and 'Create Supervisor Timesheet (PDF)'.</p> <table border="1"><tbody><tr><td><input type="radio"/></td><td>999999 Joe Bloggs</td><td>50.00</td><td>0.00</td></tr><tr><td><input checked="" type="radio"/></td><td>999999 Joe Bloggs</td><td>50.00</td><td>0.00</td></tr><tr><td><input type="radio"/></td><td>999999 Joe Bloggs</td><td>50.00</td><td>0.00</td></tr></tbody></table> <p>▼ Load More</p> <p>Bulk Update View Job Seeker Summary View Hours and Attendance Create Supervisor Timesheet (HTML) Create Supervisor Timesheet (PDF)</p>	<input type="radio"/>	999999 Joe Bloggs	50.00	0.00	<input checked="" type="radio"/>	999999 Joe Bloggs	50.00	0.00	<input type="radio"/>	999999 Joe Bloggs	50.00	0.00
<input type="radio"/>	999999 Joe Bloggs	50.00	0.00										
<input checked="" type="radio"/>	999999 Joe Bloggs	50.00	0.00										
<input type="radio"/>	999999 Joe Bloggs	50.00	0.00										

Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker

STEP 6:

The Activity Diary Details screen will be displayed for the current fortnight. Key in or select the start date of the required period from the **From Date** field.

Click **Refresh** to update the fortnight.

Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker

STEP 7:

Use the drop down to record the planned hours the job seeker is to attend and any break (e.g. 30min break for lunch).

STEP 8:

Record the job seeker's attendance (or non-attendance) for each daily period they are scheduled to attend.

The screenshot shows a form for recording attendance. It lists dates from Monday 28/11/2016 to Friday 2/12/2016. For each date, there are input fields for Start Time (e.g., 8:00 AM), End Time (e.g., 1:00 PM), and Break (e.g., No Break). A 'Result' dropdown menu is open for the first date, showing options: Attended, Cancelled, Created in Error, Did Not Attend, Did Not Attend - Discretionary, Did Not Attend - Invalid, Did Not Attend - Valid, No Action by Provider, and Reschedule.

Note: as you submit hours and attendance, your will see the Total Planned Hours and Total Attended Hours fields will update.

You can also reschedule a planned attendance by selecting 'Reschedule' from the Result drop down list.

If you have selected 'Reschedule', **New Date** and **New Time** fields will appear. You can now record the new Date and Times for the rescheduled attendance.

A Reason also needs to be selected.

The screenshot shows the rescheduling process. The 'Result' dropdown is set to 'Reschedule'. Below the date and time fields, there are new input fields for 'New Date', 'New Start Time', and 'New End Time'. A 'Reason' dropdown menu is open, showing options such as 'Job seeker exempt from requirements', 'No valid reason - flexibility utilised', 'Provider initiated reschedule', and several 'Valid reason (Jskr initiated)' categories like 'caring duties', 'cultural', 'medical/health', 'personal/external', 'transport issues', and 'work related'.

Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker

STEP 9:

Once you have recorded the required hours, attendance or rescheduled planned attendance, scroll down to the bottom of the page and click **Submit**.

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.

STEP 10:

If you have selected 'Reschedule', **New Date** and **New Time** fields will appear. You can now record the new Date and Times for the rescheduled attendance.

A Reason also needs to be selected.

Note: as you submit hours and attendance, your will see the Total Planned Hours and Total Attended Hours fields will update.

STEP 11:

Once you have recorded the required hours, attendance or rescheduled planned attendance, scroll down to the bottom of the page and click **Submit**.

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.

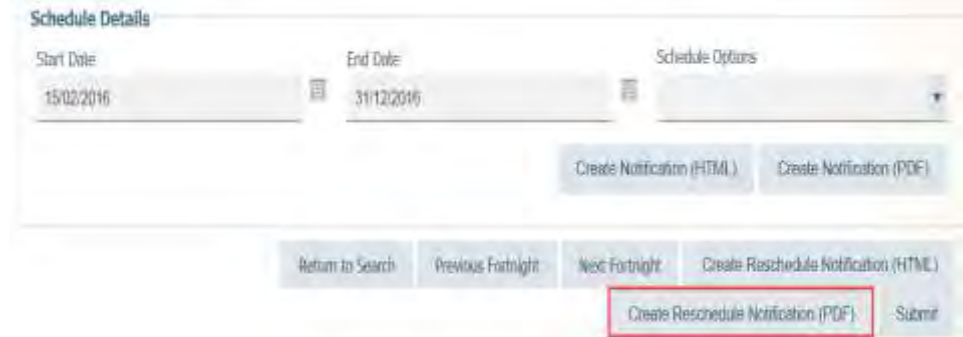
Job Seeker Attendance and Compliance

PROCESS: Recording Required Hours and Attendance for a Job Seeker

STEP 12:

To generate a notification letter for the job seeker, click **Create Reschedule Notification (PDF)**.

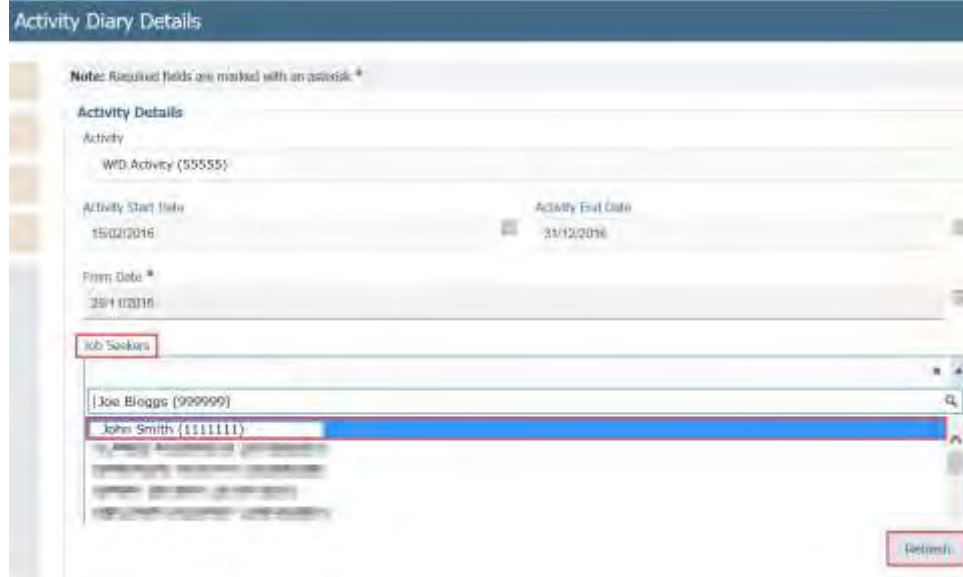
A Success message will be displayed, along with a reminder to issue a Reschedule notification letter to the job seeker.



STEP 13:

If there is more than one job seeker on the activity, you can easily select another job seeker from the Job seeker's field at the top of the screen. You must then click **Refresh**.

You can then update the new job seeker's hours and attendance.



Job Seeker Attendance and Compliance

PROCESS: Record Partial Attendance

STEP 1:

Select **Activities** from the **Home** page.

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 in the Activity Diary.

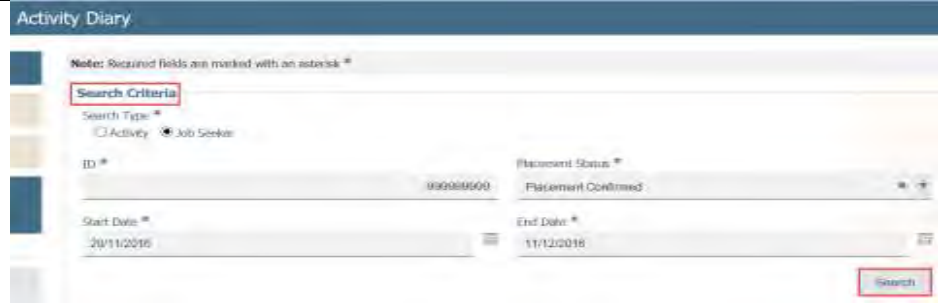
STEP 2:

Then select **Activity Diary**.



STEP 3:

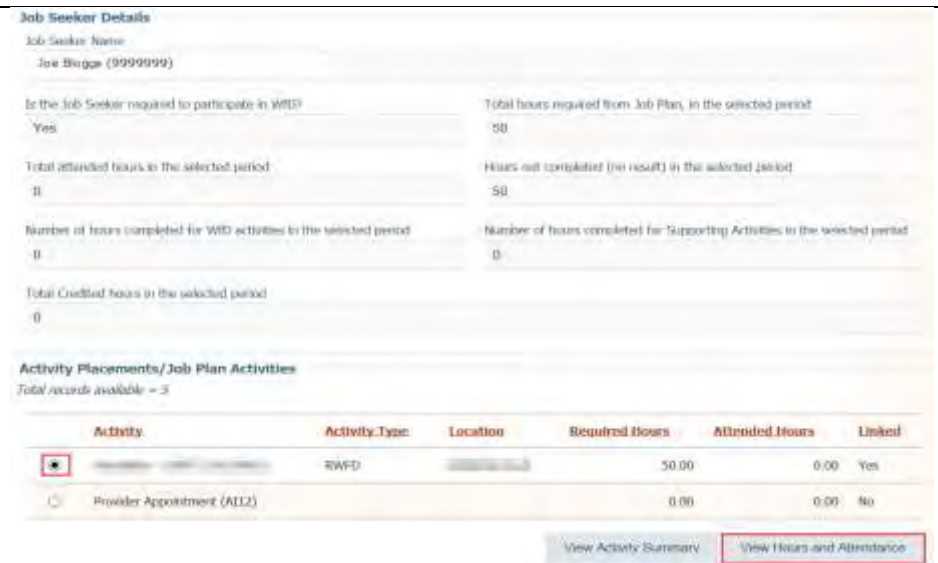
The Activity Diary search screen will be displayed. Enter your search criteria. You have the option to search by either the **Activity ID** or **Job Seeker ID**.



For example, enter the job seeker ID and click Search.

STEP 4:

The Job Seeker Summary screen will be displayed. Scroll down to the Activity Placements/Job Plan Activities section and select the radio button of the Activity you wish to record hours and attendance for. Click **View Hours and Attendance**



Job Seeker Attendance and Compliance

PROCESS: Record Partial Attendance

The Activity Diary Details will be displayed. You can see that the job seeker is required to attend on Monday from 8:00am to 1:00pm, with no break.

To demonstrate this function, we will assume that the job seeker 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 be displayed. Click the checkbox.

Once the Partial Attendance checkbox is ticked, a new set of fields will be displayed. This is where you record the time the job seeker was **absent** (non-attendance).

Activity Diary Details

Note: Required fields are marked with an asterisk *

Activity Details

Activity: WFD Activity (55555)

Activity Start Date: 15/02/2016 Activity End Date: 31/12/2016

Firm Date: 28/11/2016

Job Seekers

- [Joe Bloggs (999999)]
- John Smith (11111111)**

[Default]

Monday 5/12/2016

Start Time *	End Time *	Break	Result
8:00 AM	1:00 PM	No Break	

Tuesday 6/12/2016

Start Time *	End Time *	Break	Result
8:00 AM	1:00 PM	No Break	

Wednesday 7/12/2016

Start Time *	End Time *	Break	Result
8:00 AM	1:00 PM	No Break	

Note: rather than leaving early, if the job seeker started late, you would change the **Start Time** instead.

Monday 5/12/2016

Start Time	End Time *	Break	Result
8:00 AM	12:00 PM	No Break	Attended

Partial Attendance (hours of non-attendance)

Start Time	End Time	Break	Result

Tuesday 6/12/2016

Start Time *	End Time *	Break	Result
8:00 AM	1:00 PM	No Break	

Job Seeker Attendance and Compliance

PROCESS: Record Partial Attendance

Record the **Start** and **End Time** of the absence and the relevant Did Not Attend result. Scroll to the bottom of the page and click Submit.

The attendance and non-attendance will be recorded and a draft Participation Report may be generated for completion if Did Not Attend – Invalid was recorded.

The screenshot shows the attendance recording interface. For Monday 5/12/2016, the Start Time is 8:00 AM, End Time is 12:00 PM, Break is No Break, and Result is Attended. A checkbox for 'Partial Absence (types of non-attendance)' is checked. Below this, a second row shows a Start Time of 12:00pm, End Time of 1:00pm, Break as No Break, and Result as 'Did Not Attend - Invalid'. For Tuesday 6/12/2016, the Start Time is 8:00 AM, End Time is 1:00 PM, Break is No Break, and Result is blank. At the bottom, there are buttons for 'Return to Search', 'Previous Fortnight', 'Next Fortnight', 'Create Reschedule Notification (HTML)', 'Create Reschedule Notification (PDF)', and a 'Submit' button.

PROCESS: Bulk Update of Attendance

STEP 1:

Select **Activities** from the **Home page**.

STEP 2:

Then select **Activity Diary**.

Instead of entering a job seeker’s attendance result for each day individually, you 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.

The screenshot shows the 'Activities Home' page. The 'Activities' menu is selected, and the 'Activity Diary' option is highlighted with a red box. Other options include 'Search for Activity', 'Add Activity', 'Search for Activity Provider', 'Add Activity Provider', 'Search for Activity Host', and 'Bulk Activities'.

Job Seeker Attendance and Compliance

PROCESS: Bulk Update of Attendance

STEP 3:

The Activity Diary search screen will be displayed. Enter your search criteria. You have the option to search by either the **Activity ID** or **Job Seeker ID**.

STEP 4:

Click **Search**.

STEP 5:

From the **Activity Summary** screen (with a job seeker selected) or from the **Job Seeker Summary** screen (with an activity selected), click the **View Hours and Attendance** button.

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
Workshop Appointment (ALL2)	WAFD		0.00	0.00	Yes

Job Seeker Attendance and Compliance

PROCESS: Bulk Update of Attendance

STEP 6:

The Activity Diary Details screen 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**.

STEP 7:

Scroll to the bottom of the screen to access the Bulk field and select the Result from the drop down list. **Click Bulk Update (Fortnight)**.

STEP 8:

A Bulk Update Confirmation will be displayed. Click **Yes** to confirm the update.

Further Information

You can only use one result type when using the bulk update (e.g. Attended). If the job seeker had the same result for the whole fortnight except one day (e.g. attended 9 days but was absent with a valid reason for 1 day), you can still use the bulk update process outlined above however, you would then immediately need to manually change the required days result to Did Not Attend – Valid. And don't forget to click **Submit**.

Job Seeker Attendance and Compliance

PROCESS: How to link Participation Reports to an Activity

STEP 1A:

Once a DNAI result has been entered in the Activity Diary, a draft PR is created and auto-populated with the Job Plan Activity and Activity ID. To populate the PR, click on the Job Seeker (JS) icon located in the top banner.



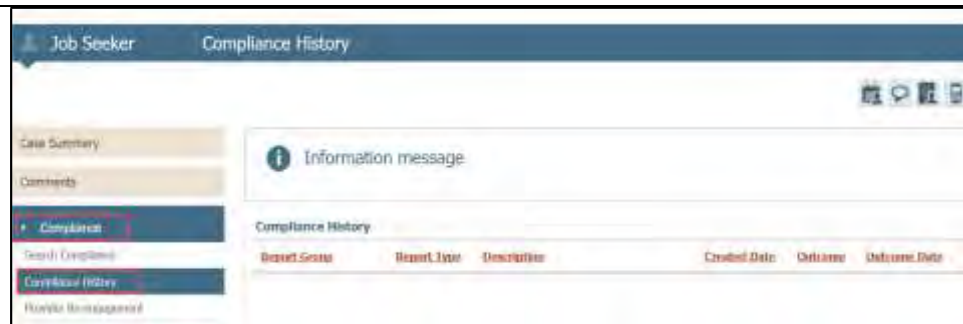
STEP 1B:

The Job Seeker Search screen will be displayed. Locate the relevant job seeker by searching using the Job Seeker ID.

STEP 2:

Open the job seeker record and click the **Compliance** drop down from the left hand side.

Click **Compliance History**.

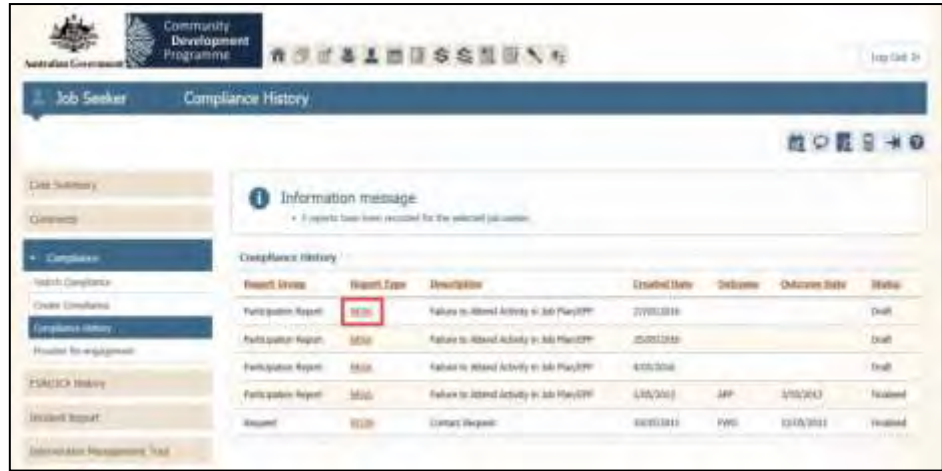


Job Seeker Attendance and Compliance

PROCESS: How to link Participation Reports to an Activity

STEP 3:

The Compliance History will be displayed. Click on the relevant **NFAA hyperlink** to access the PR to populate and submit.



Please note: If the PR is not submitted on the day the DNAI is recorded and the draft created, the draft PR will be deleted from the system and not available to select from the Compliance History list. The Provider will then need to manually create a new PR. For steps on how to create a PR, refer to *'How to link Participation Reports to an Activity if a draft PR has been deleted'* below.

Job Seeker Attendance and Compliance

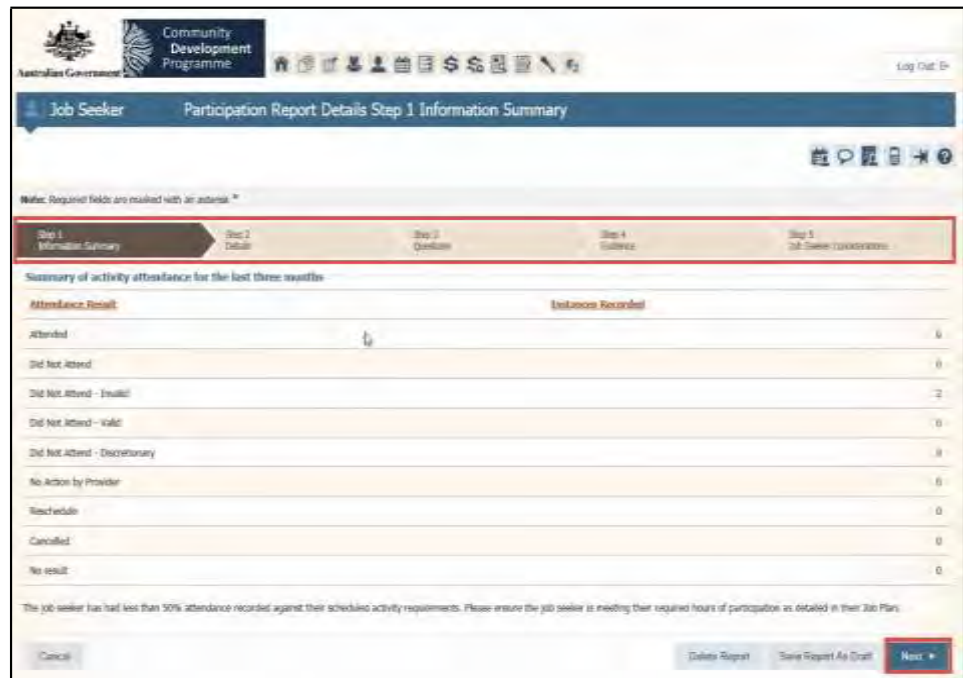
PROCESS: How to link Participation Reports to an Activity

STEP 4:

Once a DNAI result has been entered in the Activity Diary, a draft PR is created and auto-populated with the Job Plan Activity and Activity ID. To populate the PR, click on the Job Seeker (JS) icon located in the top banner.

Please note: At this point, the IT system will show **Participation Report Step 1**

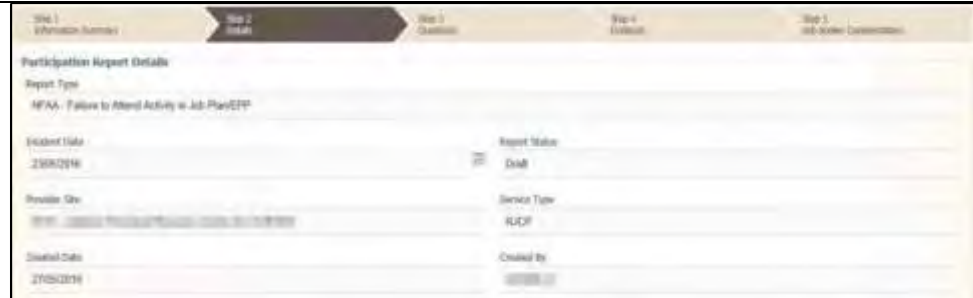
The Information Summary will show an Activity Attendance summary for consideration of the job seeker’s recent attendance history. Other job seeker circumstances may also be displayed in the Information Summary for Providers to consider when completing the PR (for example, you may wish to include additional comments about how the job seeker’s circumstances were taken into consideration when setting the requirement) or determining if it is still appropriate to submit the PR.



Click **Next** to navigate through and complete the PR screens.

STEP 5:

Other screens such as the details screen shows the report type, incident date, report status and provider site.

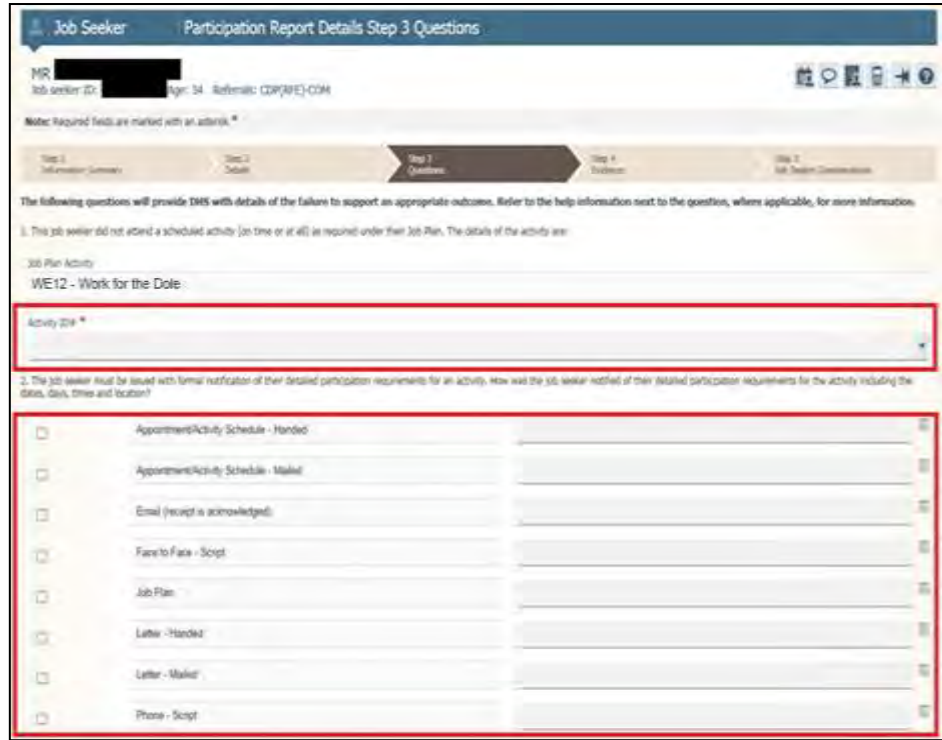


Job Seeker Attendance and Compliance

PROCESS: How to link Participation Reports to an Activity

STEP 6:

Once you arrive at **Questions** if the Activity ID needs to be added or changed, select the relevant Activity that the PR needs to be linked to.

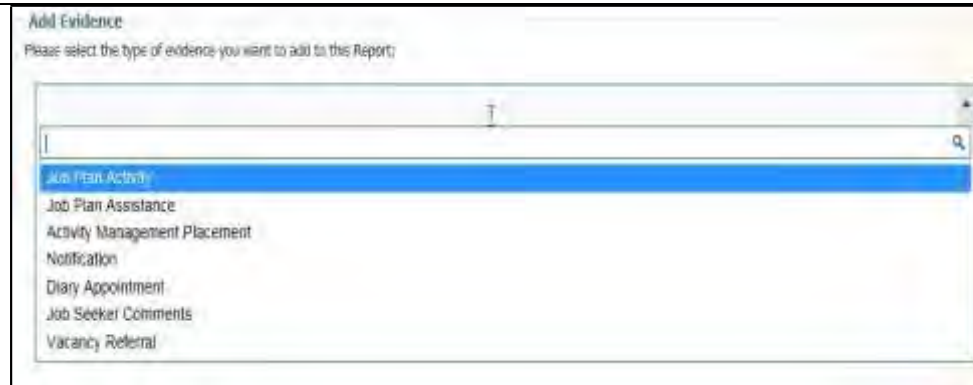


Complete the questions in Step 3 including how and when the job seeker was notified of their activity requirement. Click **Next** to continue completing the PR. Please note: the correct Activity needs to be selected in order for the PR to be linked and valid for the day of non-attendance.

Evidence may include formal notification or Comments from the IT System. It is important to attach notification evidence to the PR as it shows DHS how the job seeker was notified of their requirement to attend and assists with their investigation.

STEP 7:

Once you arrive at **Evidence**, you have the option to Delete Report, Delete Evidence, View or Add Evidence.



To attach evidence, click **Add Evidence**. The Add Evidence screen will be displayed. Click on the 'type' drop down list (as seen in the image above) to select the type of evidence you are attaching. For example, select Notification.

Job Seeker Attendance and Compliance

PROCESS: How to link Participation Reports to an Activity

STEP 9:

The final stage of the process may display some additional questions relevant to the job seeker's circumstance.

Further information related to the incident can be included here. It will be used by DHS to help determine the outcome of the Participation Report.

Provider Statements
 Do you want to include any of the following statements as they are relevant to this job seeker and incident?

- I have used discipline in the past for this job seeker but have not been able to successfully re-engage them in their requirement.
- I have issued other reminders to the job seeker for this requirement.
- Requirement is within reasonable commuting distance.
- If the job seeker's vector of events contradicts details in the PR, please call to discuss.

Other Relevant Information
 Please record any other relevant information for Human Services to consider as part of this investigation.

staff and staff

Provider Contact Details
 Contact Name: *
 graham
 Phone: *
 0201215555
 Email Address:

Do you have further information or documentation to provide in case DHS ask for it? *

Yes No

Cancel Delete Report Save Report As Draft Previous **Submit** >

For example, if the job seeker has a recorded Vulnerability in the IT system, how has this been taken into consideration. Providers can also select and include 'Provider Statements' in the report and record any other additional free text information they wish to include for DHS as part of the investigation. Once PR Steps 1 – 5 have been completed, click **Submit**.

An Information Message will be displayed advising the PR has been successfully submitted.

Information message

- + The Participation Report has been successfully submitted.
- + 5 reports have been recorded for the selected job-seeker.

Report Group	Report Type	Description	Created Date	Due Date	Outcome Date	Status
Participation Report	PR	Failure to Attend Activity in Job Plans/EPF	22/05/2019			Submitted

Job Seeker Attendance and Compliance

PROCESS: How to link Participation Reports to an Activity if a draft PR has been deleted

STEP 1:

To create a PR, click the **Compliance** drop down from the left hand side, then click **Create Compliance**.

If a new PR has been created manually, it needs to be linked to the correct Work for the Dole activity.

Select the **Compliance Type** – Participation Report and **Report Sub Type** – Failure to attend activity in the Job Plan/EPP (NFAA) from the drop down fields, as well as the **Incident Date**. Ensure the checkbox **Link NFAA PR to Activity Diary requirement** is selected to link the PR to the requirement in the Activity Diary. Click **Next**.

STEP 2:

The system will populate a list of appropriate Activity requirement schedules in the Activity Diary. Select the radio icon next to the Activity requirement that the PR is being submitted for. Click **Next**.

Activity	Description	Start Time	End Time	Status
<input checked="" type="radio"/>	WE12 Work for the Dole	10:00 AM	11:00 AM	Did Not Attend - Invalid

To complete a PR, complete from Step 4 in the Task Card *'How to link Participation Reports to an Activity.'*

Job Seeker Attendance and Compliance

PROCESS: Participation Report – Other Relevant Information field

The Other Relevant Information text field is found when completing a Participation Report.

The screenshot shows a multi-step process for a Participation Report. The steps are: Step 1: Information Accuracy, Step 2: Details, Step 3: Questions, Step 4: Summary, and Step 5: Job Seeker Consideration. The current step is Step 3: Questions. The form contains a section titled 'Further information related to the incident can be included here. It will be used by DHS to help determine the outcome of the Participation Report.' Below this is a 'Provider Statements' section with several checkboxes. The 'Other Relevant Information' section is highlighted with a red box and contains the text: 'Please record any other relevant information for Human Services to consider as part of this investigation.'

The character limit for this field is 3000 characters. You should enter information you believe will be of assistance to DHS in their investigation, if it was not able to be covered in the other sections of the report.

Community Development Programme

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CDP GUIDELINES

JOB SEEKERS WITH DISABILITY

Job Seekers with Disability

Contents

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Job Seekers with Disability

Introduction

You must provide services to job seekers with disability who live in your CDP region and help them participate in work-like activities, so they can move towards finding long-term employment. Job seekers with disability are likely to have specific needs, and perspectives based on their personal circumstances, including the type and level of support required. Some of these job seekers may be Disability Support Pension (DSP) recipients, while others may be on other income support allowances such as Newstart or Youth Allowance. An individual job seeker's requirements to participate in work-like activities will depend on factors such as age, assessed work capacity and caring responsibilities. Refer to the Mutual Obligations Requirements Chapter for further information.

The provision of work-like activities and pathways to employment, along with the individualised care and support provided to eligible job seekers through the National Disability Insurance Scheme and other services will help to ensure that job seekers with long-term disability are able to fully participate in all aspects of life.

What is disability?

A disability is any continuing condition that restricts everyday activities. It can refer to a total or partial loss of bodily or mental functions, the presence of organisms in the body that can cause disease or illness, or a disorder that affects a person's ability to learn, thought processes, perception of reality, emotion or judgement. With the assistance of appropriate aids and services, the restrictions experienced by many people with a disability may be overcome.

Types of disability

The main categories of disability are physical, sensory, psychiatric, neurological, cognitive and intellectual. Many people with disability have multiple disabilities.

A physical disability is the most common type of disability, followed by intellectual and sensory disability. Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.

Sensory disability involves impairments in hearing and vision. Neurological and cognitive disability includes acquired disability such as multiple sclerosis or traumatic brain injury.

Intellectual disability includes intellectual and developmental disability which relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgments and problem solving. Intellectual disability is the result of interaction between developmentally attributable cognitive impairment, attitudinal and environmental barriers.

Psychiatric disorders resulting in disability may include anxiety disorders, phobias or depression.

Job Seekers with Disability

Participation requirements for job seekers with disability

Most CDP job seekers with disability will be required to participate in work-like activities if they are 18-49 years of age, receive the full rate of income support and have Mutual Obligation Requirements. When providing services to job seekers with disability, you must be aware of what they are capable of doing and match them with activities that are appropriate to their capabilities.

You must not place them in any activity that may aggravate their illness, injury or disability. If a job seeker is not required to undertake work-like activities, he or she may choose to participate voluntarily as a way of meeting their Mutual Obligations Requirements.

In most cases, job seekers will be referred to you following an Employment Services Assessment (ESAt) or a Job Capacity Assessment (JCA) conducted by the Department of Human Services (DHS) to determine the nature of the job seeker's disability, injury or health condition and need for ongoing support.

In cases where job seekers have been assessed through the ESAt as having Partial Capacity to Work (e.g. ongoing back injury) or a Temporary Reduced Work Capacity (e.g. recovering from a broken leg), they will be required to participate in activities for at least the minimum hours of their assessed capacity.

Case Study

Kylie has a diagnosed condition and has an ESAt which determined she has a Partial Capacity to work of 15-22 hours per week. She is on the full rate of Newstart Allowance and has Mutual Obligations Requirements, and is therefore required to participate in work-like activities.

Kylie is placed into activities of at least 15 hours per week to meet her Mutual Obligations Requirements.

What to do if a job seeker discloses that they have a temporary or long-term disability

Job seekers may disclose a disability or medical condition during their initial interview or subsequent contacts with you as their CDP provider. Where a disability is disclosed it must be recorded in the Job Seeker Classification Instrument (JSCI) and might lead to an ESAt referral. See the Job Seeker Assessments Chapter for further information on this process.

Job Seekers with Disability

Participation requirements for job seekers with disability

Case Study

Meera tells you about her illness, injury or disability. You should then consider the following options based on the nature of the conditions:

- Temporary but still participates in CDP – If the condition is likely to be temporary, and Meera is not able to participate fully in her current activities, you may consider placing her into different activities temporarily so that she can continue to meet her Mutual Obligation Requirements; or
- Temporary but cannot participate in CDP – If the condition is sufficient to prevent Meera from participating in CDP for a period of time, you must advise her to seek an exemption from her Mutual Obligation Requirements from DHS. You should remind Meera that she will need to take supporting medical evidence with her to DHS when applying for an exemption; or
- Permanent – If the condition looks like it may be long-term or permanent, you will need to refer Meera to DHS for an ESAt to assess her capacity to work. When considering referral for an ESAt, you must confirm that she has appropriate medical evidence supporting her condition before she is referred to DHS.

Providing services for a job seeker with disability

When you have assessed the impact the job seeker's disability, injury or health condition is having on their ability to find and retain a job, you must work with them to develop a Job Plan (or, where appropriate, to revise their existing Job Plan). As described in the Job Plan chapter, the Job Plan identifies the mix of vocational and non-vocational activities that moves job seekers towards long-term employment. Depending on the need of the individual job seeker, the Job Plan may integrate a range of activities, including: training, non-vocational assistance, interventions to address ESAt identified barriers, rehabilitation services, work experience, job search, job placement assistance and other assistance.

Services for job seekers should be delivered within a framework that recognises and is sensitive to all factors relevant to them, including: the nature of their disability, caring responsibilities, age, cultural and linguistic diversity, and skills and experience.

You should also work with other programs and services provided by the Department of Social Services (DSS), other Commonwealth agencies, state, territory or local government and community services to maximise a job seeker's capacity to participate in CDP and obtain long-term employment.

Job Seekers with Disability

Providing services for a job seeker with disability

Case Study: Activity for a job seeker who is hearing impaired

Garrie is hearing impaired and uses sign language to communicate. The activity supervisor did not have any experience with hearing impaired people so he learnt some basic sign language, mostly focusing on the finger-spelling alphabet so that he could spell out words and sentences even if he did not know the proper sign for a word or concept.

Garrie's activities involved working on the local school nutritional program where he was responsible for preparing food in the school canteen before school commenced. During the activity, he was assigned a partner with one of the job seekers through a buddy system.

Other considerations

Job seekers with disability may experience difficulty in accessing public information. The types of disability that impact on an individual's ability to access information include hearing loss or impaired vision, and disability that affects an individual's ability to learn or process information (such as intellectual disability and cognitive disability).

Many communication difficulties can be avoided by providing job seekers with a range of communication options so they can use the one that best suits their needs. More details on information provision are available in **Attachment A**.

- Internet accessibility - Creating accessible web content reduces the barriers faced by many job seekers with disability who try to access information on the internet. Job seekers who live in remote areas may have slow internet connections and use alternative technologies to a computer such as mobile phones to access websites.
- Access to buildings and signage - You must ensure that job seekers with disability have access to your buildings and facilities. All external and internal signage in your building should be positioned to be clearly visible to people with disability.
- Accessible services - Job seekers with disability may face difficulty in their contact with provider staff, which can often be a result of staff attitude. Staff awareness of these barriers in the delivery of services is the most important factor in creating accessible and inclusive services. Disability awareness should be an integral part of awareness training programs for all staff, and especially for frontline workers.

Job Seekers with Disability

Cultural considerations

You should consider how to communicate appropriately with Aboriginal and Torres Strait Islander job seekers with disability. 'Disability' as a concept is an introduced term to some Aboriginal and Torres Strait Islander communities. In some traditional languages there is no word for disability, although there may be terms for physical impairment such as blindness or hearing loss.

Aboriginal and Torres Strait Islander views on disability are diverse, matching the diversity of cultures and beliefs and the diversity of an individual's lived experience with disability. Nevertheless, it is frequently cited that some Aboriginal and Torres Strait Islander people do not recognise or want to disclose that they have a disability due to the stigma attached.

People in communities frequently recognise that someone is 'different', but this difference tends to be accommodated where possible. When a person's difference is manageable, their various impairments are viewed as simply one part of the person, but are often not considered central to one's identity. While these job seekers may not be diagnosed with a disability, you need to ensure that you consider their needs when developing and managing activities.

Employer incentives

Employer Incentive Fund

Employers who employ job seekers with disability may face greater direct costs because of the additional expenses with transport, personal, workplace modifications and communications requirements. This can be a barrier for employers in recruiting a job seeker with disability. The Employer Incentive Funding, Employment Assistance Fund and the Supported Wage System may provide an increased incentive for employers to employ long-term unemployed job seekers with a disability. Further details about Employer Incentive Funding are available in the Employment Chapter.

Employment Assistance Fund

The Employment Assistance Fund (EAF) helps people with disability and mental health conditions 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. The EAF is delivered through the Australian Government's JobAccess Provider. JobAccess is an information and advice service for all disability employment matters.

The EAF provides funding for a maximum of **\$1,500** (GST inclusive) per eligible employee in a 12-month period. Either you or an employer can access the EAF to purchase a range of work related assistance and support services for a job seeker who is placed into employment:

- **Training or Technical Support:** Assistance to help a job seeker with disability to learn how to use specific modifications or equipment.
- **Specialised Support and Training Packages:** For job seeker with mental health conditions or specific learning disorders.

Job Seekers with Disability

Employer incentives

- **Awareness Training for the workplace:** Disability awareness training, deafness awareness training, and mental health awareness training.

To access the EAF, either you or the employer can submit an online EAF application form to obtain assistance to purchase modifications, equipment and services for your eligible job seekers. Assistance available through the EAF is subject to meeting eligibility and application requirements, including funds being available.

The [EAF guidelines](#) provide more detail about the EAF application process, eligibility, and the type of modifications and equipment funded through the EAF, or you can contact a JobAccess Adviser on **1800 464 800** to help you with applying for EAF assistance.

Case Study: Equipment to support a job seeker in a wheel chair

Jarrah has a physical disability and relies on a wheelchair for mobility. Jarrah's provider has organised an employment placement for him at the local council where his responsibilities include taking calls, and accessing the computer database.

The local council received funding to purchase specific equipment for Jarrah from the EAF. When Jarrah started his position his desk was too low and his wheelchair could not fit under it. The council purchased a new desk with adjustable height to accommodate his wheelchair. A trackball mouse was also purchased so that Jarrah could access information on the computer.

Supported Wage System

The Supported Wage System (SWS) is set up for employees with disability who are not able to perform jobs at the same capacity as any other employee. Under SWS, special workplace arrangements are created so that employers can pay wages to a person with disability based on how productive they are in their job. However, the employer's formal workplace agreement must include arrangements for SWS if they want to apply for SWS. If you make an application for SWS, the employee with disability will need to have a SWS assessment from a qualified assessor.

The assessment will:

- be negotiated with the employer, employee with disability and you at a time that suits everyone; and
- happen on an employee's regular work day when they are doing their usual job.

The assessor will look at information such as the employee's job description, time spent on each duty, hours and days worked, break times and the level of supervision required. The assessor will also make sure that any modifications that the employee needs to do their job are in place.

For more information about the SWS refer to the [Overview of the Supported Wage System](#) or the [SWS Handbook](#), or contact the Department of Social Services (DSS) Supported Wage Management Unit on **1800 065 123** or speak to a JobAccess Adviser on **1800 464 800**.

Attachment A: Organising information in alternative formats

Alternative	Description	Contact
Audio cassette and digital recordings	A service that converts text documents into audio cassette or digital formats.	Vision Australia Ph: 1300 84 74 66
Audio loops	An audio loop consists of an amplifier and long cable which transmits sound from a public system to the hearing aids of people who are positioned inside the loop cable. Audio loops are available for hire to assist people with hearing impairment at public events.	Australian Hearing ph: 1300 412 512
Better Hearing Kits	These stand-up front counter cards contain information for staff about communicating with people with hearing impairments.	Australian Hearing Ph: 1300 412 512
AUSLAN Interpreting	Australian Sign Language (AUSLAN) Interpreting Service	Auslan Sevices Ph: 1300 287 526
National Relay Service (or telephone interpreting)	This 24 hours service involves relaying telephone calls from a person with hearing and/or speech impairment to a voice phone user.	National Relay Service Ph: 1800 555 660
Captioning	Captioning displays written text to convey the dialogue and sound effects in video, TV advertising etc.	Red Bee Media – Live Remote Captioning Ph: 02 9212 5277
Braille	Text written in Braille	Pacific Vision Ph: 1800 756 849

Community Development Programme



CDP GUIDELINES

MUTUAL OBLIGATION REQUIREMENTS

Mutual Obligation Requirements

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Mutual Obligation Requirements

Introduction

People who receive certain types of income support generally need to participate in suitable activities that will help them into employment and contribute to their local community. These are known as Mutual Obligation Requirements.

This chapter provides information about Mutual Obligation Requirements and how you can support job seekers to meet these requirements.

Broadly your role is to:

- ensure job seekers are aware of their Mutual Obligation Requirements;
 - deliver Basic and Remote Employment Services which includes establishing and conducting work-like activities;
 - monitor job seeker's participation in the activities they have agreed to undertake; and
 - encourage and support job seekers to re-engage if they stop participating.
-

Mutual Obligation Requirements

What are Mutual Obligation Requirements?

Job seekers **must** meet their Mutual Obligation Requirements to continue to receive their income support payment. There are a range of requirements a job seeker can be compelled to do under Social Security Law as a condition of receiving income support. These may include attending appointments with you, undertaking job search, acting on referrals to jobs, or participating in suitable activities which are relevant to their personal and community circumstances. Job seekers must meet their Mutual Obligation Requirements by:

- entering into a Job Plan;
- fully complying with the terms (requirements) in their Job Plan;
- demonstrating that they are actively looking for suitable paid work (where available);
- accepting offers of suitable paid work;
- attending appointments with you;
- participating in work-like activities as required;
- participating in activities to increase their job competitiveness, address non-vocational issues, and increase their employability;
- undertaking voluntary work;
- undertaking part-time work;
- acting on referrals to particular jobs from you;
- attending all job interviews;
- undertaking Job Search requirements as per their Job Plan;
- attending approved education or training courses or programs designed to address any barriers they may have to entering the workforce; and
- not leaving a job, training course, program or other required activity without a valid reason.

Mutual Obligation Requirements

Mutual Obligation Requirements

Job seekers with Mutual Obligation Requirements will be subject to the Job Seeker Compliance Framework (please refer to Chapter 9 for further details) if they fail to meet their requirements. For further information on Mutual Obligation Requirements, see [Guide to Social Security Law—3.2.8.50](#)

Use of the term ‘Work for the Dole’

Work-like activities, which assist job seekers to meet their Mutual Obligation Requirements, are run by you through *Work for the Dole* (WfD).

Work for the Dole is an approved program of work for income support payment under Social Security Law.

Work-like activities must allow job seekers to participate five days a week and activities should reflect local employment opportunities and/or are relevant to community aspirations and meet community needs.



Compliance Reminder: Work for the Dole

Not all job seekers are required to participate in WfD. You **must** ensure job seekers are aware and fully understand their Mutual Obligation Requirements. This includes, making it very clear when a job seekers is not required to participate in WfD.

You can also explain that they can volunteer to participate in WfD.

How are job seekers’ Mutual Obligation Requirements determined?

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.

Why do job seekers have Mutual Obligation Requirements?

Mutual Obligation Requirements ensure that people receiving activity-tested income support payments are actively looking for work and participating in a range of suitable activities that will help them into employment. Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers must enter into a Job Plan and satisfy the Mutual Obligation Requirements included in the Job Plan for each fortnight to continue to receive their income support payments.

Mutual Obligation Requirements for job seekers

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);
- Special Benefit recipients (nominated visa holders);
- Some Disability Support Pension (DSP) recipients under 35 years of age; and
- Some Special Benefit recipients (who are not nominated visa holders).

Mutual Obligation Requirements

Mutual Obligation Requirements for job seekers

How do you know if a job seeker has Mutual Obligation Requirements?

You can see if a job seeker has Mutual Obligation Requirements in the CDP IT system via the Participation Profile screen.

The Participation Profile screen also shows whether the job seeker is:

- an Early School Leaver;
- a Principal Carer Parent;
- on exemption from meeting Mutual Obligation Requirements;
- 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.



Full-time and part-time Mutual Obligation Requirements

Job seekers have either full-time or part-time Mutual Obligation Requirements.

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 between 15 to 29 hours per week.

Job seekers who have an assessed capacity of less than 15 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS and do not need to remain connected to you. As such, they will be suspended from your caseload.

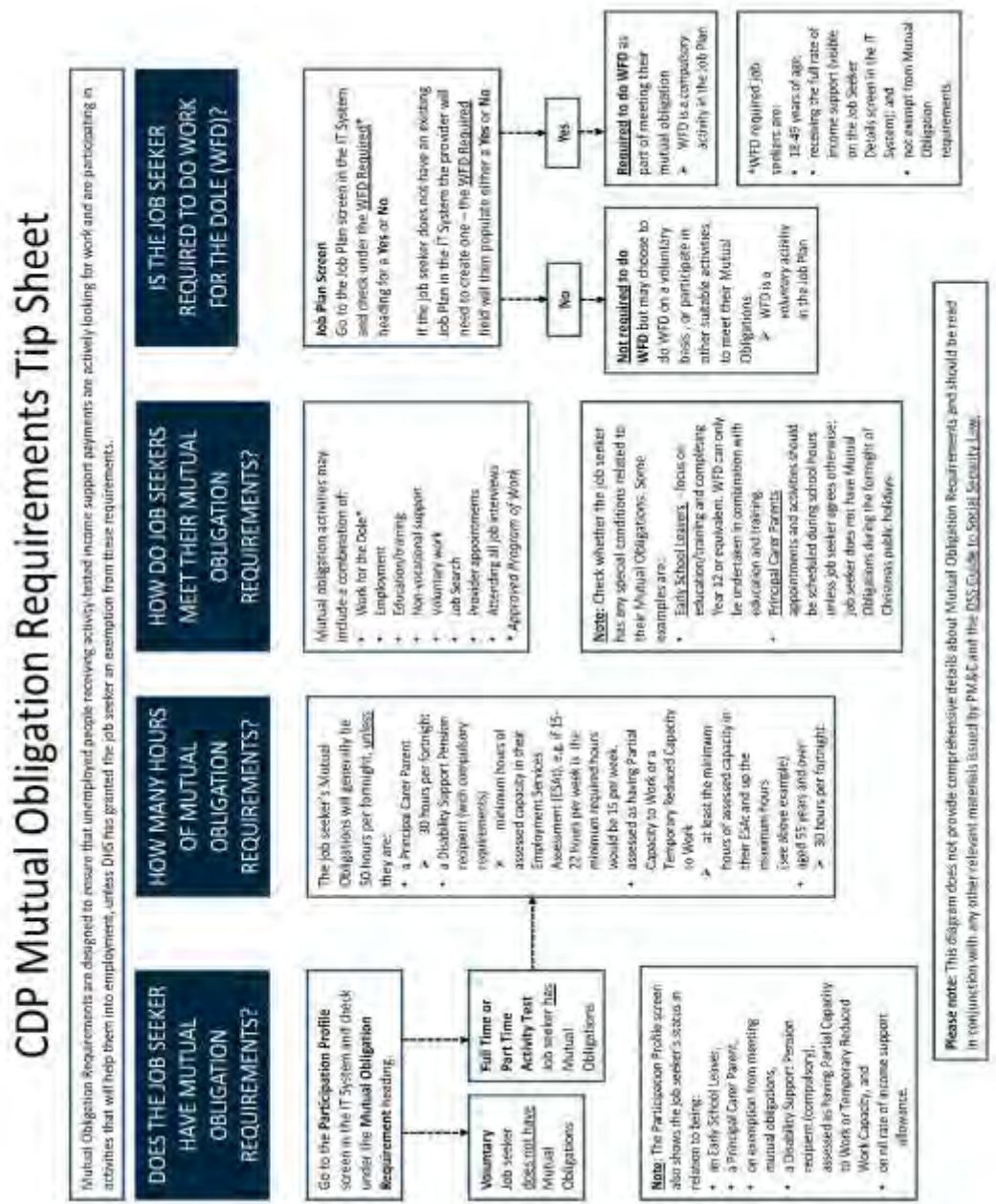
Mutual Obligation Requirements

Mutual Obligation Requirements for job seekers

Mutual Obligation Requirements consist of two components:

1. the number of hours a job seeker needs to participate in appropriate activities; and
2. the types of activities job seekers need to participate in.

The diagram (*below*) gives a broad overview of the criteria for participation which this chapter will explore in further detail.



Mutual Obligation Requirements

Hours of Mutual Obligation Requirements

A job seeker's Mutual Obligation Requirements are determined by DHS and will generally be 50 hours of participation in suitable activities per fortnight, unless they are:

- assessed as having a Partial Capacity to Work (PCW);
- assessed as having a Temporary Reduced Capacity to Work (TRCW);
- a Principal Career Parent (PCP);
- a Disability Support Pension (DSP) recipient with compulsory requirements;
- a mature age job seeker aged 55 years and over; or
- aged 60 and over.

The table below provides a general overview of the hours of participation of particular job seeker cohorts, noting that a job seeker's Mutual Obligation Requirements are also based on their assessed capacity and other factors.

Table 1: Hours of participation of particular job seeker cohorts.

Job Seeker Age/Cohort	Mutual Obligation Hours (fortnightly)
Voluntary JS (any age)	N/A
Less than 18	50
Early School Leaver (ESL)	50
18 – 54	50
55 - 59	30
60 and over	30
Principal carer Parent	30
Disability Support Pension Recipients under the age of 35, PCW and TRWC	At least the minimum hours of assessed capacity in their ESAt

Partial Capacity to Work

Some job seekers have a reduced work capacity. This is determined by an Employment Services Assessment (ESAt) conducted by a DHS Assessor.

Job seekers have a partial capacity to work if both their baseline work capacity, and work capacity within two years with intervention, is less than 30 hours per week. A job seeker who is assessed as having a partial capacity to work will have Mutual Obligation Requirements at their assessed capacity to work.

A job seeker's Mutual Obligation Requirements are based on their future assessed capacity with intervention, such as medical appointments or counseling. Job seekers are not required to immediately participate at the higher level of their assessed work capacity, however it is intended that a job seeker's capacity to participate would be built up gradually through participation in a suitable program of assistance.

For a list of activities that fully meet the Mutual Obligation Requirements for PCWs please refer to Table 2 on page 13.

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

Mutual Obligation Requirements

Partial Capacity to Work

based on their baseline work capacity. For example, if a job seeker has an assessed work capacity of between 15-22 hours, the minimum required hours would be 15 per week.

For further information, see [Guide to Social Security Law 3.2.8.10](#)

Temporary Reduced Work Capacity

A job seeker may have a temporary medical condition and have been assessed by DHS to have a Temporary Reduced Work Capacity (TRWC). A TRWC may be based on a medical certificate, or you can refer a job seeker to DHS for an ESAt to support the job seeker's claim of a reduced capacity. Job seekers will have reduced Mutual Obligation Requirements for the period of their TRWC.

You must take into account a job seeker's TRWC when setting suitable activities and the level of participation.

There may also be circumstances where it is clear that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a TRWC status in the CDP IT system. You should use your judgement and ensure that these personal circumstances are appropriately taken into account when determining suitable activities for the job seeker.

For a list of suitable activities that fully meet the Mutual Obligation Requirements for TRWCs please refer to Table 2 on page 13.

Principal Carer Parents (PCPs)

PCPs have part-time Mutual Obligation Requirements once their youngest child turns six years of age. You must consider a PCP's family and caring responsibilities, including the availability of suitable child care, when determining suitable activities for the PCP job seeker.

During school term, face-to-face appointments with you and participation in suitable activities should typically be scheduled during school hours unless otherwise agreed by the PCP.

PCPs must continue to meet their part-time Mutual Obligation Requirements during school holidays. However, you must consider whether the PCP can access suitable care and supervision for their children during this time when setting requirements.

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. If a PCP has a valid reason or reasonable excuse for not attending an appointment or activities, such as no suitable child care, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

For a list of activities that fully meet the Mutual Obligation Requirements for PCPs please refer to Table 2 on page 13.

Mutual Obligation Requirements

Principal Carer Parents (PCPs)



Compliance Reminder

During the PCPs pay fortnight in which the Christmas public holiday falls, PCPs are **not** required to meet any Mutual Obligation Requirements. Refer to the [Guide to Social Security Law 3.2.9.10](#) for additional information.

Financial suitability test for Principal Carer Parents

A PCP is not required to accept a job offer or continue in a job if 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, they can decline the offer or leave the job and still be considered compliant.

Disability Support Pension Recipients (Compulsory) requirements

DSP recipients under the age of 35 years (without a youngest child under six years), who have an assessed work capacity of at least eight hours per week, are required to participate in compulsory activities to improve their employment prospects and increase their participation in paid work.

These compulsory activities may include participation in Basic and Remote Employment Services, including work like activities depending on an individual's circumstances. You should focus on increasing the DSP recipient's work capacity and engagement with CDP to assist them to prepare for, find, and maintain employment, with the overall aim of decreasing their reliance on income support payments.

Can DSP recipients without compulsory requirements volunteer for CDP?

DSP recipients without compulsory requirements are eligible to participate in CDP if they volunteer to do so, including:

- DSP recipients aged 35 years and over; and
- DSP recipients aged under 35 years who have a work capacity of fewer than eight hours per week, or who are the Principal Carer Parent with a youngest child under six years of age.

Early School Leavers (ESLs)

An ESL is a person who is in receipt of Youth Allowance - other, is under 22 years of age and has not completed Year 12 or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).



To see whether a job seeker is an ESL, go to the Participation Profile screen in the CDP IT System.

Suitable activities for ESLs

To fully meet their Mutual Obligation Requirements ESLs must participate in:

- full-time education or training; or

Mutual Obligation Requirements

Early School Leavers (ESLs)

- a combination of part-time education or training and part-time work for a total of 25 hrs per week (15 hrs for PCPs and those with a PCW of 15 to 29 hrs per week); or
- a combination of part-time education or training and other appropriate activities for 25 hrs per week (15 hrs for PCPs and those with a PCW of 15 to 29 hrs per week) including any Job Search.

Early School Leavers who are undertaking an approved education or training course cannot be compelled to accept work if it would interfere with their study.

Job Search must not be included in the Job Plan of ESLs who are meeting their requirements through either:

- full-time education or training; or
- undertaking a combination of part-time education or training and part-time work for 25 hrs per week (15 hrs for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hrs per week).

However, Job Search can and should be included as a compulsory item in the Job Plan of all ESLs who are not in the circumstances outlined above.

Once an ESL has completed Year 12 (or equivalent) or a Certificate III or higher qualification (as verified by DHS) or turns 22 years of age, they will no longer be an ESL and will be subject to the Mutual Obligation Requirements that apply to other job seekers.

Exemptions

There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security Law, DHS may grant the job seeker an exemption from their Mutual Obligation Requirements for a specified period.

This recognises the different family and personal situations that may prevent job seekers from participating in Job Search, paid work, work-like activities, vocational training or other suitable activities. In the first instance, DHS will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.

If you believe that the job seeker should be exempt from Mutual Obligation Requirements, the job seeker should be advised to contact DHS to seek 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.

If a job seeker is granted a full exemption, they will be suspended from your caseload for the duration of the exemption (some job seekers with longer-term exemptions may be exited from your caseload).

For further information refer to the [Guide to Social Security Law 3.2.11](#).

Mutual Obligation Requirements

Specific Exemptions you should be aware of

Domestic Violence

Exemptions may be granted where a job seeker is subject to family and domestic violence. If the job seeker is a PCP and subject to family and domestic violence, an exemption must be granted by DHS.

In situations where you suspect domestic violence, you must refer the job seeker to a DHS social worker. You should also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence. Note that some states also have laws that mandate the reporting of domestic violence to the local police.

Pregnant job seekers

Pregnant job seekers who are three months from their expected due date are not required to look for work. During this time, you cannot compel these job seekers to accept job offers or referrals to job interviews. The job seeker will be required to continue in other suitable 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 until six weeks following the birth of the child.

Cultural Business (including Sorry Business)

There are occasions in some remote communities when job seekers may need time off from their Mutual Obligation Requirements to participate in Indigenous Cultural Business which may include Sorry Business.

In these instances, job seekers may request an exemption from DHS from meeting their Mutual Obligation Requirements. The period of the exemption will be limited to what is required in individual circumstances. If the length of Cultural Business cannot be determined, a short initial exemption period may be applied, e.g. two weeks, and then extended if further information is obtained.

Under CDP, if the job seeker has not yet sought an exemption from DHS you may consider the job seeker to have a valid reason or reasonable excuse (you may record non-attendance as DNAV for this period) not to participate in activities in their Job Plan for up to two weeks if:

- they have informed you prior to the occurrence of Cultural Business; or
- you are aware of the circumstances through community, family members or other reliable sources.

However, if the job seeker doesn't have an exemption and you are unaware or cannot validate the occurrence of cultural business, then you should use your discretion to apply the Job Seeker Compliance Framework during the job seeker's absence.

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>.

Mutual Obligation Requirements

Breaks in activities – Time off from Work for the Dole (TOWD)

There will be times when a job seeker will be permitted to have a break (or ‘time off’) from participating in WfD activities.

Time off only applies to job seekers *required* to participate in WfD, not those job seekers who are participating in WfD *voluntarily*, or who are only receiving Basic Services.

The job seeker will still be required to meet their Mutual Obligation Requirements, and you will be required to deliver Basic Services during the period of time off from WfD. This means that the job seeker will still be required to attend appointments with you, complete Job Search Requirements (if applicable) and activities other than WfD, as required. You will receive the Basic Payments for the period of a job seeker’s time off.

You should consider the personal circumstance of a job seeker before you agree to other activities during their time off. This may be necessary where the individual has caring responsibilities, for example during school holidays or during business shut-down periods over Easter.

You should also consider a job seeker’s circumstances when agreeing to time off. This includes considering the job seeker’s assessed capacity to work, age, skills and experience, travel time needed to undertake any activities during TOWD, family and caring responsibilities, cultural factors, vulnerabilities, and history of complying with Mutual Obligation Requirements.

At the end of the permitted time off, the job seeker *must* recommence WfD activities.

The total time off from WfD activities for any job seeker should not exceed six weeks over a calendar year without approval from PM&C. If additional time off beyond the allowed six weeks is necessary, you will need to submit a recommendation and request for approval to your PM&C Regional Manager.

The request should include a summary of the job seeker’s circumstances and outline why you are recommending additional time off.

Recording TOWD in the CDP IT System

You must use the CDP IT system to record the start and end date of a job seeker’s time off. The CDP IT system will record the duration of time off taken and calculate the remaining allocation a job seeker has over a calendar year. You cannot backdate or amend recorded periods of time off which are more than two days prior to the current date. For example, if the current date is Wednesday 25 October 2017 you will only be able to record or amend TOWD dates back to Monday 23 October 2017. You can record TOWD into the future. The CDP IT System has been designed in this way to avoid unintended impacts on other areas of the CDP IT System, including compliance and service payments for providers.

You must ensure no more than six weeks TOWD has been used by a job seeker over a 12 month period (calendar year) without approval from PM&C. PM&C monitors the usage of TOWD through the CDP IT System.

Mutual Obligation Requirements

Christmas Shutdown

Advice is published on the Provider Portal each year regarding Christmas Shutdown.

Suitable activities for job seekers to meet their Mutual Obligation Requirements

Suitable activities that will enable a job seeker to meet their and hourly participation requirements and broader Mutual Obligation Requirements are:

- WfD;
- part-time employment;
- unpaid work experience placement;
- voluntary work;
- Job Search requirements;
- suitable activities designed to develop Job Search and job interview skills or soft skills needed in the workforce;
- part-time study/training (in a Certificate III or higher);
- accredited language, literacy and numeracy courses, which can include Skills for Education and Employment (SEE);
- Adult Migrant English Program;
- suitable activities which address non-vocational issues;
- suitable activities to collect medical evidence;
- Defence Force Reserves; or
- other government programs, including state/territory government programs.

Job seekers may also undertake a combination of the activities listed above where it is deemed suitable or necessary by you.

For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, WfD is the principal way to meet their Mutual Obligation Requirements.

Job seekers under 18 years of age or between 49 to 59 years of age with full-time Mutual Obligation Requirements may volunteer to undertake work-like activities or other approved activities to meet their Mutual Obligation Requirements.

PCPs and PCWs of any age may choose to undertake work-like activities or other approved activities to meet their Mutual Obligation Requirements.

Activities to collect and obtain medical evidence

You may schedule a 'voluntary' activity in a job seeker's Job Plan to collect and obtain suitable medical evidence to inform DHS's work capacity assessments. This activity will count towards a maximum of five hours per week of a job seeker's Mutual Obligation Requirements and may include making and attending appointments (including travel).

Mutual Obligation Requirements

Job Search requirements

Why do job seekers need to complete Job Search?

In order to satisfy their Mutual Obligation Requirements, most job seekers must be actively seeking paid work and this would be achieved through a Job Search requirement included in their Job Plan. You will determine a reasonable number of job searches to be completed per month, taking into account local labour market conditions and the individual job seeker's circumstances.

How many Job Searches must a job seeker complete?

From 1 April 2018 there will be no minimum number of required Job Searches per month that must be recorded in the job seeker's Job Plan. You will determine a reasonable number of job searches to be completed per month, taking into account local labour market conditions and the individual job seeker's circumstances. Job Search requirements should be reviewed on a monthly basis and in stronger labour markets the number of Job Searches the job seeker is expected to undertake would be expected to be higher. It is not appropriate to record a zero Job Search requirement for job seekers on an ongoing basis. PMC will review and monitor Job Search requirements to ensure that appropriate requirements are being set.

Recording a Job Search requirement of zero

In cases where you determine a Job Search requirement of zero is appropriate you must remove the Job Search code (JS09) from the Job Plan and create a free text activity - 'Job Search - Zero' to be included in the job seeker's Job Plan.

For further guidance on recording a Job Search requirement of zero in the CDP IT System, please refer to the Task Cards at the end of this chapter.



Compliance Reminder – Job Search

Job Search does not count towards the job seeker's required hours of participation. Any Job Searches should be additional to the hours the job seeker is required to complete. Job seekers cannot be required to undertake more than 20 Job Searches per Job Search Period.

Job seekers fully meeting their Mutual Obligation Requirements

Certain job seeker cohorts, such as PCPs, those with a PWC (15 to 29 hours per week) and job seekers aged 55 years and over are able to fully meet their Mutual Obligation Requirements by undertaking certain appropriate activities for at least 30 hours per fortnight.

For a list of appropriate activities that fully meet the Mutual Obligation Requirements of specific job seeker cohorts please refer to Table 2 on page 13.

Role of DHS

For these cohorts, DHS is responsible for determining whether the job seeker is fully meeting their Mutual Obligation Requirements. Once determined, DHS will update the

Mutual Obligation Requirements

Job seekers fully meeting their Mutual Obligation Requirements

job seeker’s Job Plan to include the appropriate activities they are undertaking and the job seeker will then be suspended on the CDP caseload and will become DHS managed.

An exemption to this is PCPs aged under 55 years undertaking voluntary work alone, or in combination with paid work or study, for 30 hours per fortnight. This cohort will not be suspended from CDP, however you must not require the PCP to undertake Job Search or other activities.

Furthermore, in the case of PCP and job seekers with a PCW of 15-29 hours per week who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course, you (not DHS) are responsible for approving the short course and updating the job seekers Job Plan.

Continuing voluntarily in CDP

As outlined above, where a job seeker fully meets their Mutual Obligation Requirements through participation in appropriate activities, they will be suspended from remote employment services. A job seeker with Mutual Obligation Requirements may choose to participate voluntarily in services while they are suspended as long as they have:

- been contacted by you to discuss and agree to voluntarily participate while suspended;
- notified DHS, who will either call you or book an appointment for them; or
- directly contacted you to request services.

If a job seeker participates voluntarily in CDP services, you 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 activities.



Compliance Reminder

If a suspended job seeker advises that they are electing to voluntarily participate in employment services, you must provide services to the job seeker.

Table 2: Activities that fully meet the Mutual Obligation Requirements for specific CDP Job Seeker Cohorts

Activities that fully meet the Mutual Obligation Requirements for specific CDP Job Seeker Cohorts	
Cohort	Activity description
Principal Carer Parents	PCPs or a job seekers with a PCW of 15 to 29 hours per week are able to fully meet their Mutual Obligation Requirements by undertaking a range of appropriate activities for at least 30 hours per fortnight, including through:
Partial Capacity to Work	<ul style="list-style-type: none"> • paid work (including self-employment); • part-time approved study - this can be study that is less than 12 months in duration and vocationally orientated (for example vocational, education and training courses); or • a combination of the above activities. <p>When fully meeting their requirements, job seekers with a PCW or TRWC cannot be required to:</p>

Mutual Obligation Requirements

Job seekers fully meeting their Mutual Obligation Requirements

	<ul style="list-style-type: none"> • undertake any Job Search; or • meet any other additional requirements. <p>PCPs are also able to meet their 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 PCP to fully meet their Mutual Obligation Requirements through voluntary work:</p> <ul style="list-style-type: none"> • 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.
<p>Mature Age Job Seekers - Job seekers aged 55 years or over</p>	<p>DHS will make an initial appointment with you for new job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements. Job seekers who fail to attend this appointment or any other notified appointments with you, or who fail to accept referrals to jobs, may be subject to compliance action under the job seeker Compliance Framework.</p> <p>Job seekers aged 55 years or over can satisfy their Mutual Obligation Requirements by undertaking a range of appropriate activities for at least 30 hours per fortnight, including through:</p> <ul style="list-style-type: none"> • paid part-time-work (including self-employment); • approved voluntary work; or • a combination of the above activities. <p>Following the initial appointment job seekers 55 years and over who are fully meeting their Mutual Obligation Requirements cannot be required to:</p> <ul style="list-style-type: none"> • undertake any Job Search; • meet any other additional requirements; or • attend appointments with you unless they are related to employment opportunities or job referrals. <p>However, as these job seekers still have full-time Mutual Obligation Requirements they must remain connected with you (although they will be suspended on your caseload). They must attend any other notified appointments with you related to employment opportunities or job referrals. However these appointments must be made around the times of their paid and/or voluntary work hours.</p>
<p>Early School Leavers</p>	<p>Participation in a full-time approved education or training course will meet ESL Mutual Obligation Requirements even if the full-time course is less than 25 hours per week.</p> <ul style="list-style-type: none"> • 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 qualification (or above).

Mutual Obligation Requirements

Job seekers fully meeting their Mutual Obligation Requirements

Ministers of Religion	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 per fortnight of paid pastoral work for their religious organisation.
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Notes:

- Job seekers who have been assessed as having a PCW or with a TRCW of less than 15 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS and do not need to remain connected to you. As such, they will be suspended from your caseload.
- Where a PCP is aged 55 years or over and has a PCW, they are required to participate to the category with the lesser level of requirements.

Basic and Remote Employment Services

You must deliver Basic and Remote Employment Services to enable job seekers to meet their Mutual Obligation Requirements and support them to find and keep a job.

Table 3: Basic and Remote Employment Services

Basic Services	Remote Employment Services
<p>Case management and support to assist job seekers to find and keep a job, and to meet their Mutual Obligation Requirements.</p> <p>This involves you maintaining (at a minimum) monthly contact with a job seeker, as well as preparing and maintaining a Job Plan.</p> <p>Further services and assistance may include:</p> <ul style="list-style-type: none"> • Help in searching and applying for jobs, including help accessing Job Search facilities; • Resume writing and support preparing for interviews; or • Providing on-the-job training, mentoring and post-placement support. <p>Provide suitable activities to allow all job seekers to meet their Mutual Obligation Requirements.</p>	<p>All of the elements of basic services, plus participation in WfD.</p> <p>Activities must allow job seekers to participate five days a week. Activities reflect local employment opportunities and/or are relevant to community aspirations and meet community needs.</p> <p>The majority of job seekers will participate in activities as they are the principal ways in which a job seekers skills will increase, provide benefit to their local community, and provide experience in a work-like environment.</p> <p>Services may include:</p> <ul style="list-style-type: none"> • Work-like experiences that include skills that reflect local employment opportunities, or are relevant to community aspirations or needs; • Participants can be placed in hosted activities; • Community engagement activities; and • Accredited and non-accredited vocational training (e.g. drivers licence, Language, Literacy and Numeracy).

Mutual Obligation Requirements

Basic Services

Under the CDP Funding Agreement you 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. Active job seeker compliance monitoring and reporting is also central to Basic Services.

Remote Employment Services (Work for the Dole)

Under the CDP Funding Agreement you are required to deliver Remote Employment Services, including establishing and conducting WfD activities.

WfD activities should be work-like, reflect local employment opportunities, and/or be relevant to community aspirations and meet community need. WfD activities must be safe and allow job seekers to fulfil their Mutual Obligation Requirements.

Over time, a WfD activity should build the skills and experience of the job seeker to provide them with a pathway to real employment.

You should deliver a mix of WfD activities that:

- establish a daily work-like routine for job seekers, five days a week (Monday to Friday); and
- are guided by a supervisor

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

Is the job seeker required to do Work for the Dole?

To be required to participate in WfD, 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 activity conditions.

WfD 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 WfD, but cannot be required to do so.

To fulfil their Mutual Obligation Requirements, job seekers can attend one or more WfD activities, five days a week up to 25 hours, depending on their assessed capacity to work.

Is the job seeker required to do WfD?

Go to the Job Plan screen in the IT System and check under the WfD required heading for a Yes or No.

Mutual Obligation Requirements

Is the job seeker required to do Work for the Dole?

Participation Requirement	Suspended	Wfd Required
Part Time Activity Test	No	Yes
Plan Details		
Type	Created By	Date Created
Job Plan	AC3214	8/07/2015
Status	Date Status Assigned	Status Reason
Approved	27/11/2016	

A WfD activity can include a job seeker taking up non-vocational and vocational training if it is necessary for a job seeker to participate in an activity or is a prerequisite for a job.

ESLs and Work for the Dole in CDP

In CDP ESLs aged 18 years and over can be compelled to participate in WfD 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, WfD cannot be the only activity in the ESLs Job Plan, there must be an element of education and/or training included.

ESLs under the age of 18 cannot be compelled to undertake WfD but may volunteer to participate as a way to meet their Mutual Obligation Requirements. Again, if they do choose to participate in WfD, this should be undertaken in conjunction with education and/or training.

Job seekers aged 50 – 59 years and Work for the Dole

Job seekers over 49 years of age are not required to participate in WfD but must still meet their Mutual Obligation Requirement hours where applicable. If the job seeker chooses to volunteer for a WfD activity it must be recorded in the Job Plan as compulsory. If the job seeker does not volunteer for a WfD activity, any applicable Mutual Obligation Requirement hours must be met through other compulsory suitable activities or paid employment included in the Job Plan. If they fail to undertake the compulsory activities in their Job Plan they can be subject to action under the job seeker compliance framework. Noting that where the job seeker repeatedly fails to attend their WfD activity, you should consider whether an alternative, compulsory activity might be more appropriate to ensure the job seeker meets his or her Mutual Obligations Requirements.

Job seekers aged 60 years and over and Work for the Dole

Job seekers aged 60 years and over cannot be compelled to undertake a WfD activity although they may volunteer to do so. This would be reflected as a voluntary activity in their Job Plan. If they fail to attend WfD you will renegotiate the Job Plan with them and include activities they can be compelled to attend.

Mutual Obligation Requirements

Job seekers aged 60 years and over and Work for the Dole

If job seekers aged over 60 don't elect to participate in WfD activities they can elect which activities they will undertake (on a compulsory basis) to meet their Mutual Obligation Requirement of 30 hours per fortnight and this is included in their Job Plan as a compulsory activity. If they fail to undertake the compulsory activities in their Job Plan they can be subject to action under the job seeker compliance framework.

Can job seekers be placed in more than one Work for the Dole activity?

Job seekers can participate in one or more WfD activity, 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.

Case Study - Work for Dole

Justin is an eligible WfD job seeker with full time 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 WfD, 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.



CDP participants do **not** have an Annual Activity Requirement. The Annual Activity Requirement applies to jobactive job seekers only.

Case Study – Basic Services

Jess attends her initial interview with her provider who undertakes an assessment (including conducting the Job Seeker Classification Instrument [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.

Jess is assessed as being not WfD required as she is 51 years of age and she is receiving part-income support payments due to her receiving income through mining royalties. As a result, Jess is eligible for Basic Services (see table on page 22).

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.

Mutual Obligation Requirements

As Jess would like a role working with her local community, the provider enrolls 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 résumé 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. Jess' provider records a Job Placement in the IT system.

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.

Approved programs of work for income support payments recipients

What is an Approved Program of Work Supplement?

Under Social Security Law, job seekers participating in an approved program of work, including WfD 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 payment is made for the duration of the activity, regardless of the actual number of participation hours completed each fortnight. If a job seeker ends participation in WfD without good reason, the supplement will cease to be paid from the next payday.

Job seekers undertaking WfD on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.

Defining 'Suitable work'

Job seekers **must** actively look for work and be prepared to accept any offer of suitable work. '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 to do. This can include casual, permanent, part-time or full-time work (depending on the job seeker's assessed capacity).

Any work can be considered suitable, provided it meets the safeguards set out in Social Security Law, such as minimum conditions and appropriate health and safety considerations. Accordingly, job seekers are required to accept suitable work that may not be their first preference, whilst they continue to look for work that better matches their qualifications, expertise and interest.

Mutual Obligation Requirements

Defining 'Suitable work'

Work is unsuitable if it:

- would aggravate a job seeker's medical illness, disability or injury;
- is above the job seeker's assessed work capacity;
- the person is the principal carer for one or more children, and does not have access to appropriate care and supervision for the children at the times when the person would be required to undertake the work;
- 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 (as a guide, commutes of more than 60 minutes one way for PCPs and those with a PCW and more than 90 minutes one way for other job seekers would be considered unreasonable);
- the work would require enlistment in the Defence Force or the Reserves; or
- involves skills, experience or qualifications the job seeker does not possess, and appropriate training will not be provided by the employer.

(See [Guide to Social Security Law—3.2.8.60](#)—Unsuitable work)

Unsuitable work for PCPs

PCPs cannot be required to accept employment of more than 25 hours a week. Additionally, you should consider whether:

- the PCP has access to appropriate care and supervision for their child(ren) 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; and
- the PCP will be financially better off as a result of undertaking the work.

Work is 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 3.2.8.50](#) 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.

Suitable 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; or
- attending school where such attendance would be appropriate in the circumstances.

Mutual Obligation Requirements

Defining 'Suitable work'

Unsuitable work for job seekers with a PCW

Work is unsuitable for job seekers with a PCW if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury; or
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work.



Factors which might mean a PCW job seeker would be financially worse off from undertaking work 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; or
- The cost of travel to and from the job by the job seeker's normal means of transport.

Sufficient Work Test (DHS determined)

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.

A job seeker would need to work at least the minimum number of hours required (the hours test), and their earnings would have to be at least 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 PCW or PCP job seekers, or those who are aged 55 years and over the hours test 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 carry out or look for work at 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 carry out or look for work of the number of hours that would enable them to meet the remuneration test.

[Guide to Social Security Law 3.2.2.10](#)

Mutual Obligation Requirements

Sufficient Work Test (DHS determined)

Example

Ralph has a 15 hour per week requirement, as he has been assessed as having a PCW. In January 2017, Ralph 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 \$259.35 a week (that is, 15 hours at \$17.29). 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.

Summary of Mutual Obligation Requirements for CDP Job Seeker Cohorts

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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. • May participate in other suitable activities <u>in addition to</u> Work for the 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Monthly Appointments. • Looking for a job as agreed with the provider – Job Search. • May choose to participate in Work for the Dole activities, up to their assessed capacity*. • They must participate in other suitable activities, as appropriate. 	<ul style="list-style-type: none"> • 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.

Mutual Obligation Requirements

Summary of Mutual Obligation Requirements for CDP Job Seeker Cohorts

<p>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.</p>	<p>Dole to meet their Mutual Obligation Requirements.</p>			
<ul style="list-style-type: none"> • Suitable activities to meet Mutual Obligation Requirements are outlined on page 11 of this chapter. • Job seekers on a part-rate of income support (due to job seeker or partner income) are not required to participate in Work for the Dole activities but may choose to do so on a voluntary basis. • Principal Carer Parents (PCPs) should participate in activities of at least 30 hours per fortnight (and as appropriate, Job Search). There can 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 does not 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. <p>* If job seekers aged 50-59 volunteer for Work for the Dole and are on full rate of income support, this must be a compulsory activity in their Job Plan.</p> <p>* Job Seekers with a PCW or a Temporary Reduced Work Capacity with an assessed capacity to work 14 hours a week or under can meet their mutual obligation requirements by attending a quarterly interview with DHS to discuss their participation.</p>				

Community Development Programme

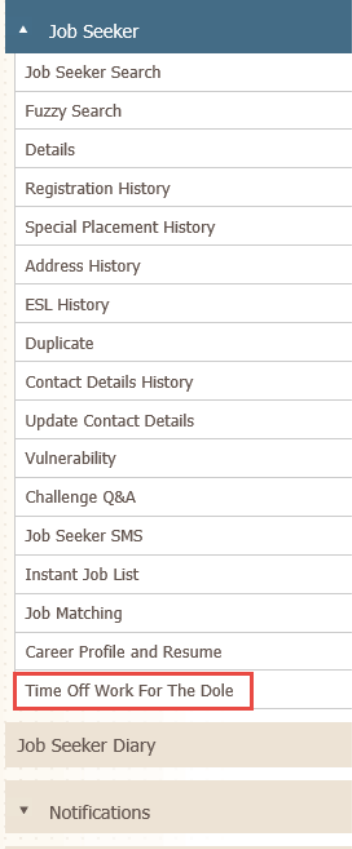



CDP GUIDELINES

MUTUAL OBLIGATION REQUIREMENTS

TASK CARDS

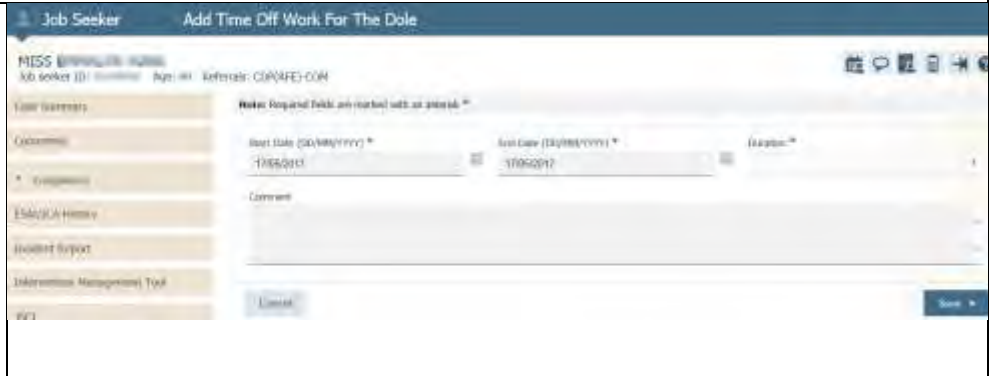
Mutual Obligation Requirements

PROCESS: Recording Time Off from Work from the Dole in the CDP IT System	
<p>Please note: TOWD System Requirement</p>	<p>The CDP IT system has been designed to prevent users from backdating or amending Time Off Work for the Dole dates two days after the current date. For example, if the current date is Wednesday 25 October 2017 you will only be able to record or amend TOWD dates back to Monday 23 October 2017. The system has been designed like this to avoid unintended impacts on other areas of the CDP IT system, including compliance and service payments for providers.</p>
<p>Select Job Seeker from the Home Page. After searching for the appropriate job seeker using their ID, CRN or details, select Job Seeker from the left hand navigation pane then select Time Off Work for the Dole.</p>	 <p>The screenshot shows a vertical navigation menu for a 'Job Seeker'. The menu items include: Job Seeker Search, Fuzzy Search, Details, Registration History, Special Placement History, Address History, ESL History, Duplicate, Contact Details History, Update Contact Details, Vulnerability, Challenge Q&A, Job Seeker SMS, Instant Job List, Job Matching, Career Profile and Resume, Time Off Work For The Dole (highlighted with a red box), Job Seeker Diary, and Notifications.</p>
<p>To add new periods of Time Off simply click <Add> to display the Add Time Off Work for the Dole screen.</p>	 <p>The screenshot shows the 'Time Off Work For The Dole' interface. It includes a header with 'Job Seeker' and 'Time Off Work For The Dole'. Below the header, there is a 'MISSED' section with fields for 'ADL Work ID', 'Age: 41', and 'Reference: CDP1002-COM'. A 'History' section is visible, along with a 'Summary for 2017' section containing 'Total Days Taken' and 'Total Days Remaining'. A sidebar on the left contains various menu items like 'Case Summary', 'Documents', 'Compliance', 'ESAT/JCA History', 'Incident Report', 'Address Management Tool', 'SAC', and 'Job Plan'.</p>

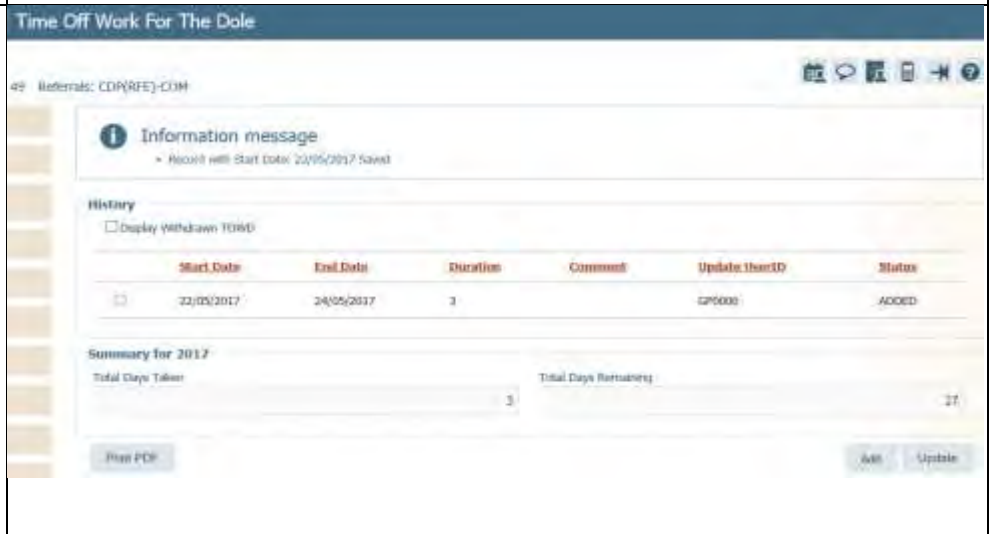
Mutual Obligation Requirements

PROCESS: Recording Time Off from Work from the Dole in the CDP IT System

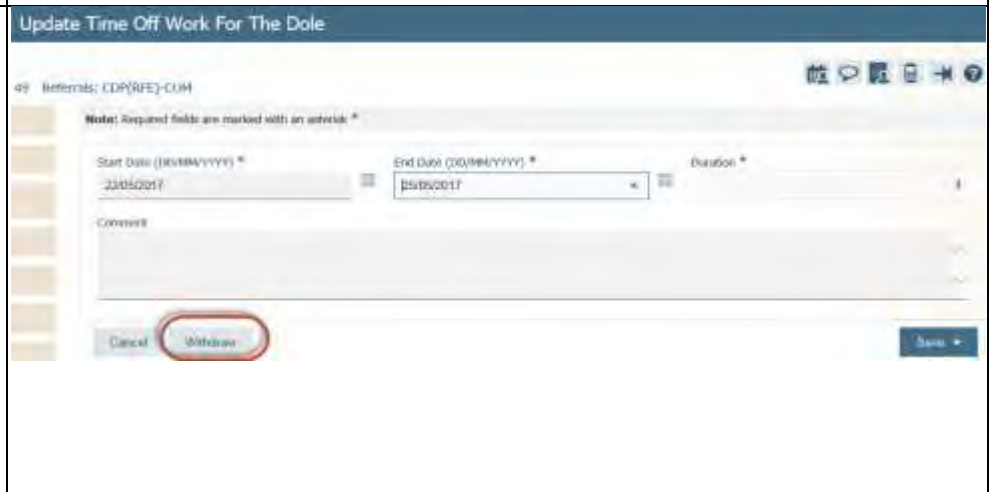
Set the Start and End Dates of the period – the Duration will be automatically set. Add any Comments and click **<Save>**.



The period will be added to the job seekers Time Off from Work for the Dole list.



You can select and **update/withdraw** any recorded periods by selecting the period and clicking **<Update>**. You can amend the Start and End Dates or withdraw the period.



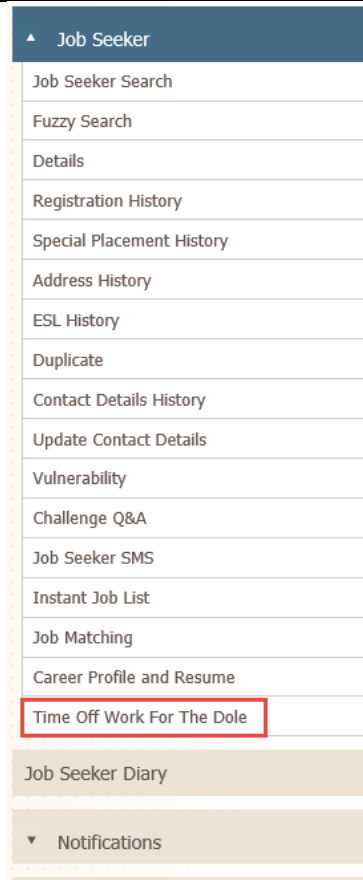
When a Time Off Work for the Dole period is current it will be flagged on the job seeker's **Case Summary and Job Plan**.



Mutual Obligation Requirements

PROCESS: Recording Time Off Work for the Dole when a job seeker will exceed the TOWD limit for a calendar year.

Select **Job Seeker** from the **Home Page**. After searching for the appropriate job seeker using their ID, CRN or details, select **Job Seeker** from the left hand navigation pane then select **Time Off Work for the Dole**.



To add new periods of Time Off simply click **<Add>** to display the **Add Time Off Work for the Dole** screen.



Mutual Obligation Requirements

PROCESS: Recording Time Off Work for the Dole when a job seeker will exceed the TOWD limit for a calendar year.

Set the Start and End Dates of the period – the Duration will be automatically set. Add any Comments and click **<Save>**.

The screenshot shows the 'Add Time Off Work For The Dole' form. The header includes 'Job Seeker' and the name 'MISS JOSHUA GIBBS'. The form contains fields for 'Start Date (DD/MM/YYYY)', 'End Date (DD/MM/YYYY)', and 'Duration'. The start date is set to 1/10/2015 and the end date is 31/03/2016. There is a 'Comment' field below these. A 'Save' button is located at the bottom right.

An information message will appear, informing you that the job seeker will exceed the available TOWD for this calendar year.

The screenshot shows the 'Update Time Off Work For The Dole' form. It features a warning message: 'This action will exceed the job seekers TOWD available this calendar year. By selecting the checkbox you are confirming that PNC approval for TOWD above 6 weeks (30 days) for this job seeker has been received.' Below the message is a checkbox labeled 'PNC approval obtained'. The form also includes 'Start Date', 'End Date', and 'Duration' fields, and a 'Save' button at the bottom right.

Mutual Obligation Requirements

PROCESS: Recording Time Off Work for the Dole when a job seeker will exceed the TOWD limit for a calendar year.

If you have approval from your PMC Account Manager, select the **Authorisation obtained** check box add any Supporting Comments and click **<Save>**.

If you **do not** have approval from your PMC Account Manager, select cancel and seek approval.

The period will be added to the job seekers Time Off from Work for the Dole list.

Start Date	End Date	Duration	Comment	Update User ID	Status
22/05/2017	24/05/2017	3		GP6000	ADDED

Summary for 2017
 Total Days Taken: 5
 Total Days Remaining: 27

Mutual Obligation Requirements

PROCESS: Recording a Job Search requirement of zero

STEP 1

Display the jobseekers Job Plan. Scroll down to the **Activity List**.

The screenshot shows the 'Job Plan' page for a job seeker. The left sidebar contains a navigation menu with 'Job Plan' selected. The main content area displays 'Plan Details' and an 'Activity List' table. The 'Activity List' table has the following data:

Description	Category	Type	Start Date	End Date	Priority
<input type="checkbox"/> Provider Appointment (A112)	Appointments and Interviews	Compulsory			Very High
<input checked="" type="checkbox"/> Job Search Contacts - Monthly (J09)	Job Search Activities	Compulsory			Very High
<input type="checkbox"/> Work for the Dole (WE12)	Participation Activities	Compulsory	17/10/2016	29/06/2018	High

STEP 2

Select the current **Job Search Contacts – Monthly (J09)** and click **<Delete Job Plan Activity>**

This screenshot is similar to the previous one, but the 'Job Search Contacts - Monthly (J09)' activity is selected with a radio button. Below the table, the 'Delete Job Plan Activity' button is highlighted.

STEP 3

Click **<Yes>** to confirm the Activity Delete

The screenshot shows a confirmation dialog box titled 'Delete Job Plan Activity Confirmation'. It asks 'Are you sure that you want to delete the selected item?' and lists the item: 'Job Search Contacts - Monthly (J09)'. There are 'Yes' and 'No' buttons at the bottom right.

STEP 4

The J09 Activity has been removed. Now click **<add Job Plan Activity>**.

This screenshot shows the 'Activity List' after the 'Job Search Contacts - Monthly (J09)' activity has been removed. The table now only contains the 'Provider Appointment (A112)' and 'Work for the Dole (WE12)' activities.

Mutual Obligation Requirements

PROCESS: Recording a Job Search requirement of zero

STEP 5

Select the Activity Category of Job Search Activities and then the FTXT – Free Text activity. Click **<next>**.

STEP 6

In the **Activity Text** field record “Job Search Requirement is Zero”. Set the Activity Start and End Dates and click **Save**.

A **‘Success message’** will be displayed.

Success message

- Activity added successfully.

Community Development Programme

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Document 9.06



CDP GUIDELINES

OTHER AGENCIES AND IMPORTANT CONTACTS

Other Agencies and Important Contacts

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Other Agencies and Important Contacts

Introduction

Knowing your stakeholders and who you should contact in other programs and agencies will be helpful when you need to access support services and other assistance for CDP job seekers. Establishing and maintaining local networks is essential to delivering effective and quality services to your job seekers.

This chapter provides you with some starting points for national and state level contacts. You will need to put together the contact points for local services in your CDP region. The contacts and facilities available at the local level will vary from region to region.

It will be helpful for you to have contacts available within the following local organisations:

- medical and allied health services including Aboriginal and Torres Strait Islander Medical Centres;
- land councils;
- education and training organisations;
- local government; and
- other service providers.

Note that in your region there may be numerous other relevant local stakeholders. Please refer to the Community Engagement Chapter for further details on local-level stakeholders and groups you should build and maintain relationships with.

Finally, where indicated, certain contact details in this chapter should not be provided to job seekers or other people outside your organisation.

Department of the Prime Minister and Cabinet (PM&C)

The Indigenous Advancement Strategy (IAS) began on 1 July 2014, streamlining more than 150 individual programs and activities into five flexible, broad-based programmes, which include: Jobs, Land and Economy, Children and Schooling, Safety and Wellbeing, Culture and Capability, and Remote Australia Strategies. These program streams are designed to ensure real results are achieved in the Government's three priority areas: getting kids to school, adults into work and making communities safer.

Being employed improves the health, living standards and the social and emotional well-being of individuals, families and communities. Employment not only brings financial independence and choice, it also contributes to self-esteem. PM&C develop and manage Indigenous employment policy and programs. We also provide supplementary assistance to a variety of state, territory and Commonwealth programs. Our programs address the employment needs of Aboriginal and Torres Strait Islander peoples and employers and industry.

Other Agencies and Important Contacts

Department of the Prime Minister and Cabinet (PM&C)

Contact Area	Summary	Contact Details
PM&C Regional Network	PM&C has a regional network of offices and staff around Australia who work in partnership with communities and other stakeholders to develop and implement programmes.	www.dpmc.gov.au/contact-us/regional-network-addresses
Remote School Attendance Strategy (RSAS)	<p>The Remote School Attendance Strategy is about working together – with schools, families, parents and community organisations – to ensure all children go to school every day.</p> <p>School attendance teams will work with schools to help parents and families make sure kids have what they need to go to school each day.</p> <p>RSAS team members are local people from your community, and are largely expected to come from your CDP caseload.</p>	https://www.pmc.gov.au/indigenous-affairs/education/remote-school-attendance-strategy
Indigenous Rangers	<p>The ranger programme supports Indigenous people to combine traditional knowledge with conservation training to protect and manage their land, sea and culture.</p> <p>Indigenous Ranger teams develop partnerships with research, education, philanthropic and commercial organisations to share skills and knowledge, engage with schools and generate additional income and jobs in environment, biosecurity, heritage and other sectors.</p>	https://www.dpmc.gov.au/indigenous-affairs/environment/indigenous-rangers-working-country
Contact Area	Summary	Contact Details
Vocational Training & Employment Centres (VTEC)	VTECs connect Indigenous job seekers with guaranteed jobs and bring together the support services necessary to prepare job seekers for long term employment.	Email: vtec@pmc.gov.au www.dpmc.gov.au/indigenous-affairs/employment/vocational-training-and-employment-centres-vtecs

Other Agencies and Important Contacts

Department of the Prime Minister and Cabinet (PM&C)

Employment Parity Providers	<p>The Employment Parity Initiative aims to increase the number of large Australian companies with a workforce reflective of the size of the Indigenous population. Specifically, the programme aims to get 20,000 more Indigenous job seekers into jobs by 2020.</p> <p>Large national employers are invited to join the programme, increasing the level of Indigenous employees within their organisation.</p>	<p>Email: EPI@pmc.gov.au</p> <p>https://www.dpmc.gov.au/indigenous-affairs/employment/employment-parity-initiative</p>
Fraud Hotline	You must report all suspected fraud immediately. This phone number can be used to reach the dedicated point of contact.	(02) 6152 3598
Freedom of Information	Any FOI requests can be fielded by the dedicated PM&C team; use the specified email request to lodge a request.	foi@pmc.gov.au
Indigenous Entrepreneurs Fund	The IEF will assist new starts ups and existing Indigenous business to help them to identify opportunities for expansion or where new business opportunities are identified.	https://www.pmc.gov.au/indigenous-affairs/economic-development/supercharging-indigenous-businesses-comments-open-draft-indigenous-business-sector-strategy

Department of Jobs and Small Business (DJSB)

The Department of Jobs and Small Business is responsible for delivering national policies and programs that help Australians find and keep employment. The Department is responsible for a number of employment services policies which intersect with CDP.

Contact Area	Summary	Contact Details
General Enquiries		1300 488 064
National Customer Service Line	This number can be provided to your job seekers who would like to escalate a complaint about your services, or if they do not feel comfortable using your feedback process(es).	1800 805 260

Other Agencies and Important Contacts

Department of Jobs and Small Business (DJSB)

jobactive	<p>jobactive is the employment services programme which operates in non CDP regions.</p> <p>Like CDP, jobactive is delivered by contracted service providers.</p>	<p>13 62 68</p> <p>www.jobs.gov.au/jobactive</p>
Restart	<p>The Restart wage subsidy is a financial incentive designed to help employers hire eligible mature age job seekers who are 50 years of age and over. CDP job seekers are eligible to for Restart.</p> <p>Employers can receive up to \$10,000 (GST incl.) over six months if they employ eligible mature age job seekers.</p> <p>Employers in remote areas may be eligible to receive this subsidy.</p>	<p>13 17 15</p> <p>https://www.jobs.gov.au/restart-help-employ-mature-workers-0</p>

Department of Human Services (DHS) / Centrelink

The Department of Human Services is the Australian Government’s service delivery agency, responsible for delivering a range of welfare, public aid and other services to all Australian citizens, including those in remote regions. It delivers most services through Centrelink, Medicare and the Child Support Agency. You will mostly be dealing with Centrelink, which delivers services (including, assessing eligibility and payment administration of income support payments the Australian Government’s Social Welfare payments.

Contact Area	Summary	Contact Details
General Enquiries	The general enquiries line can be provided to job seekers, if required.	132 850
Multilingual Phone Service	Multilingual Phone Service	131 202
Fraud Tip Off Line	This point of contact can be used to report welfare fraud.	131 524
ESAt referrals	In line with Chapter 3 Assessments, If you need to contact DHS to organise a referral for a job seeker for an ESAt, you should contact the FOCUS Response Team.	<p>1800 986 114</p> <p>focus.response.team@humanservices.gov.au</p>

Other Agencies and Important Contacts

Department of Human Services (DHS) / Centrelink

<p>Job seeker compliance enquiries</p>	<p>You can email the Participation Solutions Team (PST) or Local Services Centre about specific job seekers, in relation to compliance actions and confirmation of other information that may impact on the servicing of the job seeker.</p> <p>Queries should only be about compliance actions or seeking confirmation on:</p> <ul style="list-style-type: none"> • exemptions from Social Security Activity Test Requirements; • the status of an approved activity; • the job seeker's SS Activity Test Requirements; and • other matters that impact directly on servicing the job seeker. 	<p>1300 306 325</p> <p>PST.ENQUIRY@humanservices.gov.au</p>
<p>Income Management</p>	<p>DHS offers income management due to referral by another agency, or on a voluntary basis. Job seekers can contact DHS with enquiries.</p>	<p>1800 132 594</p>
<p>Centrelink Indigenous phone service</p>	<p>If your job seeker identifies as an Aboriginal or Torres Strait Islander Australian, they can call this service from anywhere in Australia.</p>	<p>1800 136 380</p>

Other Agencies and Important Contacts

Other Agencies and Departments

There are various other Agencies and Departments which you may need to contact from time to time, or for which you may need to offer contact details to a job seeker.

Contact Area	Summary	Contact Details
Department of Social Service’s Disability Employment Services (DES)	<p>DES is run by the Department of Social Services. DES helps people with disability to find and keep a job – but it does not operate in remote communities.</p> <p>Job seekers with disability, injury or health condition may be able to receive assistance to prepare for, find and keep a job.</p> <p>CDP job seekers are ineligible for DES services while they live in a CDP region. CDP job seekers will only be able to go to a DES provider if they move from a CDP region to a non-CDP region.</p> <p>You are to deliver services to job seekers with disability in remote areas.</p>	<p>To locate a DES provider, use the online jobactive provider search tool:</p> <p>http://jobsearch.gov.au/serviceproviders</p>
Job Access	<p>Job Access has a variety of resources available for providers who are helping job seekers with disability, such as information portals and outlines of rights and responsibilities.</p>	<p>1800 464 800</p> <p>www.jobaccess.gov.au</p>
Indigenous Business Australia (IBA)	<p>IBA assists Aboriginal and Torres Strait Islander people with funding and resources to grow businesses. IBA also offers assets for lease, including vehicles, machinery, plant and equipment that are specifically for business use. CDP providers may be able to lease assets through IBA.</p>	<p>1800 107 107</p> <p>www.iba.gov.au</p>
Commonwealth Ombudsman	<p>The Ombudsman investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government agency.</p>	<p>1300 362 072</p> <p>www.ombudsman.gov.au</p>

Other Agencies and Important Contacts

Other programs

Contact Area	Summary	Contact Details
Commonwealth Ombudsman	The Ombudsman investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government agency.	1300 362 072 www.ombudsman.gov.au
Time to Work Employment Service (TWES)	The Time to Work Employment Service (TWES) is an in-prison employment service targeted at Indigenous people in prisons, scheduled to rollout progressively from January 2018. TWES is aimed at better preparing Indigenous people in prisons for their release, improving their prospect of connecting with post-release support services through a Facilitated Transfer Meeting, and better supporting the post-release employment services provider to place people who have spent time in prison in employment. Through the service, all participants are entitled to a JSCI and an ESAt (regardless of whether the JSCI triggers an ESAt), Transition Plan and Facilitated Transfer to the post-release employment services provider.	

Other Agencies and Important Contacts

Interpreter services

Contact Area	Summary	Contact Details
Australian Apprentices	Australian Apprenticeships is run by the Department of Education and Training. Australian Apprenticeships (often referred to as apprenticeships or traineeships) offer opportunities for anyone of working age to train, study and earn an income in a wide range of occupations and trades. Available in more than 500 occupations at all certificate levels up to Advanced Diploma, they provide nationally recognised quality training developed by industry for industry.	To locate a Australian Apprenticeships provider use the Department of Education and Training search tool: https://www.australianapprenticeships.gov.au/find-my-aasn/map

Providers should use translators and interpreters who are accredited through the National Accreditation Authority for Translators and Interpreters (NAATI).

Interpreters without NAATI credentials should only be used when the situation is an emergency and a qualified interpreter is unavailable. The potential for misinterpretation, addition of personal opinions or advice and/or misreading of language or cultural distinctions is increased by using interpreters that are not qualified.

Contact Area	Summary	Contact Details
Kimberley Interpreting Service (KIS)	The Kimberley Interpreting Service is the only Indigenous language interpreting service in Western Australia.	(08) 9192 3981 admin@kis.org.au

Mental Health services

Contact Area	Summary	Contact Details
Aboriginal Interpreter Service	There are two types of interpreter services - an on-site interpreter or a telephone interpreter. Except in emergencies, booking requests must be made at least two days before the appointment. Video interpreting services are available through the AIS offices in Darwin, Katherine and Alice Springs.	24 hour on-call service: 1800 334 944 https://nt.gov.au/interpreter-services ais@nt.gov.au

Other Agencies and Important Contacts

Mental Health services

<p>Translating and Interpreting Service (TIS) <i>(This is a foreign language service only, and indigenous language services are not available)</i></p>	<p>TIS National provides interpreting services to agencies and businesses that need to communicate with their non-English speaking clients. You can book a phone interpreter using the online form.</p>	<p>131 450 www.tisnational.gov.au</p>
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Other Health services

Contact Area	Summary	Contact Details
Mental Health Services – State/Territory services	NSW – Mental Health Line	1800 011 511
	NT – Top End Mental Health Services	1800 011 511
	QLD – Queensland Health Hotline	13 HEALTH (13 43 25 84)
	SA – Mental Health Triage Service	13 14 65
	WA – Mental Health Commission	www.mhc.wa.gov.au
Other Mental Health services	Lifeline	13 11 14
	Beyond Blue	1300 224 636
	Australian Counselling Association	1300 784 333 (counselling location service)
National Health Services Directory	This online tool helps you find specific health services in your local area.	www.nhsd.com.au

Housing and Homelessness

Contact Area	Summary	Contact Details
State/Territory Housing authorities	NSW	www.aho.nsw.gov.au/
	NT	http://dhcd.nt.gov.au/contacts
	QLD	www.qld.gov.au/housing/public-community-housing/
	SA	www.sa.gov.au/topics/housing
	WA	www.dhw.wa.gov.au

Other Agencies and Important Contacts

Domestic Violence services

Contact Area	Summary	Contact Details
1800 RESPECT	This is a national sexual assault, domestic and family violence counselling service.	1800 RESPECT (1800 737 732)
NSW points of contact		
Domestic Violence Line	The Domestic Violence Line information, support and help for victims of domestic and family violence. It operates 24 hours.	1800 65 64 63.
Child Protection Helpline	To report suspected child abuse or neglect, call the 24-hour Child Protection Helpline.	132 111
NT points of contact		
Northern Territory Police family violence unit	Please note that in an emergency, you should call 000.	(08) 8999 0865
Family Safety Framework	The Family Safety Framework is part of the Northern Territory Government’s commitment to tackling Family and Domestic Violence and assisting families to receive immediate and holistic support for both high risk victims and perpetrators of violence.	http://www.pfes.nt.gov.au/Police/Community-safety/Family-Safety-Framework.aspx
NT Government’s domestic and family violence online portal	This website lists family and domestic violence providers for Darwin, Nhulunbuy, Katherine, Tennant Creek and Alice Springs.	https://nt.gov.au/law/crime/domestic-and-family-violence/get-help-for-domestic-and-family-violence
QLD points of contact		
Womensline	Womensline helps women to obtain safe refuge accommodation, confidential counselling and referral to other services.	1800 811 811 (24 hours, 7 days a week)
DVConnect Mensline	Mensline provides confidential counselling, information and referral to men affected by domestic and family violence.	1800 600 636 (9am to midnight, 7 days a week)

Other Agencies and Important Contacts

Domestic Violence services

SA points of contact		
Domestic Violence & Aboriginal Family Violence Gateway Services	This services provides assistance with securing emergency accommodation, counselling (short term telephone and face-to-face), advocacy and support.	1800 800 098
Victim Support Service	The Victim Support Service provides telephone counselling for people who have experienced sexual assault or abuse.	(08) 8231 5626 or country callers can phone 1800 182 368
WA points of contact		
Women’s Domestic Violence Helpline	This service provides support and counselling for women experiencing family and domestic violence.	1800 007 339
Victim Support Service	This service provides counselling, information and referrals for victims of crime.	1800 818 988

Community Development Programme

OFFICIAL

Document 9.07



CDP GUIDELINES

PAYMENTS

Payments

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Payments

Overview

The CDP provider payment model is designed with clear incentives to support the programme's dual and complementary objectives:

- To help encourage job seekers to participate in their communities each day through meaningful activities, and
- To support job seekers into work as it becomes available.

The programme is supported by the following set of payments:

Service Payments:

- **Basic Services Payments** which are payable to you for Basic Services to job seekers who are not required to participate, or who have not chosen to voluntarily participate, in Work for the Dole (WfD) (these job seekers are called 'Basic Participants' in the CDP Remote Activity Condition 1 (RAC1));
- **WfD Payments** which are payable to you for job seekers undertaking WfD Activities (these job seekers are called 'WfD Participants' in the RAC1). WfD Participants also receive other services, such as attending Provider appointments and Job Search.

Outcome Payments:

- **Employment Outcome Payments** which are payable to you where job seekers achieve 13 and 26 Week Employment Outcome;
- **Employer Incentive Funding** which is payable to employers where job seekers have been employed by one Employer and have achieved a 26 Week Employment Outcome.

Other Payments:

- **Ancillary Payments** where applicable, from time to time, under the RAC1 of the CDP Funding Agreement. These include funding in relation to Strengthening Organisational Governance, which is a one-off payment for becoming incorporated, if the incorporation requirement set out in the CDP Funding Agreement applies to your organisation.
-

Service Payments types

Services Payments are paid monthly to you according to the rates outlined below.

Payment type	Annual Payment Value (GST Exclusive)	Monthly payment (GST Exclusive)
Basic Services Payment	\$ 4,000	\$ 333.33
Work for the Dole payment	\$ 12,450	\$ 1,037.50

* Where there is a hosting arrangement in place, a payment must be made to the host organisation from the \$12,450 WfD payment. The payment should be on a sliding scale depending on the number of services that the host organisation is providing.

See **Attachment A** for business process diagrams of service payments and a working example of a payment month for a job seeker.

Payments

Service Payments

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

The Basic Services Payment is paid based on the total number of job seekers 'Basic Participants' (excluding job seekers in WfD activities) recorded in the IT system.

To receive the WfD payment, you must ensure remote job seekers are not just placed in activities, but also attend their WfD Activities, as per their mutual obligation requirements and Job Plan. Where a job seeker does not attend an activity, you must 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 the job seeker had a valid reason for non-attendance.

For the purpose of payment calculations, hours are considered to be 'payable' if records in the Activity Diary meet one of the following criteria:

- Job seekers are recorded as having attended their activity (result of "ATT");
- Job seekers did not attend their activity but have provided a valid reason for non-attendance (result of "DNAV"); or
- Job seekers did not attend their activity, have not provided a valid reason for non-attendance (or after reasonable efforts to contact the job seeker, you have been unable to make contact) – recording a result of "DNAI" – and:
 - The job seeker re-engages (result of "ATT") any of their WfD activities within 14 days, and
 - For job seekers where WfD is a compulsory activity in their Job Plan, a Participation Report (PR) has been lodged for non-attendance and that PR is linked to the activity that the job seeker failed to attend.

WfD payments – when a Comprehensive Compliance Assessment (CCA) is underway

While a CCA is underway, job seekers are not required to attend WfD activities. You are eligible for WfD payments during this period, starting with the date DHS commences the CCA and ending with the date DHS finalises the CCA. You should record "DNAI" in the Activity Diary and re-engage job seekers within 14 days to attract a WfD payment, but must not lodge a PR during this period. The job seeker's Case Summary and Job Plan screens include an indicator to show when a job seeker has a CCA underway.

Approved Time off from WfD

Job seekers are allowed to take time, at their choosing and within the guidelines, away from WfD activities. During this period, and where recorded correctly in the system, you will receive a Basic Services Payment as you are still required to provide basic services and ensure that the non-WfD component of the job seeker's mutual obligation is still met.

You must not schedule activities or record results while a job seeker is on Time off from WfD, nor lodge Participation Reports. The Case Summary and Job Plan screens include an indicator to show when a job seeker is taking approved Time off from WfD. Please refer to the processes outlined in Mutual Obligation Requirements chapter.

Payments

Service Payment arrangements

Service payment arrangements support you to design flexible and tailored services 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.

There are prerequisites to be met before you will be eligible for service payments. Service payments are only made with respect to job seekers who have met with you and agreed to a Job Plan. In the case of WfD payments, payments are only made for job seekers who: (1) have a WfD activity in their Job Plan (under a WE12 code), (2) have at least one activity linked to the WE12 code, and (3) attended their activities or where appropriate compliance action has been taken where a job seeker has not attended an activity or did not attend their activity but provided a valid reason.

Where job seekers complete more than 50 hours of WfD in a fortnight, you will not be paid for the additional hours. You will only receive the maximum payment available and additional hours are not transferrable to other fortnights. Where job seekers have an assessed partial capacity to work or requirement to WfD (such as 30 hours per fortnight), the excess hours recorded will not attract additional payment.

Service payments checklist

You must complete the basic steps below to receive a WfD payment.

- Met the job seeker and agree to a Job Plan.
 - Included WfD (WE12) in the Job Plan (WE12 can be included for voluntary or WfD required job seekers).
 - Set up a quality WfD activity that is readily available, appropriately supervised and meets the needs of individual job seekers.
 - Placed the job seeker into a WfD activity in the IT system.
 - Recorded job seeker attendance/non-attendance in the Activity Diary and applied the compliance framework appropriately.
-

Calculation of Service Payments

Service payments will be calculated on the Sunday following the fourth Wednesday of each month. The Sunday following the fourth Wednesday of the month is called the Assessment Date.

Remittance advices are sent to you by email from the Reserve Bank of Australia (RBA) at the time the payments are made. Your Account Manager should be informed of any changes to the finance contract so the system can be updated. In addition to the remittance advice, a monthly detailed payment breakdown is delivered as explained in Service Payment Data.

Past remittance advice information is available through Employment Services Reporting via the following report: "RJCP11 – CDP Remittance Advice". This report shows all available previous remittance advices.

Payments

Payment Period

The Payment Period always ends on the fourth Wednesday of each month. The Payment Period each month is from the day after the previous month's fourth Wednesday, up until the fourth Wednesday of the current month. You have until the Sunday after the fourth Wednesday of each month to update data for the Payment Period (subject to system availability); this Sunday is known as the Assessment Date.

Timing of Service Payments

Timing of Basic Services payments will coincide with WfD Payments, resulting in two monthly payments being received by you.

Payments will be made within one week of the end of the Payment Period (i.e. by the end of the Wednesday following the fourth Wednesday of the month). Where this is not possible, you will be advised of alternative arrangements.

Service Payment data

You should ensure data is kept up-to-date during the month to ensure local technical issues (e.g. internet outages) do not reduce the amount of data recorded in the IT system on the Assessment Date. Any data entered into the Activity Diary after the Assessment Date will not be included in payment calculations and it will also not be counted towards the next month's payment.

Payment analyses and job seeker level data will be emailed to your organisation within two weeks of the end of the Payment Period (i.e. by the end of the Wednesday two weeks after the fourth Wednesday of the month). This advice is sent to the CEO or senior leader in your organisation but further recipients from an organisation can be added by sending a request to your Account Manager. Please also inform your Account Manager when updates to existing contact details or recipients are required.

System availability

There are times when the IT system may go down for scheduled or unscheduled maintenance on or near the Assessment Date. Scheduled maintenance is nearly always conducted at or after 9pm Eastern time, in order to be past the normal close-of-business time across Australia. Notice is provided of these outages as early as possible through the IT system. To protect yourself from these outages attendance data should be entered daily, or as soon as possible after each day. You should regularly monitor the Bulletin board on the IT system to ensure you are prepared for scheduled system outages.

In addition to other intermittent scheduled or unscheduled outages, you should note there are regular quarterly system releases (usually around March, June, September and December) that mean the system will be unavailable during a weekend.

Payments

Employment Outcomes Payments

Employment Outcome Payments are available to you to recognise and encourage your support to help job seekers reach long-term employment milestones.

Employment outcome payments are based on sustained reductions in job seekers' income support following placement in a job.

You are eligible to claim Full or Part-Time Employment Outcomes on achieving:

- a 13 week employment outcomes over a 13 week period; and
- a 26 week employment outcomes over a 26 week period.

Employment Outcomes can be achieved at two levels: **Full Employment Outcomes**, and **Part-Time Employment Outcomes**.

A **Full Employment Outcome** is paid in recognition of a job seeker achieving sustainable employment or self-employment that enables them to be completely off income support or that fully meets their work capacity and participation requirements. An outcome payment is payable when a job seeker achieves sustainable employment for 13 and 26 weeks (within 13 and 26 week periods respectively).

A **Part-Time Employment Outcome** recognises a job seeker has made significant progress towards sustainable employment by achieving a reduction in income support dependency or increasing their participation in paid-employment. Part-Time Employment Outcomes payment also provide recognition for the increasing number of part-time employment opportunities in remote Australia.

The requirements for a Full Employment Outcome and a Part-time Employment Outcome are as follows:

Eligible Job Seeker	Requirements for Full Employment Outcome	Requirements for Part-time Employment Outcome
In receipt of Newstart Allowance (NSA) or Youth Allowance (YA)(other).	Eligible Job Seeker remains in Employment that generates sufficient income to cause income support to cease or remains in an apprenticeship or traineeship that is full-time.	Eligible Job Seeker gains Employment that generates sufficient income to reduce their Income Support Payments by an average of at least 60 per cent.
Not in receipt of NSA or YA (other).	Eligible Job Seeker remains in Employment* for at least 20 hours in each week.	Eligible Job Seeker gains Employment* for an average of 15 hours or more in each week.
In receipt of NSA, YA (other) or Parenting Payment (Partnered or Single) and is identified as a Principal Carer (as recorded on Our IT Systems) or is in receipt of Carer Payment.	Eligible Job Seeker remains in Employment* for at least 30 hours in each fortnight.	Eligible Job Seeker remains in Employment* for an average of 10 or more hours per week.

Payments

Employment Outcomes Payments

Eligible Job Seeker	Requirements for Full Employment Outcome	Requirements for Part-time Employment Outcome
Has Partial Capacity to Work (PCW)	Eligible Job Seeker remains in Employment* that equals or exceeds their minimum number of hours per week in a range as assessed through an ESAt or JCA, as recorded on Our IT Systems (but is not less than 8 hours per week).	Eligible Job Seeker gains Employment* for an average of at least 70 per cent or more of their minimum number of hours per week in a range as assessed through an ESAt or JCA, as recorded on Our IT Systems (but is not less than 8 hours per week).

* In the table above, Employment refers to 'Employment or Unsubsidised Self-Employment or an apprenticeship or a traineeship'.

Payments will vary depending on the amount a job seeker earns and the hours worked. This is summarised in the table below:

- A Full Time Employment Outcome occurs where the job seeker has achieved a 100% rate reduction due to income earned or fully meets their hours based requirements.
- A Part Time Employment Outcome occurs where a job seeker earns sufficient income 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.
- An Eligible job seeker with Partial Capacity to Work achieves sustainable employment or self-employment when the hours of work meets 70% of their minimum work capacity requirements.

NOTE: You can claim a Part-time employment outcome for job seekers employed under the Remote School Attendance Strategy where the conditions of the Part-time employment outcome have been met.

Payments

Employment Outcomes Payments

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

You can claim Employment Outcome Payments for job seekers that you employ in your own organisation or that are employed by a related entity. You cannot however claim Employer Incentive Payments. See Employer Incentive Funding in the chapter.

Allowable Break

For each 13 week period, an allowable break in employment of four weeks is permitted. This means that you can claim a 13 week Employment Outcome Payment if a job seeker is employed for 13 weeks over a 17 week period, or a 26 week Employment Outcome Payment if a job seeker is employed for 26 weeks over a 34 week period (with up to two breaks of up to four weeks each). You must record an allowable break in the IT system. Please refer to the 'Entering an allowable break during the employment outcome period in the IT system' Task Cards at the end of this chapter.

Allowable breaks may be outside the control of the job seeker and should be considered periods of approved unpaid leave that a job seeker takes from work. Allowable breaks include:

- when a job seeker has a break between finishing one job and starting another;
- unpaid breaks in employment due to illness or carer emergencies; or
- Christmas breaks and shut downs.

Case Study

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.

You can still claim a 13 week Employment Outcome in relation to Jimmy if you 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, you 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.

Payments

Recording a Job Placement in the IT system

You must record in the CDP IT system that an eligible job seeker has started work. To do this, you must create a job vacancy reflecting the basic details of the job, and place the job seeker in the vacancy. The process to do this is outlined in the Task Cards at the end of this chapter.

You should record the employment as an activity (using the EM56 code) in the job seeker's Job Plan under the employment category. Employment should not be recorded in the Job Plan using a job seeker's WE12 Code. For more information on how to record employment in Job Plans, please refer to the Job Plan chapter.

Information entered by you during this process, and information from the Department of Human Services (DHS) regarding a job seeker's rate of income support may lead to an automatic outcome payment being made by the system. The IT system will automatically pay the appropriate Outcome payment where it can confirm the requirements of an outcome have been met. Further information about the automated Provider Outcome Payments process is outlined in the section: 'How does the Auto-Payment of Outcomes work', with details at **Attachment B** and **Attachment C**.

Where you disagree with the automatic assessment – for instance, you have evidence that the job seeker has earned enough to potentially qualify for a full outcome instead of a partial outcome – you are able to lodge a special claim for review. Further information on special claims can be found later in the chapter.

How long do you have to record a Job Placement Date in the IT system?

'Job Placement' refers to employment for a job seeker in a vacancy that is not a non-payable placement. A Job Placement Date is to be recorded within 56 days of the date of the job seeker's referral to the placement.



New policy has been introduced to allow the Job Placement State Date to be backdated by 56 days. You can specify an actual Job Placement Start Date of up to 56 days before the current date (i.e. the placement can be backdated). The Job Placement Start Date may be before the date recorded as the job seeker's referral to the placement, where relevant.

Can Outcome Periods overlap?

Outcome periods cannot overlap. This means that a job can only contribute to a single 13 and a single 26 week outcome.

Where a new 13 week outcome period starts within a previous 13 or 26 week outcome period, only one of the outcomes can be claimed.

Can a Part-time Employment Outcome be claimed and then 'updated' to a Full Outcome?

A Part-time Employment Outcome, once paid, cannot be updated to a Full Outcome.

Payments

Recording a Job Placement in the IT system

When can Employment Outcomes be claimed for pre-existing employment?

You cannot claim an Employment Outcome that relates to a job seeker in a pre-existing job unless you subsequently work with the employer and job seeker to achieve an upgrade in employment that results in sustained, increased earnings or hours of work leading to a full Employment Outcome.

Upgrade in Employment

What is an 'Upgrade' in Employment?

An Upgrade is defined in the Funding Agreement at Annexure 1 - General Terms and Conditions – Definitions. 'Upgrade' means a change, as specified in any Guidelines, in an Eligible Job Seeker's Employment, where the change:

- a. occurs after You have recorded, on Our IT System, the completion of the Initial Interview with that Eligible Job Seeker;
- b. occurs as a result of additional Remote Services provided by you, as specified in any Guidelines, in relation to an Employer and/or Eligible Job Seeker which are directly responsible for an increase in the Eligible Job Seeker's earnings, or number of hours worked in the relevant Employment;
- c. is permanent and results in:
 - (i) the Employment satisfying the requirements for a Full Employment Outcome, and
 - (ii) an Effective Exit; and
- d. is recorded on Our IT System within 28 days of the day on which the change occurred in accordance with any Guidelines.

'Coaching' a job seeker to request more hours or earnings is not considered to be appropriate support for the purposes of claiming an Upgrade. The additional support provided by you to the job seeker to achieve an Upgrade must be confirmed by ALL of the required Documentary Evidence as specified in this chapter at the time of submitting the claim. The additional support must be:

- Tangible, identifiable and documented;
- Specifically intended to result in an increase in hours or earnings where the previous hours or earnings of the existing employment were insufficient to achieve a full outcome;
- Directly responsible for the increase in hours or earnings from the employment (increase in hours or earnings must be directly attributable to the assistance provided to the job seeker or due to you working with an employer).

You **must not** claim an Upgrade where a job seeker has arranged their own increase in hours or earnings.

Payments

Upgrade in Employment

Entering an Upgrade in Employment in the IT System

You cannot claim an Upgrade where a job seeker's earnings or hours are already sufficient to achieve a full outcome. When entering an Upgrade, you must ensure that:

- the Upgrade has been recorded within 28 days of the actual Upgrade occurring;
- the start date entered for the Upgrade must be the date when the Upgrade actually occurred. The date will then be the outcome start date for the outcome claim; and
- the date of Upgrade is after job seeker's commencement date with you.

Outcome payment claims resulting from an Upgrade to employment will be automatically paid to you where the IT system can confirm the requirements of an Outcome have been met.

Tracking job seekers progress towards an employment outcome

How can you check if a job seeker is tracking towards an Employment Outcome?

Eligible job seekers receiving income support payments from DHS are required to report their earnings or hours of employment to DHS. The DHS system interacts with the CDP IT system to provide two separate tools that establish whether a job seeker has achieved an outcome:

- Job seeker Employment Hours Result (JEHR), used for job seekers with outcome requirements based on hours of work, measures the number of work hours declared by a job seeker to DHS per fortnight; and
- Job seeker Rate Reduction Result (JRRR); used for the remaining job seekers and measures the reduction achieved in the job seeker's basic rate of Income Support Payments.

These tools interrogate the records of the earnings and hours declared by the job seeker to DHS and underpin the automatic payment of Outcomes to Providers, for further information about searching for and viewing JEHR/JRRR information, please refer to the Task Cards at the end of this chapter.

Auto-Payment of Outcomes

The IT system will automatically review results of the JRRR, or JEHR as appropriate, using alternative outcome start dates, to achieve the best possible Outcome for you. Refer to Attachment B and Attachment C for details.

Processes when a job seeker is no longer in employment

If you become aware at any point in time that a job seeker has not remained in employment for a full 13 or 26 weeks, you should:

- Delete any Outcome Payments that become available. Refer to the Special Claim Override IT process in the Task Card at the end of the chapter for details on how to delete an Outcome Payment.

Payments

Processes when a job seeker is no longer in employment

- If an Outcome Payment has already been paid, you should contact your Contract Manager and initiate a recovery process.

Please refer to the Task Cards at the end of this chapter.



Compliance Reminder

You are not entitled to Outcome Payments that have not been realised. It is your responsibility to ensure Outcome Payment records are accurate. If you believe you are not entitled to an Outcome Payment, you must delete the payment.

Manual Special Claims (MSC)

The CDP IT system will automatically determine eligibility for the Employment outcome payment based on the information entered into the CDP IT system. Therefore, the majority of employment outcome claims will be processed through the automatic claim process. However, there are situations where a MSC may be required. Examples include:

- When you believe you are eligible to claim a payment that was not automatically generated in the CDP IT System.
- When you were unable to make a claim due to a system or other issue beyond your control.
- When you want to upgrade an unpaid part time claim to a full time claim.

For a full 13 week outcome special claim: You should not lodge the special claim until 17 weeks plus one day have passed from the placement of the job seeker into the job. This allows the automated payment process sufficient time to ensure it cannot auto-pay an outcome. Refer to **Attachment B** for a detailed outline of the 13 week Outcome claim process.

For a full 26 week outcome special claim: You should not lodge the special claim until 15 weeks plus one day have passed from the start of the second 13 week outcome period. Refer to **Attachment C** for a detailed outline of the 26 week Outcome claim process.

Documentary Evidence that must be retained

You must produce Documentary Evidence to support all Employment Outcome Payments when requested by the Department.



Compliance Reminder

The requirement to provide Documentary Evidence when receiving employment outcomes payments has been strengthened. You should also document the provision of post placement support, including where the job seekers declines your offer of post placement support.

Payments

Documentary Evidence that must be retained

Documentary Evidence is required for Employment Outcome Fees that become available to you to claim. Evidence must include either:

- A signed and dated file note or written statement containing the name of the job seeker and the Employer; the period of employment; the full name of the person who confirmed the employment details (this may be either the job seeker or a person within the Employer's organisation) and their contact details; the date the information was confirmed; and the full name of the person making the file note or written statement.

OR

- An email from the Employer containing the name of the job seeker and the Employer; the period of employment; the full name of the person within the Employer organisation confirming the employment details and their contact details.

OR

- Copies of payslips covering the 13 Week Period or 26 Week Period, respectively.

Regardless of the form of Documentary Evidence you provide, you must provide a statement confirming you offered appropriate post-placement support to assist the job seeker achieve the 13 week or 26 week outcome. The file note must be prepared after the outcome period is realised and prior to the outcome payment being paid.

From September 2018, you will be able to upload Documentary Evidence at the point when you click the verification "check box" on the IT systems. If Documentary Evidence is not uploaded, you must keep a copy of the relevant documentation on file and be able to provide it to us when requested.

For an *Allowable Break or Voluntary Change in Employment*, a file note must include:

- date of the cessation or break of employment;
- the reason why the job seeker has a break in their employment;
- the date you spoke to the employer or job seeker; and
- the full name (including first name and surname) of your staff member who recorded the information.

Privacy considerations: If you need to contact an employer regarding the job seeker to seek Documentary Evidence, you must obtain the job seeker's written consent prior to contacting the Employer. The job seeker's written consent must be retained by you in either electronic form or hard copy. If the job seeker does not consent to you contacting the employment, a job seeker should be able to supply you with a payslip covering the necessary times and including the compulsory details instead.



Compliance Reminder

You must ensure that you provide accurate information in the Documentary Evidence about job seekers' circumstances. You should note that under section 137.1 of the Criminal Code Act 1995 (Cth), giving false or misleading information is a serious offense punishable by penalties including imprisonment.

Payments

Documentary Evidence for manual special claims

When you lodge a special claim for an employment outcome, you should retain the Documentary Evidence listed above.

You must also retain Documentary Evidence which confirms that the job seeker worked the required number of hours/earnings during the 13 and 26 week outcome period. In the case where a job seeker has not been accurately reporting income to DHS, you must also retain Documentary Evidence of the earning and hours worked for the period of time that you used when you lodged a special claim. The evidence must include one of the following:

- copy of payslips;
- letter from the Employer as required for confirming information for an employment outcome payment;
- written statement or email from the job seeker;
- group certificate;
- copy of wage book;
- tax return; or
- employer contact.

Under the CDP Funding Agreement, where we request additional Documentary Evidence to support a claim, such as in the case of a dispute, you must provide such Documentary Evidence within 10 business days of our request. This applies whether or not the claim was auto-paid.

Special claims are audited by the department as a part of regular monitoring or programme assurance activities. You should exercise care with special claims as there are penalties under the Funding Agreement for repeated invalid payments. You must also ensure that you have recorded the details of the job seeker correctly in the IT system. For example, if you have marked the job seeker as attending an activity for 50 hours a fortnight and have received service payments as a result, but then claim a full employment outcome for the same period you will need to provide justification for this. This may result in the Department undertaking compliance action, including the recovery of payments that you are not entitled to receive.

Employer Incentive Funding

Employer Incentive Funding is available to help businesses manage the costs of employing remote job seekers.

Transitioning a remote job seeker into the work force can offer employers many opportunities and rewards. Some job seekers may need a little more support as they settle into their new work place.

The employer may use the Employer Incentive Funding in any way they choose, including to cover additional training and supervision costs or as a wage subsidy.

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.

Payments

Employer Incentive Funding

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.

Claiming Employer Incentive Funding

The Employer Incentive Funding must be claimed by you in the IT system and then paid by you to the Employer.

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

If you claim and receive Employer Incentive Funding, you must:

- pay the same 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.

You must not claim Employer Incentive Funding payments for an employer who has a contract with the Government for employment of remote job seekers, e.g. under the Employment Parity Initiative.

You cannot claim the Employer Incentive Funding for job seekers that you employ in your own organisation. Instead, you will receive up to \$7,500 in Employment Outcome Payments.

State, territory and local government bodies are eligible to receive Employer Incentive Funding with the approval of the PM&C Regional Manager.

An entity that is related to you can claim Employer Incentive Funding when they employ a job seeker, with the approval of the PM&C Regional Manager. If you have any related entities that are intending to employ a job seeker, you should inform your PM&C contract manager so it can be determined whether the related entity:

- is operating separately to you and should be treated as a separate business; or
- is not 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.

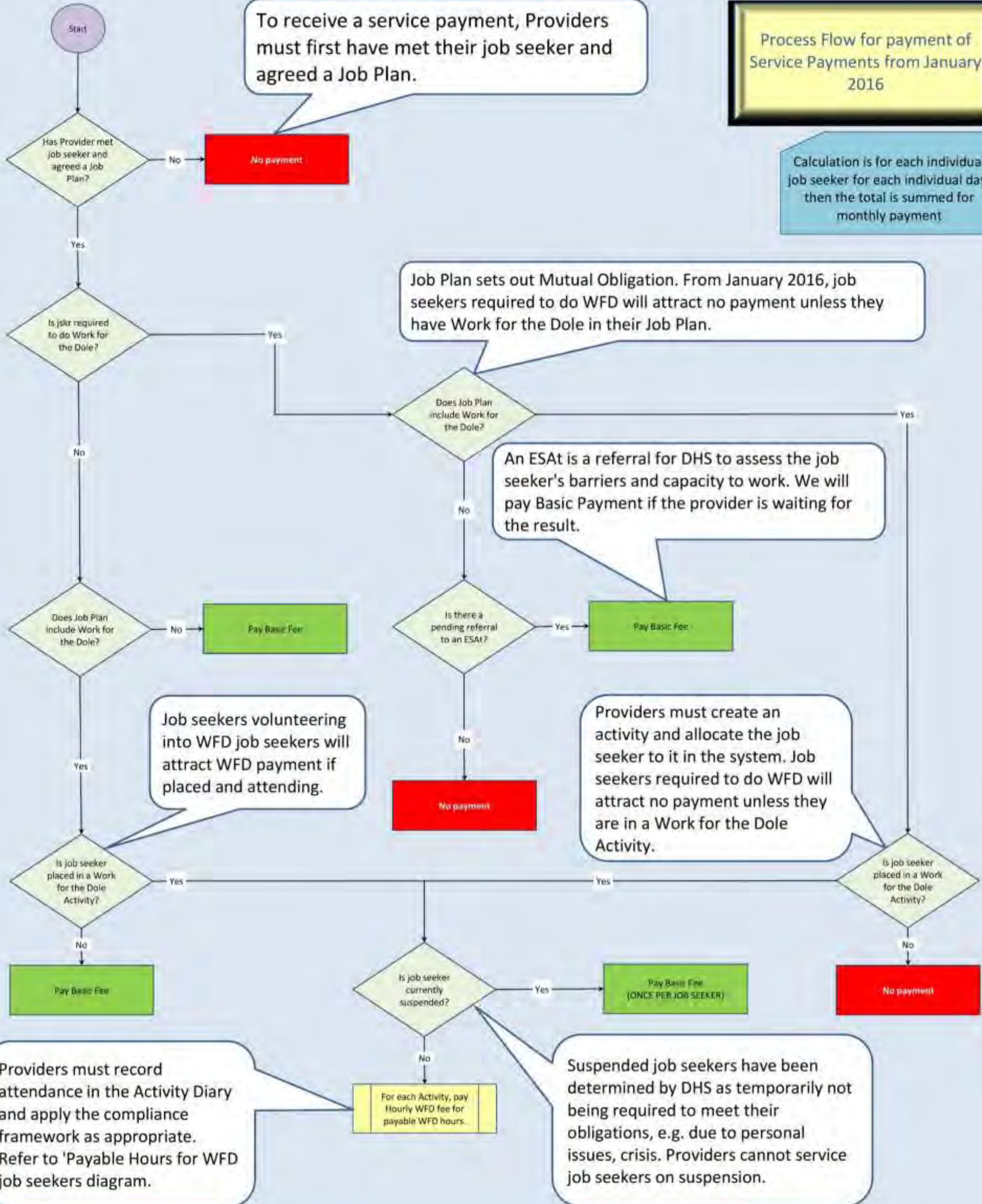
Generally, related entities operating independently from you will be treated in the same way as other employers. This is to encourage you to establish businesses that are independently owned and operated, and to support the development of new entrepreneurs and vibrant remote economies.

We will monitor employers, including related entity businesses to ensure job seekers are retained beyond 26 weeks. We may Notify you that an employer is not eligible to receive any further Employer Incentive Funding if we have concerns that employers are not retaining job seekers beyond 26 weeks in order to access repeat funding.

Service Payment Rules from 1 January 2016

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



- 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)
 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

Payable Hours for Work for the Dole job seekers

- 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 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,

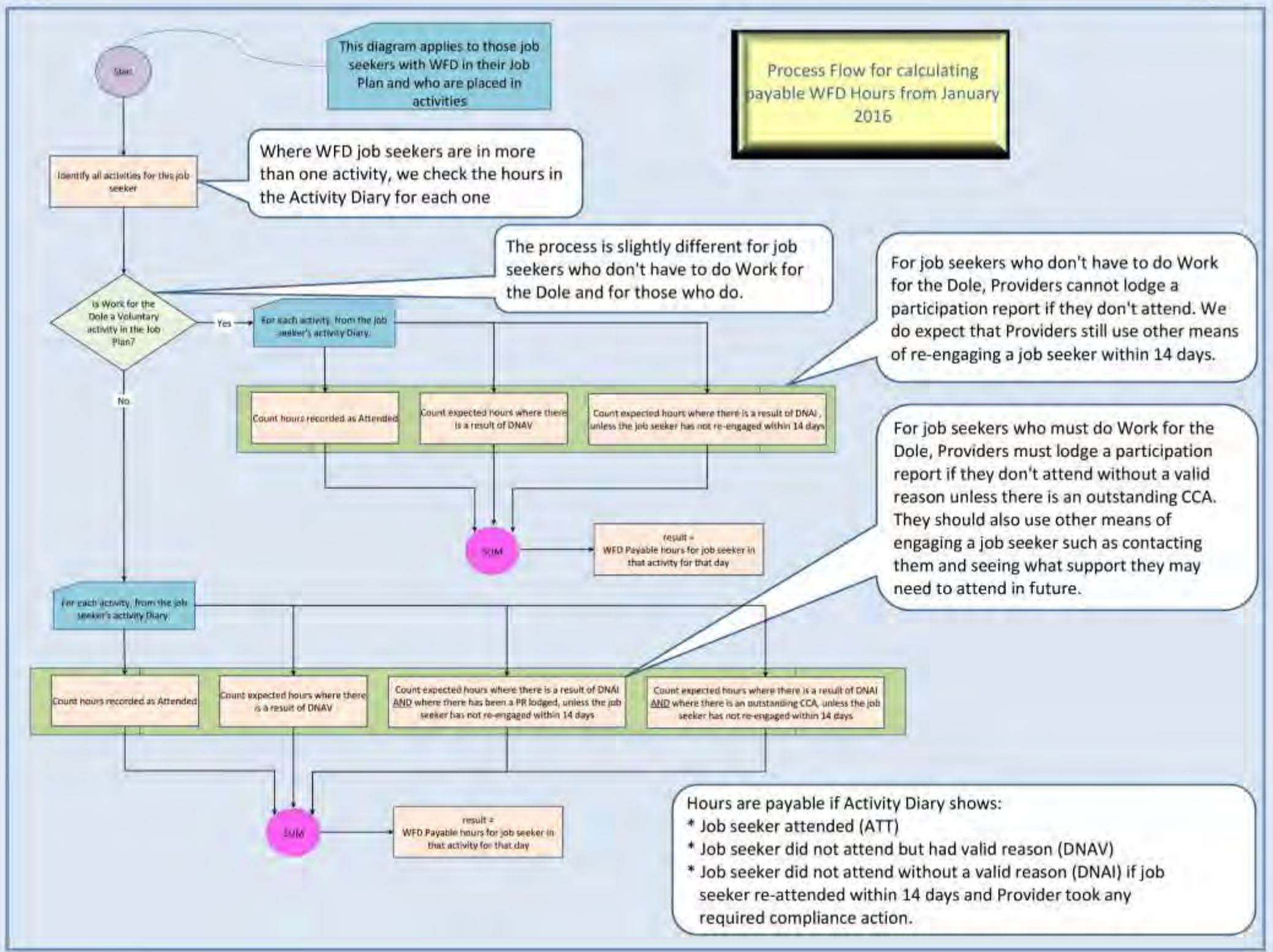
We pay if:

- 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.



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 CDP IT system.

Payment periods end on the 4th Wednesday of every month but the system remains open for data entry by Providers until the following Sunday (5 days after). A calculation batch occurs on that Sunday to determine Basic Payments and WfD Payments for the Provider. These payments are paid within a week of the payment period end. The batch reviews the WfD attendance in the activity diary during the payment period (4th Thursday of one month to 4th Wednesday of the next). In the example diagram below, the 28 February batch reviews Trevor's WfD attendance during the period Thursday 28 January to Wednesday 24 February.

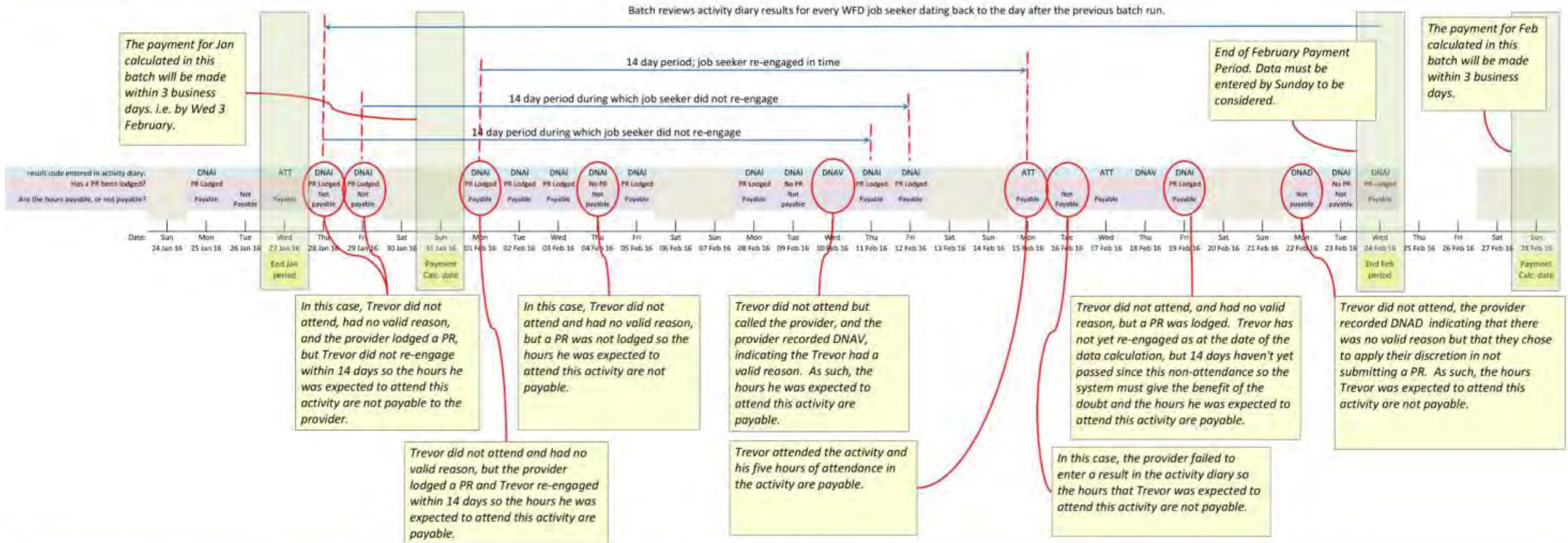
For Trevor, the payable WfD hours are as follows:

- * 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 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



Partial Attendance

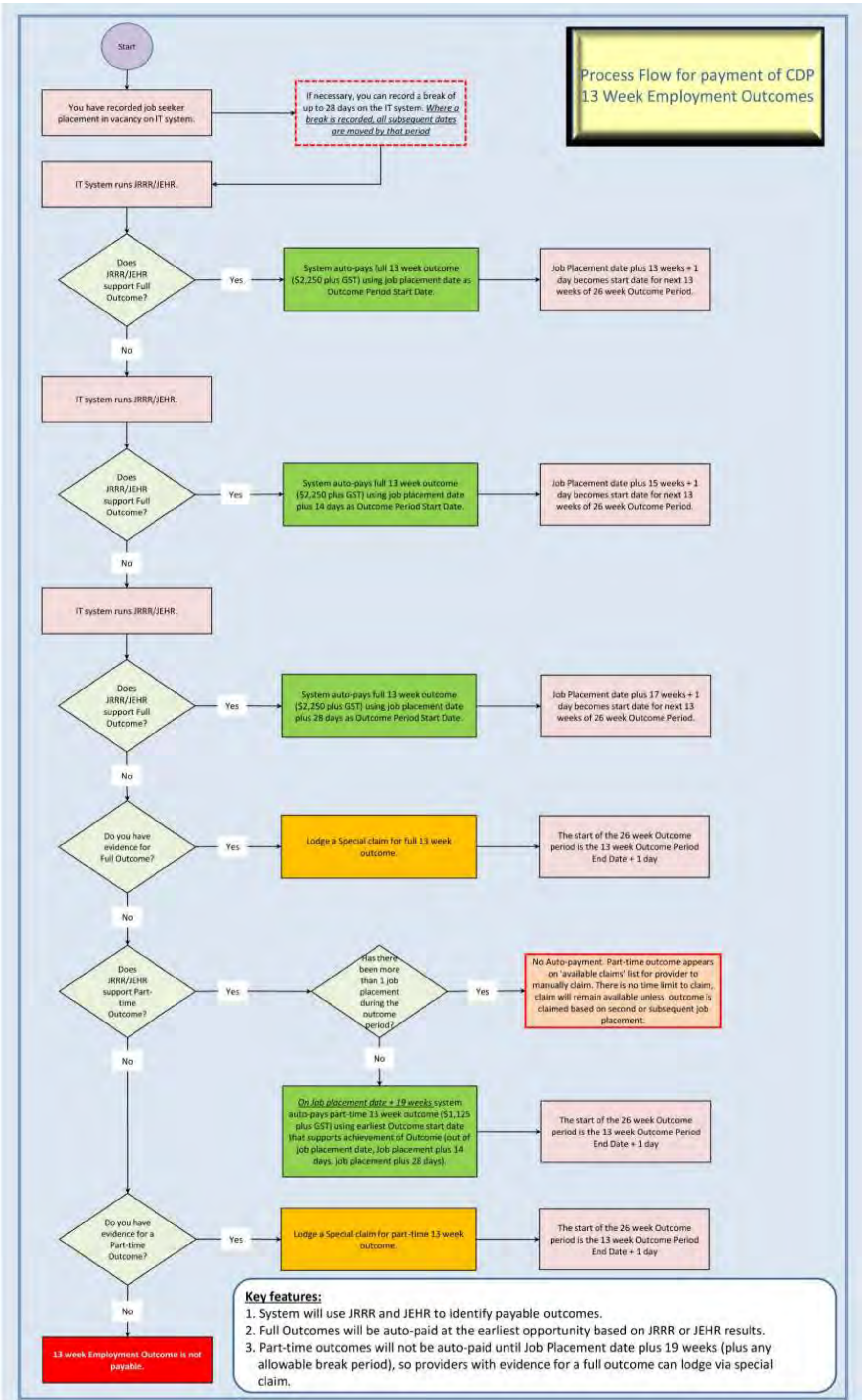
Lets say Trevor is supposed to attend today's activity from 10am until 3.30pm (including 30 minute lunch-break), and that he attends at 10.00 am but leaves at 12.00 for lunch and doesn't return, having no valid reason for the absence.

The provider should:

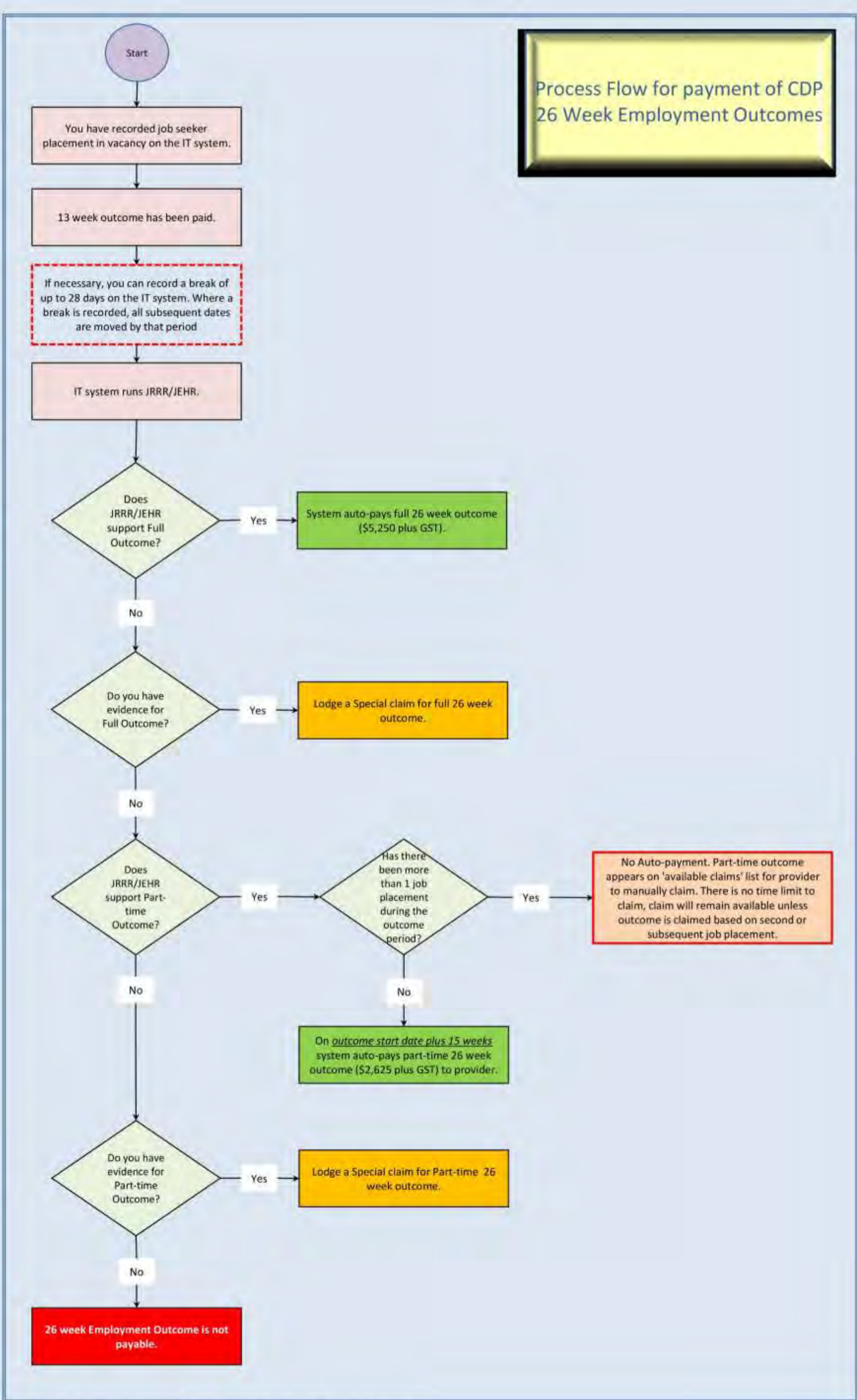
* record a DNAI result for the day as there was no valid reason for the partial attendance, and lodge a PR. The provider should also enter information in the job seeker's 'comments' screen explaining the job seeker attended for only part of their required hours. Doing the above will result in full payment 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 providers 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.



Process Flow for payment of CDP 26 Week Employment Outcomes



Community Development Programme



CDP GUIDELINES

PAYMENTS

TASK CARDS

Payments

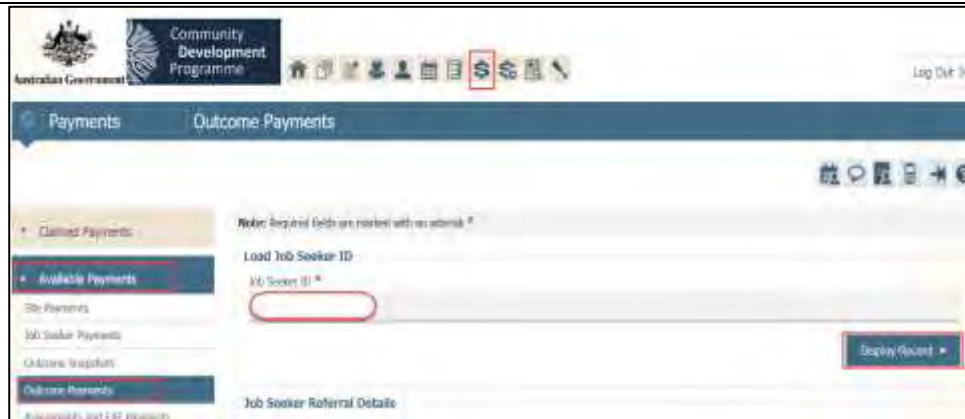
PROCESS: Entering an Allowable Break during an Employment Outcome period in the CDP IT System

An Employment Outcome can be achieved if there are breaks in employment. For each 13 week period, an allowable break in employment of 4 weeks is permitted. This means, for example, that you 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 unpaid sick leave, which need to be recorded in the CDP IT system.

To record an allowable break in the CDP IT system, you need to record a job placement in the system before completing the following steps:

STEP 1

Navigate to the Payments screen and under **Available Payments** on the left navigation menu, select **Outcome Payments**. Enter the job seeker ID and click **Display Record**.



STEP 2

The list of available payments for the job seeker will be displayed.

Payment Type	Amount	Available Date	Last Day To Claim	Snapshot ID	Deleted
13wk 3BRR Outcome payment	\$0.00	6/04/2016	17/05/2019		Y

Select the **Available Date** hyperlink for the payment type you wish to record an allowable break for (i.e. 13 or 26 week outcome payment type).

STEP 3

The payment details will be displayed. Scroll down to the breaks section and enter the **Break Start Date**.



This will be the start date of when the job seeker has elected to take their allowable break. Click **Add Break**.

Payments

PROCESS: Exiting a job seeker's WfD activity placement in the CDP IT System

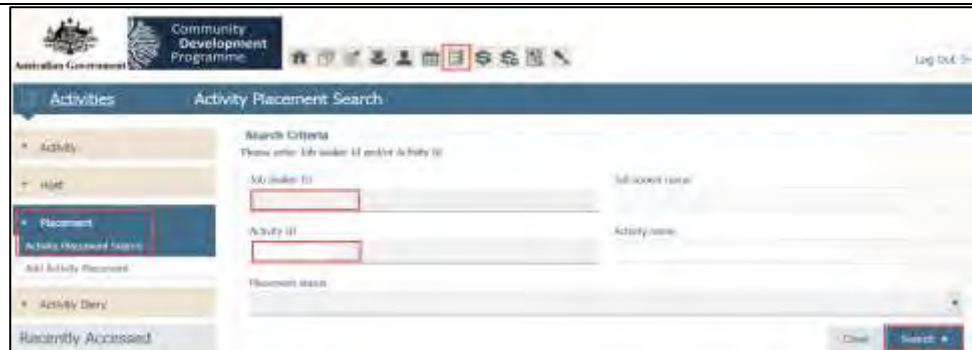
You should exit a job seekers WfD activity placement in the CDP IT system if the job seeker's circumstances have changed which prevent them from participating, or make them no longer required to participate. Reasons why a job seeker might be exited from an activity placement may include:

- They are no longer required to participate in activities due to change in circumstance such as Nil rate or exemption.
- They have been placed into a more suitable activity.
- They have found employment.
- Travel to the activity is in excess of 90 minutes.

To exit a job seekers activity placement (i.e. placement closed), you will need to complete the following steps:

STEP 1

Navigate to the **Activity Placement Search** screen and enter the **job seeker ID** or **activity ID**.



STEP 2

Click **Search**.

STEP 3

The search results for the job seeker or activity will be displayed. **Click** on the desired job seeker ID hyperlink.

Jobseeker ID	Jobseeker Name	Activity Type	Placement Status	Expected / Actual Start Date	Expected / Actual End Date	Exit Reason
9999999	Joe Bloggs	CDP Work for the Dole	Placement Confirmed	01/07/2016	01/01/2017	

STEP 4

The Job Seeker and Activity Details screen will be displayed.



STEP 5

Scroll down to the bottom of the screen.

STEP 6

Click Edit, to edit the job seekers activity placement details.

Payments

PROCESS: Exiting a job seeker's WfD activity placement in the CDP IT System

STEP 7

Under the Activity Placement Details section, select the most suitable **Exit Reason** from the drop down list (e.g. Exempt from participation in activity).

STEP 8

Record **the actual end date** of the job seekers activity placement.

STEP 9

Click Submit.

PROCESS: Search for a job seeker's Job Placements and job seekers who have been placed in a Vacancy.

STEP 1

Select **Employer and Vacancies** from the **Home** page.

STEP 2

Then click **Search for Job Placements.**

STEP 3

Select your **Search Type** (All referrals and placements, All placements or All placements awaiting verification).

Payments

PROCESS: Search for a job seeker’s Job Placements and job seekers who have been placed in a Vacancy.

STEP 4

Select a **Search By** option (Vacancy ID, Job seeker ID, Managed by or Job seeker referred by).

STEP 5

Click **Show Criteria**.

For example, select All referrals and placements and Job seeker ID.

STEP 6

Enter the job seeker ID and click **Search**.


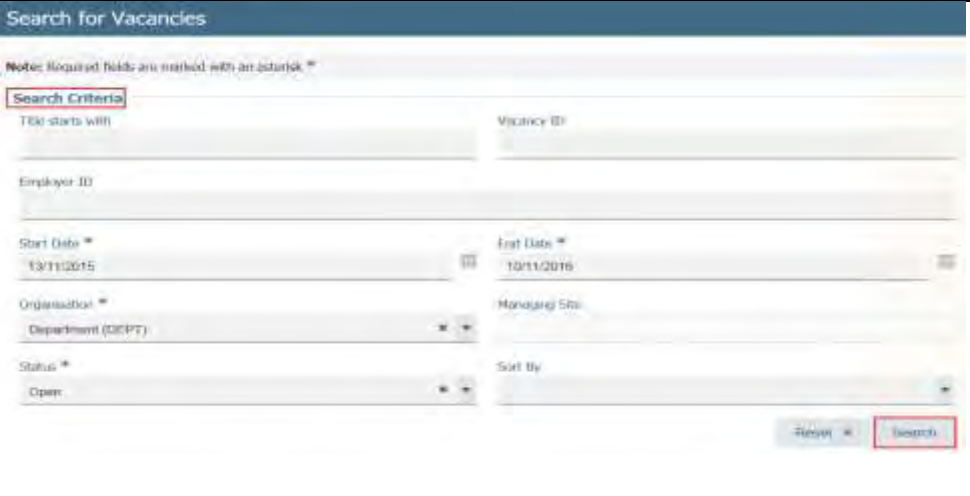

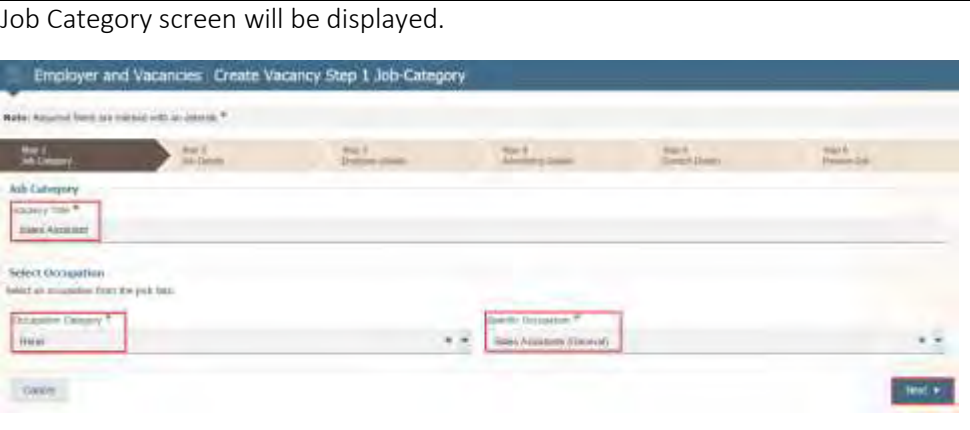
STEP 7

To open the Job Placement Details, click on the **Vacancy ID** hyperlink.

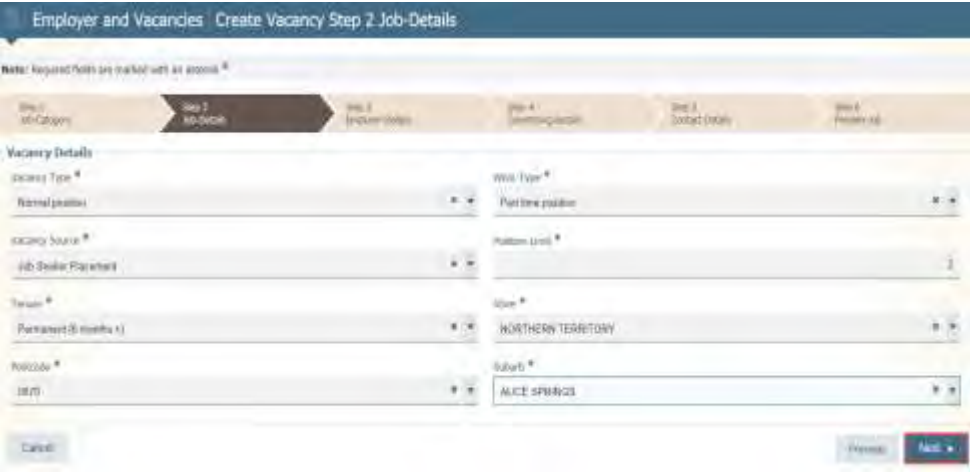


Search results are displayed at the bottom of the page.

Vacancy ID	Vacancy Title	Job Seeker ID/Name	Referred Date	Referral Result	Result Date
11111111	Bake/Kitchen hands	99999999 Joe Bloggs	1/02/2016	P	2/02/2016
22222222	Shop Assistant	99999999 Joe Bloggs	15/05/2015	NP	15/05/2015

Payments

PROCESS: Search for and Create a Vacancy	
<p>STEP 1</p> <p>Select Employer and Vacancies from the Home page.</p> <p>STEP 2</p> <p>Select Search for Vacancies.</p>	
<p>The Search for Vacancies screen will be displayed.</p> <p>STEP 3</p> <p>Enter your search criteria and click Search.</p> <p>Search Results will be displayed at the bottom of the page.</p>	
<p>STEP 4</p> <p>If there is no record of the vacancy, navigate to the Employer and Vacancies screen and click Create a Vacancy.</p>	
<p>STEP 5</p> <p>Enter the Vacancy Title, Occupation Category and Specific Occupation.</p> <p>Click Next.</p>	

Payments

PROCESS: Search for and Create a Vacancy	
<p>STEP 6</p> <p>Enter the vacancy details such as vacancy type, work type, suburb etc.</p> <p>STEP 7</p> <p>Once all required information has been entered, click Next.</p>	<p>Job Details screen will be displayed.</p> 
<p>STEP 8</p> <p>Enter the Employer ID and Employer Name. Click Next.</p>	<p>Employer Details screen will be displayed.</p> 
<p>STEP 9</p> <p>Enter the advertising details such as a description for the vacancy, hours, and salary.</p> <p>STEP 10</p> <p>Once all required information has been entered, click Next.</p>	<p>Advertising Details screen will be displayed.</p> 

Payments

PROCESS: Search for and Create a Vacancy

Contact Details screen will be displayed.

STEP 11

Enter the contact details for the vacancy. Click **Next**.

Preview Job screen will be displayed. Review the details you have entered.

STEP 12


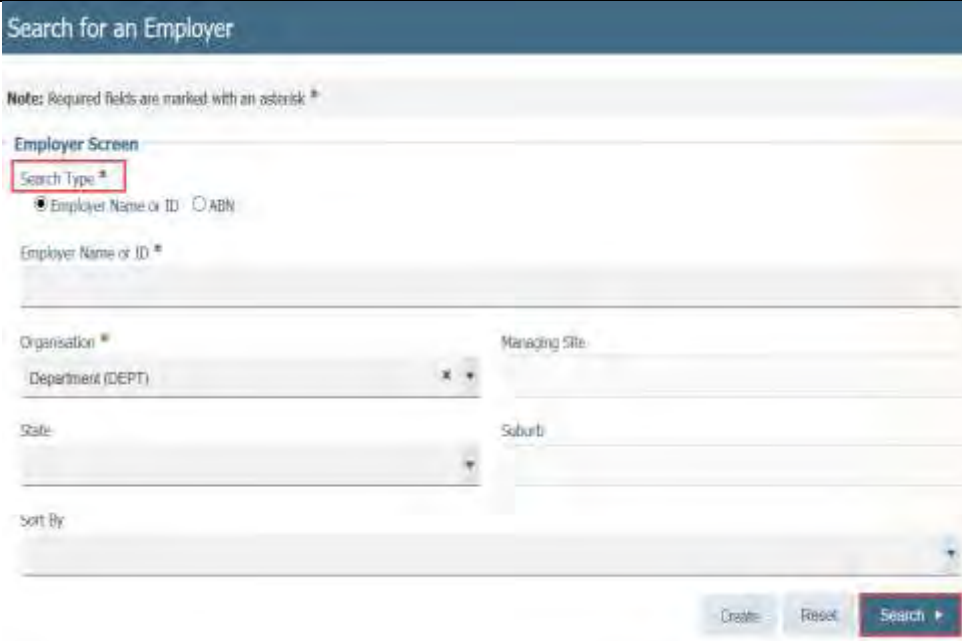
If all information is correct, scroll to the bottom of the page and click **Submit**.

The Success Message is displayed and a unique Vacancy ID is generated.

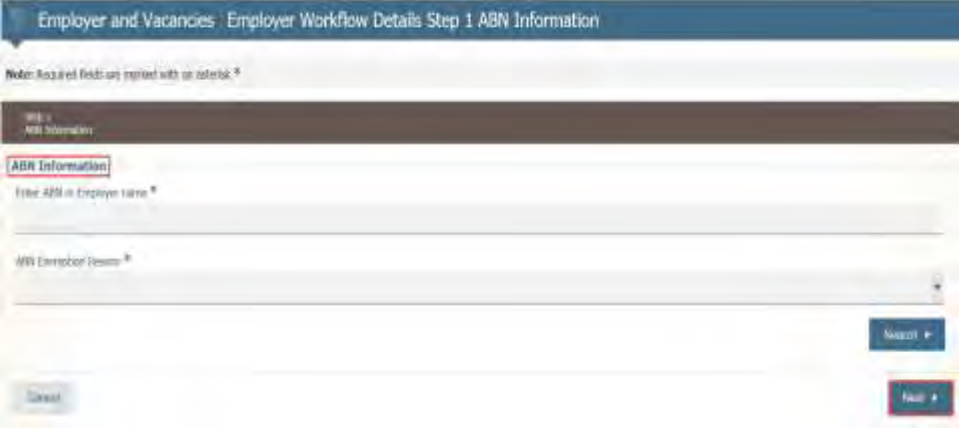


Some key fields in the add vacancy process include:

Payments

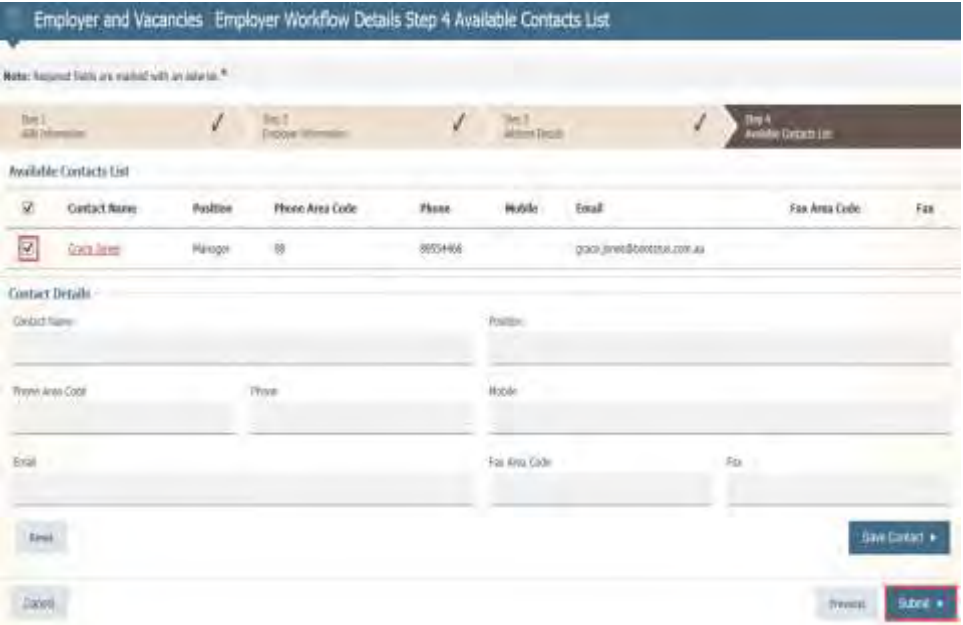

PROCESS: Search for and Create a Vacancy	
Further Information	<p>Tenure – where you describe if the job is expected to be permanent, temporary or contract.</p> <p>Vacancy Type – is the job an apprenticeship/traineeship, a graduate position, a seasonal position. If it's none of these select 'Normal'.</p> <p>WorkType – is the job expected to be full time, part time or casual.</p> <p>Vacancy Source – are job placement services being provided to the employer (in which case the vacancy will be displayed on the Australian JobSearch website) or are you recording that the job seeker has found their own employment.</p> <p>Placement Type – is the job with a labour hire company or group training company. If not choose 'Other'.</p> <p>To Apply – how will the candidate apply for the job – do they contact you or send in a written application and resume.</p>

PROCESS: Search for and Create an Employer	
<p>STEP 1</p> <p>Select Employer and Vacancies from the Home page.</p>	
<p>STEP 2</p> <p>Select Search for an Employer.</p>	
<p>The Search for an Employer screen will be displayed.</p> <p>STEP 3</p> <p>Select your Search Type (employer name or ID, or ABN).</p> <p>STEP 4</p> <p>Enter your search criteria and click Search.</p> <p>STEP 5</p> <p>If there is no record of the employer, click Create.</p>	<p>The Search Results will be displayed at the bottom on the screen.</p>

Payments

PROCESS: Search for and Create an Employer	
<p>STEP 6</p> <p>Enter the ABN information and click Next.</p>	<p>ABN Information screen will be displayed.</p> 
<p>STEP 7</p> <p>Enter the required Employer Information and click Next.</p>	<p>Employer Information screen will be displayed.</p> 
<p>STEP 8</p> <p>Find and select an address by typing the employer's address in the Find/Select address field.</p> <p>STEP 8a</p> <p>If you cannot find the employers address, click the OR if not found checkbox to begin adding a new address.</p> <p>STEP 9</p> <p>Click Next.</p>	<p>Address Details screen will be displayed.</p> 

Payments

PROCESS: Search for and Create an Employer	
<p>STEP 10</p> <p>You can select a contact from the Available Contacts List.</p> <p>STEP 10a</p> <p>Alternatively, you can add a new contact by entering details under the Contact Details section and clicking Save Contact.</p> <p>STEP 11</p> <p>Once you have selected the required contact from the list, click Submit.</p>	<p>Available Contacts List screen will be displayed.</p> 
<p>STEP 12</p> <p>The Employer Details screen will be displayed which shows a success message and details of the employer you have just created.</p>	
<p>Further Information</p>	<p>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.</p>

Payments

PROCESS: Search for and view Job Seeker Employment Hours Results (JEHR)/Job Seeker Rate Reduction Result (JRRR) information

You are responsible for helping job seekers find long-term sustainable employment. When you help job seekers achieve this, you may be eligible to receive an Employment Outcome Payment for these job seekers, subject to certain conditions (outlined in the Employment Outcome Payments toolkit). Depending on the job seekers participation requirements, to achieve an employment outcome, the job seeker must:

- Reduce the amount of income support they receive, and/or
- Work for a certain number of hours each week

There are two separate tools in the CDP IT system to establish whether a job seeker has achieved an outcome:

- Job seeker Employment Hours Result (JEHR), used for job seekers with outcome requirements based on hours of work, measures the number of work hours declared by a job seeker to Human Services per fortnight; and
- Job seeker Rate Reduction Result (JRRR), used for the remaining job seekers and measures the reduction achieved in the job seeker’s basic rate of Income Support Payments

These tools interrogate the records of the earnings and hours declared by the job seeker to Human Services and underpin the automatic payment of Outcomes to you.

STEP 1

Select **Payments** from the **Home** page.

Step 2

Select **Search for rate or earnings reductions**.



If you have selected to search by Site.

STEP 3a1

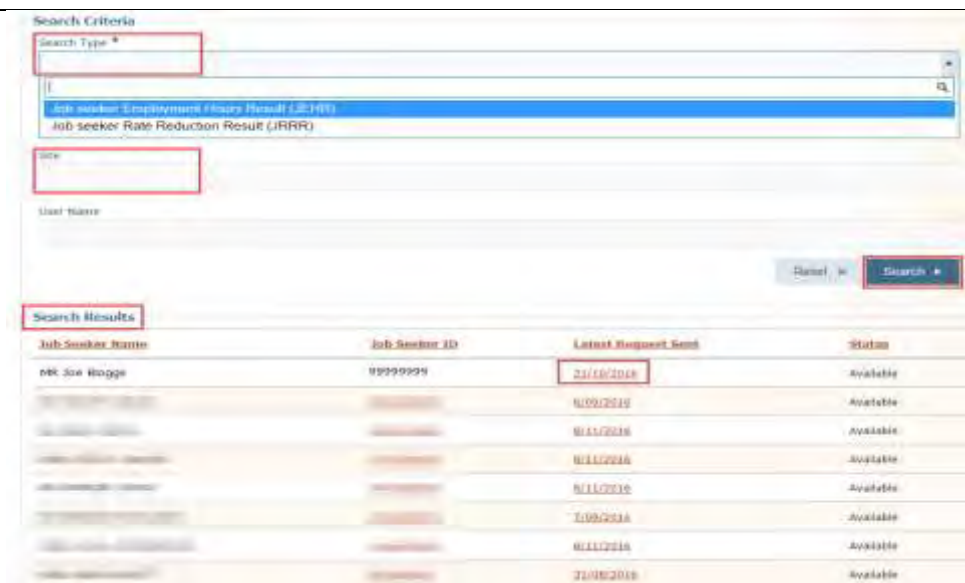
Select the **Search Type (JEHR or JRRR)** from the drop down list.

STEP 3a2

Select the **Site** you wish to search.

STEP 3a3

Click **Search**.



The reduction results for the selected job seeker will be displayed.

Payments

PROCESS: Search for and view Job Seeker Employment Hours Results (JEHR)/Job Seeker Rate Reduction Result (JRRR) information

The **Search Results** will be displayed.

STEP 3a4

Select the record you wish to view by clicking on the **Latest Request Sent** hyperlink.

STEP 3b1

Select the **Search Type (JEHR or JRRR)** from the drop down list.

STEP 3b2

Enter the job seeker ID.

STEP 3b3

Click **Search**. The **Search Results** will be displayed.

STEP 3b4

Select the record you wish to view by clicking on the **Latest Request Sent** hyperlink.

If you have selected to search by Job Seeker.

The screenshot shows a web interface for searching Job Seeker Rate Reduction (JRRR) information. At the top, there is a 'Search Criteria' section with two input fields: 'Search Type*' and 'Job Seeker ID*'. The 'Search Type*' dropdown is set to 'Rate Reduction (JRRR)'. The 'Job Seeker ID*' field contains the number '99999999'. Below these fields are 'Reset' and 'Search' buttons. Underneath is a 'Search Results' section containing a table with the following columns: 'Site Code', 'Latest Request Sent', 'Status', and 'Rate Reduction Achieved'. The table lists several records, with the first one being 'PMC - Site (PM10)' and a 'Latest Request Sent' date of '21/10/2016'. The 'Status' for all records is 'Available', and the 'Rate Reduction Achieved' is '< 60% reduction (<60)'. The 'Latest Request Sent' dates for the other records are 20/10/2016, 18/10/2016, 17/10/2016, 16/10/2016, 14/10/2016, 13/10/2016, and 12/10/2016.

Site Code	Latest Request Sent	Status	Rate Reduction Achieved
PMC - Site (PM10)	21/10/2016	Available	< 60% reduction (<60)
	20/10/2016	Available	< 60% reduction (<60)
	18/10/2016	Available	< 60% reduction (<60)
	17/10/2016	Available	< 60% reduction (<60)
	16/10/2016	Available	< 60% reduction (<60)
	14/10/2016	Available	< 60% reduction (<60)
	13/10/2016	Available	< 60% reduction (<60)
	12/10/2016	Available	< 60% reduction (<60)

Payments

PROCESS: Search for and view Job Seeker Employment Hours Results (JEHR)/Job Seeker Rate Reduction Result (JRRR) information

The reduction results for the selected job seeker will be displayed.

Reduction Details

Note: Required fields are marked with an asterisk *

Search Criteria

Search Type * Job Seeker ID *

[Display Record](#)

Request Details

Request Reason Sent Date

Start Date End Date

Allowance Type

Site

Vacancy Placement Date

Rate Reduction Details

Overall Reduction Rate Reduction Status

Result

List Of Periods

Pay Start	Pay End	Period Days	% Reduction	Basic Rate	Casual Income	Continuous Income
20/07/2016	2/08/2016	13.00	0.00	0.00	\$0.00	\$0.00
3/08/2016	16/08/2016	14.00	0.00	0.00	\$0.00	\$0.00
17/08/2016	30/08/2016	14.00	0.00	0.00	\$0.00	\$0.00
31/08/2016	13/09/2016	14.00	0.00	0.00	\$0.00	\$0.00
14/09/2016	27/09/2016	14.00	0.00	0.00	\$0.00	\$0.00
28/09/2016	11/10/2016	14.00	0.00	0.00	\$0.00	\$0.00
12/10/2016	25/10/2016	8.00	0.00	0.00	\$0.00	\$0.00

[View Previous Requests](#)

Payments

PROCESS: Lodge a Claim for 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

Select **Overrides** from the Home page. The **Override Search** screen is displayed.

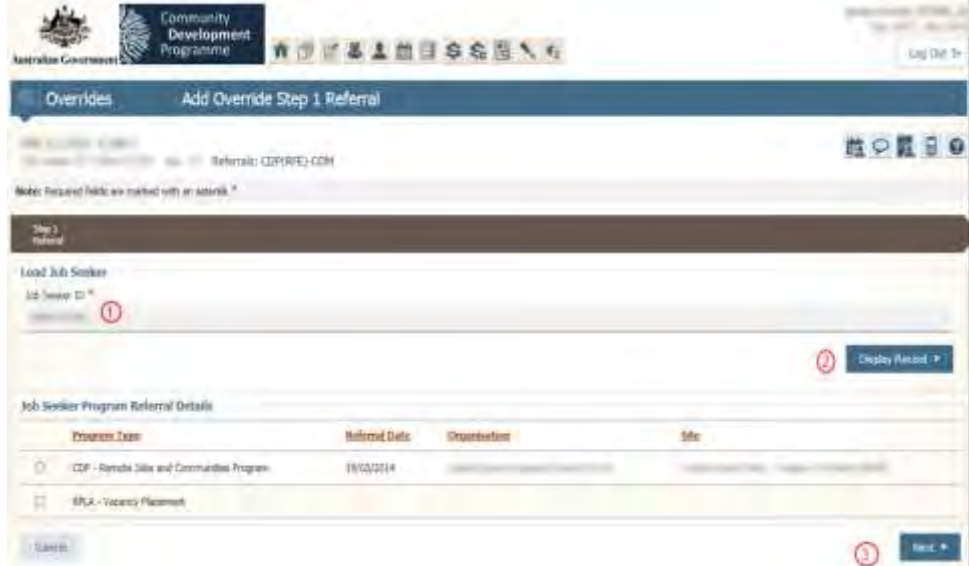
Select **Add Override** from the left hand menu. The **Add Override** screen is displayed.

Step 1 - Referral

1. 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.

2. Click **<Display Record>**

3. After selecting the appropriate referral via a radio button, click **<Next>**



Step 2 - Placement

This step displays the current program placement of the job seeker.

4. Click **<Next>**



Payments

PROCESS: Lodge a Claim for a Special Claim Override

Step 3 –

Request 5.

Select the type of request from the **Request type** drop down list.

6. Select the related **Specific request type** from the drop down list.

7. Select the **Reason** for the request from the drop down list.

8. Enter any supporting comments in the **Supporting comments** field.

9. 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'.*

10. Click **<Next>**

The screenshot shows the 'Add Override Step 3 Request' form. At the top, there's a navigation bar with 'Overrides' and 'Add Override Step 3 Request'. Below that, there's a 'Request Details' section with several dropdown menus: 'Request Type' (selected: Activity Payment Claims Request), 'Specific Request Type' (selected: 13 wk Activity Payment - outside auto claim period), and 'Request Reason' (selected: Provider system issue). There's a 'Supporting Comments' text area containing 'Local LAN server went down and unable to lodge claims.' Below the comments, there's a checkbox 'Is this a special claim override?' which is checked. At the bottom right, there's a 'Next' button. Red circles are drawn around the dropdown menus and the checkbox to indicate where to click.

Payments

PROCESS: Lodge a Claim for a Special Claim Override

Step 4 - Special claim

11. Select the payment type from the Requested payment type drop down list.

12. Enter the Start date for the claim or use the date picker to select the date.

13. 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.*

14. Click <Next>

Step 5 - Contact

15. Enter your telephone Work area code.

16. Enter your telephone Work number.

17. Your Email address will default from your user profile security setting.

18. Click <Next>

Payments

PROCESS: Lodge a Claim for a Special Claim Override	
<p>Step 6 - Confirmation</p> <p>19. Tick the declaration that you have the required documentary evidence for this claim.</p> <p>20. Tick the declaration that you are aware the claim may be monitored or audited.</p> <p>21. Click <Submit></p> <p>The Tax Invoice Displays.</p>	
<p>22. Tick the declaration that you have read the terms and conditions.</p> <p>23. Click <I Agree></p>	
<p>More information</p>	<p>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.</p>

Payments

PROCESS: Link a Special Claim to an Outcome

Create and lodge an auto-special claim, linking it to a system created un-lodged Outcome. You can use this process when the system has auto generated a partial outcome and you believe the outcome should have been a full outcome.

Existing

The CDP IT system creates an Outcome payment, and makes it available for the user to lodge. Users have 14 days from Available Date to lodge the payment. After 14 days, the system auto-lodges the created Outcome.

Outcome Payments

Note: Required fields are marked with an asterisk *

Load Job Seeker ID
Job Seeker ID *
8555669109

Display Record ▾

Job Seeker Referral Details

Referral Date: 15/09/2016
Organisation: My Pathway (NMEG)
Site: My Pathway HORN ISLAND (W115)
Contract Type: Community Development Programme (RUCP)
Contract ID: 0208802H
Status: Commenced (COM)

Change Referral

Available Payments

Payment Type	Amount	Available Date	Last Day To Claim	Snapshot ID	Deleted
3Wk JRRR Outcome payment	\$0.00	9/05/2017	17/05/2019	70957031	

Payment History

Create and lodge an auto-special claim, linking it to a system created un lodged Outcome

STEP 1

Navigate to the system created Outcome payment

STEP 2

Select the available Date hyperlink. You will be navigated to the **Outcome Details** screen.

Outcome Payments

Note: Required fields are marked with an asterisk *

Load Job Seeker ID
Job Seeker ID *
8555669109

Display Record ▾

Job Seeker Referral Details

Referral Date: 15/09/2016
Organisation: My Pathway (NMEG)
Site: My Pathway HORN ISLAND (W115)
Contract Type: Community Development Programme (RUCP)
Contract ID: 0208802H
Status: Commenced (COM)

Change Referral

Available Payments

Payment Type	Amount	Available Date	Last Day To Claim	Snapshot ID	Deleted
3Wk JRRR Outcome payment	\$0.00	9/05/2017	17/05/2019	70957031	

Payment History

Payments

PROCESS: Link a Special Claim to an Outcome

STEP 3

Select the **Automated Special Claim** radio button.

Outcome Details

*Note: Required fields are marked with an asterisk **

Available Payment

Outcome Description: Fit job for 35 activity based job seekers

Payment Type: *Click ARRR Outcome payment

Available Date: 1/01/2017

End Date: 31/03/2017

Outcome Verification: *Verification Start Date (dd/mm/yyyy): 1/01/2017

Outcome ID: 22447111

Amount: \$0.00

Lead Day To Claim: 1/01/2017

Result: *Request sent to Centrelink

Lodge Outcome Payment Using:

Centralink Data Automated Special Claim

This will open up the Automated Special Claim group box.

Lodge Outcome Payment Using:

Centralink Data Automated Special Claim

Automated Special Claim

Claim Level: * Full

Requirement Met Date (dd/mm/yyyy): 30/03/2017

Verification Source: * Copy of pay slips held

I certify that the verification details I have entered are in accordance with the Community Development Programme Funding Agreement.

I agree with this declaration *

STEP 4

Complete the necessary details of the Automated Special Claim group box and Click **<Lodge Claim>**

This will:

- Lodge the Special Claim, for the User selected amount.
- Link the Special Claim to the system create Outcome. The system created Outcome will now be unlodgable.

Automated Special Claim

Claim Level: * Full

Requirement Met Date (dd/mm/yyyy): 30/03/2017

Verification Source: * Copy of pay slips held

I certify that the verification details I have entered are in accordance with the Community Development Programme Funding Agreement.

I agree with this declaration *

Breaks

Available Break Days: * 28

Break Start Date:

Add Break

Vacancy Details

Vacancy ID: 2277162176

Vacancy Title: COP Test

Declarations

I certify that I hold sufficient Documentary Evidence to prove that the employment activity undertaken in relation to the claim for payment for an outcome complies with all relevant legislation including minimum wage requirements and satisfies all the requirements for an Employment Outcome in accordance with the Community Development Programme Funding Agreement and any Guidelines.

I agree with this declaration

Outcomes List | Payment History | **Lodge Claim**

Payments

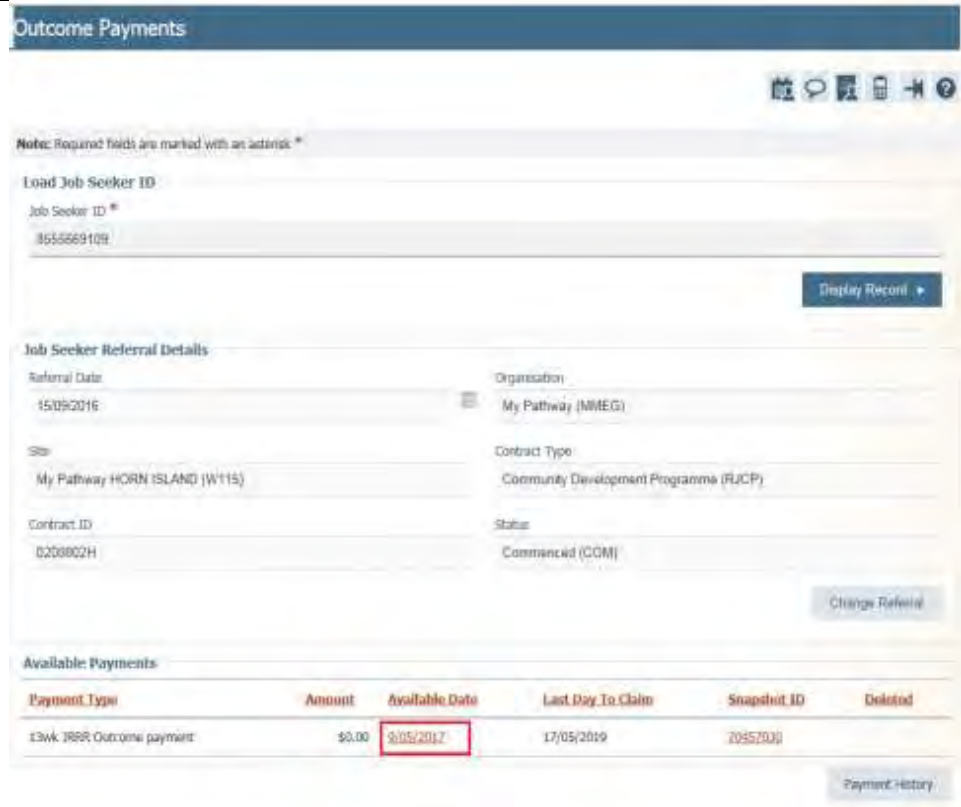
PROCESS: Deleting an Outcome Payment

You are not entitled to an outcome payment if the outcome has not been achieved. It is your responsibility to ensure outcome payments records are accurate. If you have already received an outcome payment for which you are not entitled, you must report this to the Department to initiate a recovery. If the IT system shows that you will shortly receive an outcome payment, and you are not entitled to that payment, you must delete the payment from the system.

The instructions below show how to delete an outcome payment.

Existing

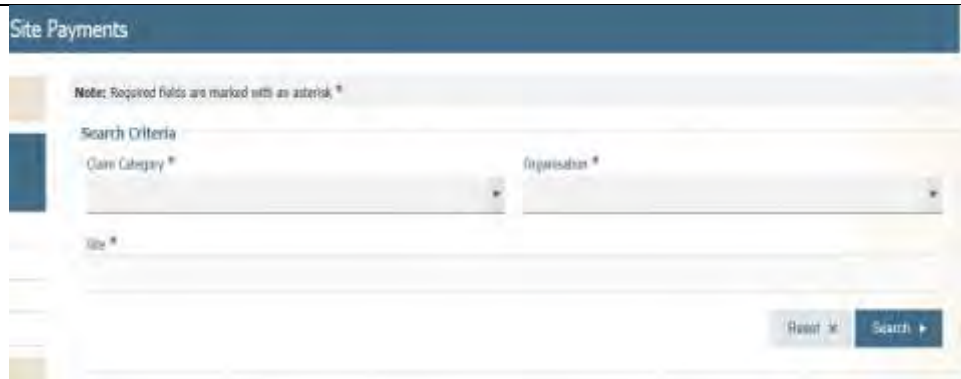
The CDP IT system creates an Outcome payment entry once a job seeker is placed into employment in the IT system. The entry appears on the 'Site Payment' screen under 'CDP Outcome Payments'. You then have at least 13 weeks (taking into allowable breaks etc) to delete the outcome.



Step 1

Select **Payments** from the Home page. The **Payments Home** screen is displayed.

Select Available Payments from the left hand menu. Then Site Payments. The Site Payments screen is displayed.

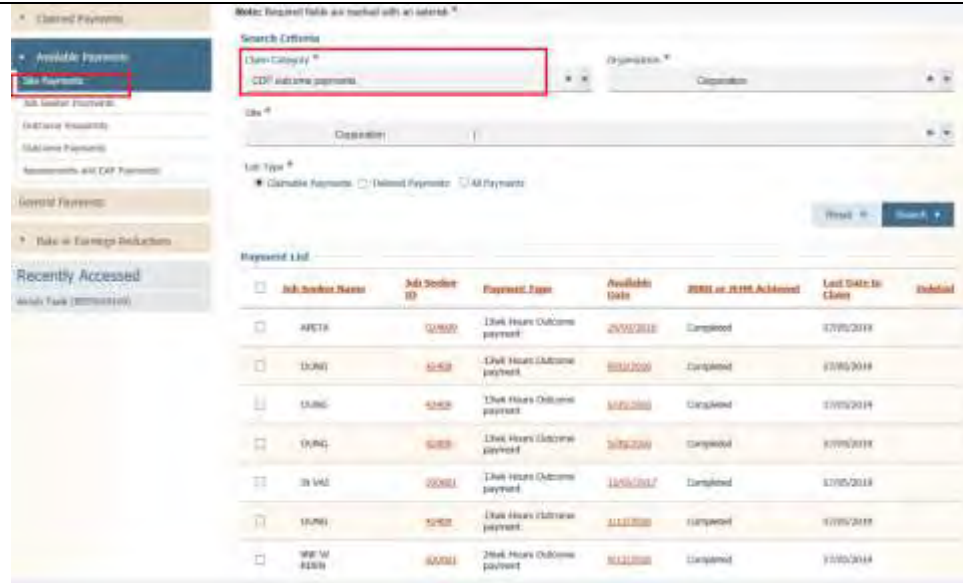


Payments

PROCESS: Deleting an Outcome Payment

Step 2

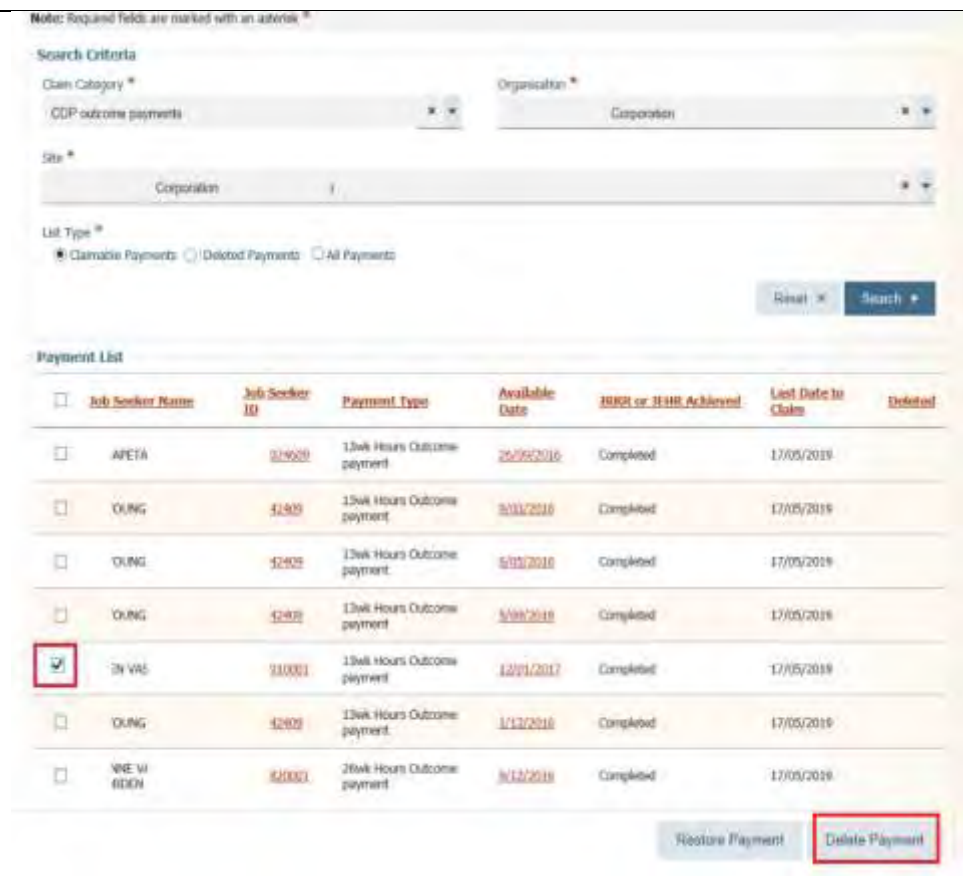
Select **CDP Outcome Payments** from the dropdown and the **Claimable Payments** radio button then Click **<Search>**. This will display all Outcome payments the Provider can lodge.



Step 3

Select the **Outcome** that you want to delete then Click **<Delete Payment>**.

Note: the Delete will only remove the outcome from the screen, and not from the system.



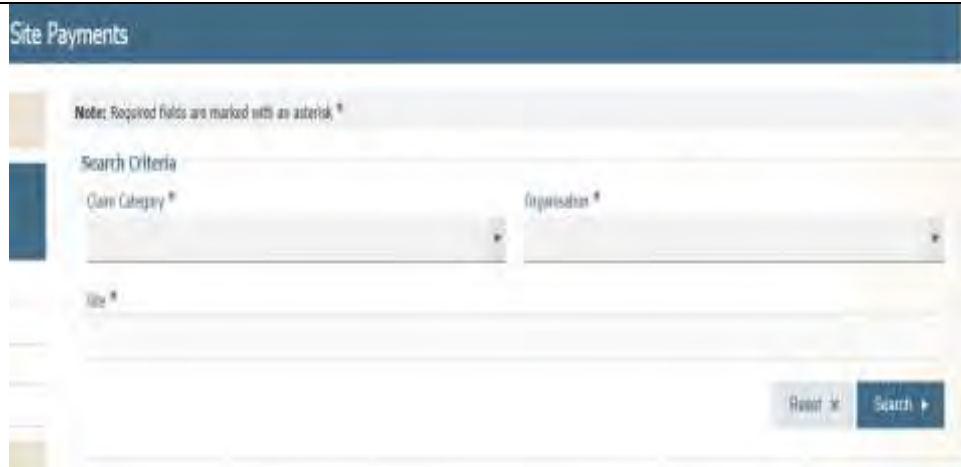
Payments

PROCESS: Restore a deleted Outcome Payment

STEP 1

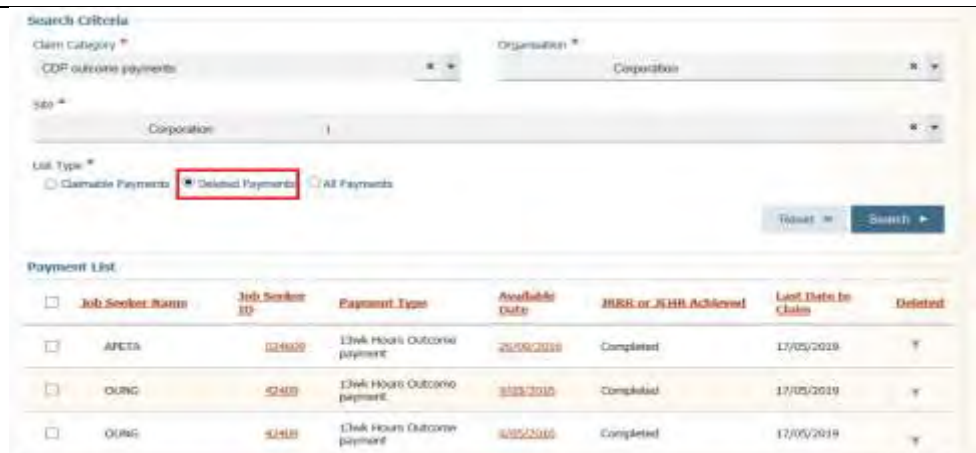
Select **Payments** from the Home page. The **Payments Home** screen is displayed.

Select **Available Payments** from the left hand menu. Then **Site Payments**. The Site Payments screen is displayed.



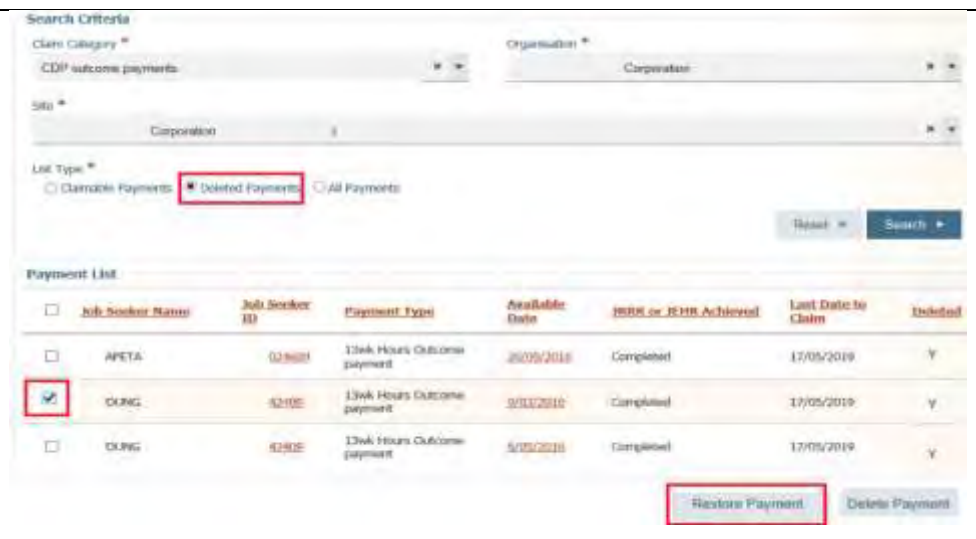
STEP 2

Select **CDP Outcome Payments** from the dropdown and the **Deleted Payments** radio button then click **<Search>**. This will display all Outcome payments that have been marked as deleted.



STEP 3

To restore a deleted **Outcome Payment**, select the **Outcome Payment** to be restored and then Click **<Restore Payment>**.



Community Development Programme

OFFICIAL

Document 9.08



CDP GUIDELINES

PROGRAMME ACCESS AND EXITS

Programme Access and Exits

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Programme Access and Exits

Introduction

Understanding how job seekers gain access to Community Development Programme (CDP) services and why job seekers leave the programme – either temporarily or permanently – is important, because it ensures you can provide appropriate services for job seekers, recommence services when required, or conclude service delivery appropriately and effectively. CDP is designed so that job seekers have entry and exit points in the programme.

Information on the CDP is available in the CDP Overview which can be found on the Provider Portal or the PM&C website. This chapter outlines how job seekers enter and exit CDP.

Eligibility for CDP

To be eligible to participate in CDP, a job seeker or volunteer must have a current address in a CDP region. The job seeker is then matched to the relevant CDP region through a community code provided by the Department of Human Services (DHS).

In general, people living in remote Australia who are looking for a job and receiving income support payments are eligible for CDP services. Those who are not on income support can volunteer to participate in CDP.

There are three ways a job seeker can be registered to receive CDP services:

- referral from DHS;
- direct registration by a provider; or
- transfer from a different CDP region or from jobactive or Disability Employment Services (DES).

Overseas visitors on working holiday visas or people who are prohibited by law from working in Australia cannot participate in CDP.

Table 1: Eligibility for CDP (page 2) summarises the eligibility of various job seekers who may directly register with you for CDP. As there are many scenarios and variables that affect a job seeker's circumstances, they must always be advised to contact DHS to check they are receiving the correct income support payment and services when a direct registration has occurred.

CDP ineligible participants

Under the CDP Funding Agreement, a 'CDP ineligible participant' is a person who lives in a CDP region and is not eligible to receive CDP services, but has requested to do so.

You can still deliver basic services (including providing case management and support to assist job seekers to find and keep a job and meet their Mutual Obligation Requirements) and work-like activities to CDP ineligible participants; however you will need to seek prior approval from your PM&C Regional Manager for these participants in order to receive payments. This decision will depend on the participant's individual circumstances and be considered on a case-by-case basis.

Programme Access and Exits

CDP ineligible participants

To seek approval from the PM&C Regional Manager you must submit a business case. It must include details of why CDP is the most appropriate service for this participant, what assistance you can deliver, details of work-like activities (if any) the participant wants to attend, and the benefits to the participant and the community.

Case Study

A community member who is not receiving income support but wishes to receive basic employment services can register with you to engage in CDP activities to increase their employability. This cohort does not have any Mutual Obligation Requirements and is not subject to the CDP Compliance Framework.

Volunteers

Volunteers are different to CDP ineligible participants. Volunteers fall into two categories:

Volunteer eligible job seekers (activity tested)

A job seeker who is eligible to receive CDP services but:

- has an exemption from their Mutual Obligation Requirements; or
- meets their Mutual Obligation Requirements in other ways (for example, through being an Australian Defence Force reservist), but chooses to volunteer in work-like activities.

Volunteer eligible job seekers (non-activity tested)

- A job seeker with no Mutual Obligation Requirements who may choose to participate in activities.

Information on Mutual Obligation Requirements is provided in the Mutual Obligation Requirements chapter.

Direct registration of a job seeker

In most cases, DHS will refer eligible job seekers to you through the CDP IT system. From time to time, a job seeker might contact you directly before this has happened. If this is the case, you can directly register job seekers if they meet the eligibility criteria detailed in Table 1. If you are unable to directly register a job seeker you should advise them to contact DHS to discuss their situation and eligibility for services.

You should also advise any directly registered job seekers to contact DHS to ensure that they are receiving the correct payment and support.

For further information on using the CDP IT system to directly register a job seeker, please consult the *Task Card* at the end of this chapter.

Programme Access and Exits

Direct registration of a job seeker

When the job seeker meets with you for the first time, you must also conduct the Job Seeker Classification Instrument or JSCI (refer to the Job Seeker Assessments chapter).

Table 1: Eligibility for CDP

Job seeker circumstances	Eligibility for CDP	Can the job seeker be directly registered by the provider?	Additional information
Newstart Allowance	Fully eligible	No	This applies to job seekers who have Mutual Obligation Requirements.
Youth Allowance (other)	Fully eligible	No	
Parenting Payment	Fully eligible	Yes	You can directly register a job seeker in any of these categories, provided they <u>do not</u> have Mutual Obligation Requirements.
Other Income Support payments	Fully eligible	Yes	
Disability Support Pension	Fully eligible	Yes	
Not on income support payment or Partial Capacity to Work	Fully eligible	Yes	Those who are identified as having a disability and a Partial Capacity to Work as a result of an Employment Services Assessment (ESAt).
Young people aged 15-21 years old; not on income support	Fully eligible	Yes	This applies to young people who are not employed for more than 15 hours a week.
Vulnerable young people aged 15-21 years old who are full-time students	Fully eligible for CDP (in certain circumstances)	Yes (in certain circumstances)	Students are not generally eligible unless they present to their provider in crisis and have at least one serious non-vocational barrier.
Pre-release prisoners	Fully eligible	Yes	This applies to <i>approved day</i> or partial-release prisoners who have been referred by their correctional institution to engage in paid work through a work-release program.
CDP ineligible		Yes	This applies to those who live in the remote region and who are not eligible for income support payments but who wish to participate in CDP.

Programme Access and Exits

Referrals

When DHS sends a job seeker to you, that process is known as a *referral*.

Referrals of eligible job seekers will be either:

- through the CDP IT system; or
- directly by DHS Assessment Services.

When a person presents themselves to you without a referral from DHS and requests assistance, you must determine if that person is an *Eligible Job Seeker*. If they are, you must:

- directly register the person;
 - advise any directly registered job seekers to contact DHS to ensure that they are receiving the correct payment and support;
 - conduct an initial interview with them; and
 - begin providing services.
-

Appointments

You must explain the customer feedback process to the job seeker. For more information on this process refer to the Complaints and Dispute Resolution chapter.

Your electronic calendar in the CDP IT system allows different types of appointments to be booked by either DHS or your staff. It also sends information about the job seeker's attendance between you and DHS.

The electronic calendar is used to book appointments into 'timeslots'. When you create a timeslot, you need to set timeslot characteristics including the purpose, delivery format and what services will be delivered. You must have timeslots available in the calendar so that DHS can always book job seeker appointments to occur within the next two business days. This ensures job seekers with Mutual Obligation Requirements are referred by DHS and engaged in CDP as early as possible.

Appointments must be at a time and location suitable for the job seeker and should be face to face unless the job seeker:

- lives in an area impacted by extreme weather or natural disaster;
- is in full-time training or education;
- is participating in an activity outside of their community; or
- requires a re-engagement appointment to be booked by DHS within 48 hours but you are not going to be in the community.

Job seekers must be formally notified of any appointments they must attend.

If a job seeker makes contact before their appointment with a valid reason for not being able to attend, you must reschedule the appointment directly with the job seeker. You may also reschedule appointments directly with the job seeker where consultants are unavailable to meet with a job seeker.

Programme Access and Exits

Appointments

You need to record the reason you are rescheduling an appointment in the IT system. Where the job seeker has a valid reason but it is not appropriate to reschedule the appointment, you must cancel the appointment and book a new appointment for a future date.

You must ensure that attendance (or non-attendance) at appointments is recorded in the IT system by close of business on the day of all scheduled appointments.

See the Job Seeker Engagement chapter for information on issuing formal notifications and recording attendance, including what is considered a valid reason to not attend an appointment.

RapidConnect

Job seekers claiming Newstart Allowance or Youth Allowance who are considered 'job-ready' are referred from DHS via a RapidConnect appointment. DHS will book an initial appointment with you for these job seekers within 2 to 14 working days of their first contact with them and these will be identified by an R flag beside the appointment in the diary. If an appointment is not available in the electronic calendar within 2 working days, DHS will contact you and request that an appointment is made available.

NOTE: It is essential that you enter an appointment result on the same day as the appointment for RapidConnect job seekers, as their income support payment will commence when they have attended their appointment. If no result is recorded DHS will automatically commence payments (even if the job seeker did not attend) as job seekers cannot be penalised if you don't enter a result. (See the Monitoring Job Seeker Attendance and Compliance chapter for information on recording attendance.)

Initial interviews

The CDP Funding Agreement requires that you explain information to the job seeker and complete a number of tasks in your initial interview with them.

An initial interview includes both an initial RapidConnect appointment (the job seeker will have an R flag beside the appointment in the diary) or a regular initial appointment when DHS determines a job seeker is exempt from a RapidConnect appointment. Job seekers are required to attend these appointments.

The initial interview includes a number of tasks to help you get to know the job seeker, understand their needs and explain the services which can be provided to them.

All job seekers on your caseload need to have an initial interview.

The initial interview takes place when a job seeker is referred (including transfers) or registers with CDP. The appointment will be made by DHS for referred job seekers or you can make one yourself if the job seeker registers directly with you.

The initial interview sets up your relationship with the job seeker and ensures you both have all the information needed to start to plan the job seeker's pathway to employment. A job seeker cannot commence in CDP until the initial interview has taken place.

Programme Access and Exits

Initial interviews

During the initial interview, you should talk to the job seeker about their aspirations and goals for a job and what assistance they might need to work towards and achieve this.

There are a number of tasks you must undertake in the initial interview:

- confirm the job seeker's identity (see *Task Card* at the end of this chapter); and
- explain the rights and obligations that job seekers have under Social Security Law (SS Activity Tested Eligible Job Seekers and DSP Recipients -Compulsory).

Job seeker rights and obligations

When explaining a job seeker's rights and obligations, you should explain their:

- right to receive a personalised service from you as their provider;
- right to make a complaint if they are unhappy with the service you provide;
- obligation to attend the appointments and activities that they agree to in their Job Plan, knowing that if they do not, they may lose some of their income support payment; and
- obligation to advise either DHS and/or you if their circumstances change.

In addition, you must run through the following checklist with the job seeker:

- **Job Seeker Classification Instrument:** Use the JSCI to gather more information about the job seeker's circumstances (see the Job Seeker Assessments chapter for more information).
- **Code of Practice and Service Guarantee:** Give a copy to the job seeker and talk through its content.
- **JobSearch:** Explain to the job seeker the facilities available and show them how they can be used.
- **Finding work:** Offer advice about the best ways to look for work and where jobs might be available.
- **Activities:** Discuss the kinds of activities available to the job seeker, being mindful of their Mutual Obligation Requirements (see Chapter 2 Mutual Obligation Requirements, for further information).
- **Paid supplements:** Explain the activities for which the job seeker would get an extra payment (see the Mutual Obligation Requirements chapter for more information on Approved Program of Work).
- **Job Plan:** Develop a Job Plan with the job seeker. If the job seeker was transferred from another region there may be an existing Job Plan that can be updated (see the Job Plans chapter for further information); and
- **Record attendance:** Record a result of 'Attended' in the electronic calendar for the initial interview appointment; this commences the job seeker in CDP (see the Job Seeker Engagement chapter for how to record attendance).

The first step in determining whether you will be paid for assisting a job seeker is to check that the job seeker has commenced in the CDP IT system. The *Task Card* at the end of this chapter provides more details.

When you have followed the above steps in the initial interview the job seeker will be commenced into CDP and will be active on your caseload.

Programme Access and Exits

Initial interviews

For further information on the next steps in advancing your job seekers through the job seeker pathway, consult the following chapters.

- Mutual Obligation Requirements
- Job seeker assessments
- Servicing Job seekers
- Job Plans
- The Activity Diary and Noticeboard

Transfers: Job seekers who change address or CDP region

All eligible job seekers living in your CDP region will be referred to you as the CDP provider for that region.

DHS will update a job seeker's contact details when they are notified by a job seeker they have changed their residential address. You can only update a job seeker's address if you have directly registered the job seeker in the CDP IT system. For job seekers not directly registered you can select '*Send request to DHS for Address Update, in Update Contact Details*' on the CDP IT system. The *Task Card* at the end of this chapter has details.

If a job seeker moves *temporarily* (up to 2 weeks) to another region and continues to be serviced by you, their permanent residential address will not be updated in the IT system and the system will not initiate a transfer.

If a job seeker relocates permanently to a different remote region, the CDP IT system will transfer them to the provider who services that region, once DHS has updated their details. A Noticeboard message in the IT system will notify the new provider this has occurred. The Activity Diary and Noticeboard chapter provides more information.

If you are the new provider, you must contact the job seeker to arrange a suitable appointment time and complete the initial appointment with them, which includes:

- explaining the services and activities offered in your region;
- conducting the JSCI and making updates, if required;
- reviewing, updating or approving the Job Plan;
- recording job seeker attendance at the appointment in the CDP IT system; and
- commencing the job seeker in CDP.

Once the job seeker has commenced with you as their new provider, they will be automatically exited from their previous provider's caseload.

If you are a job seeker's new provider, you will have access to the job seeker's records, personal details and history of participation (including previous Job Plans). Some information which relates to their previous provider, such as participation reports, can be viewed as completed, but the specific details will not be accessible.

Standard compliance rules apply to activity-tested job seekers who do not attend appointments when transferred to a new provider.

Programme Access and Exits

Transfers: Job seekers who change address or CDP region



Compliance Reminder - You must offer appropriate assistance during transition.

Under the Funding Agreement, when a job seeker has changed address and needs to change providers, the former provider must facilitate the transfer and provide “sufficient assistance and cooperation,” to make sure this occurs.

If you are taking on a job seeker who has transferred from another provider, as the new provider, you must ensure that services can be provided (or can continue to be provided) to the job seeker.

Job seekers who move to a non-remote location

If a CDP job seeker changes their address to a location which is outside a CDP region, the IT system will transfer the job seeker automatically to a jobactive or DES provider in their new area, based on their new postcode.

Job seekers who move permanently outside a CDP region are no longer eligible to participate in CDP. Job seekers will remain on the CDP caseload until they commence in their new employment services program. Once they have commenced in the program they will be automatically exited from your caseload

Requests to use non-remote providers

Requests from remote job seekers to transfer from CDP to jobactive or DES are generally not permitted as participants living in a designated remote area should be engaged in CDP.

In extenuating circumstances, PM&C may permit a CDP participant to transfer from CDP to jobactive or DES, but the job seeker must first discuss their request and reasons with you. Job seekers should then request a referral through the Department of Employment’s National Customer Service Line (NCSL) who will forward their request to PM&C, but only after this step has occurred.

A complaint regarding the services you deliver is not a valid reason, and job seekers must be able to demonstrate appropriate reasons before a transfer is escalated for consideration.

We will advise you if/when a referral is agreed. The transfer will only be finalised if the relevant program department also agrees to the transfer.

Exemptions and Suspensions

DHS applies job seeker exemptions in response to various situations or circumstances that impact a job seeker’s ability to participate in CDP. This results in a job seeker becoming suspended in the CDP IT system and on your caseload.

Programme Access and Exits

Exemptions and Suspensions

At times, job seekers may present to you with short-term situations that may require them to be considered for an exemption from their Mutual Obligation Requirements in CDP. For example, illness or injuries resulting in a Medical Certificate or family and domestic violence. You should assist the job seeker in making contact with DHS to request an exemption.

When DHS applies an exemption it will be shown on the job seeker's record in the CDP IT system and the job seeker will not be required to participate in CDP for this period. The *Task Card* at the end of this chapter provides information on where to find these details.

DHS may grant a job seeker with an exemption from their Mutual Obligation Requirements for medical reasons. In these instances the job seeker may volunteer to continue participating in CDP activities.

Where a job seeker is on a medical exemption and wishes to continue participating on a voluntary basis, you should:

- Seek details of the job seeker's medical condition (*noting that they are not obliged to inform you*) to make an assessment as to whether their continued participation will put the job seeker or any other person at risk of harm.
- If you conclude that the job seeker's continued participation in CDP activities will put the job seeker or any other people at risk of harm, you should not allow the job seeker to continue to participate.
- If you are unable to make an assessment due to a lack of information on their medical condition, the job seeker should not participate in CDP until such time you can determine that their participation in CDP will not put the job seeker or others at risk of harm.
- You should make a record of the assessment where you have concluded that the job seeker's continued participation in the activity presents a risk of harm to the job seeker or any other person.

It is important that you assess each situation on a case-by-case basis considering the specific circumstances of each individual.

You can see if a job seeker has voluntary participation requirements by looking on the *Participation Profile* screen in the IT system. The participation requirements of 'Voluntary (exemption)' are not the same as "Voluntary" and therefore would not apply in this context.

There are a wide range of reasons why a job seeker may be granted an exemption. More information on the exemption policy is available in the *Guide to Social Security Law*, using this [link](#). You should refer job seekers to DHS for all requests for exemptions from their Mutual Obligation Requirements.

Impact of suspensions

When a job seeker is suspended, you do not need to provide them with any CDP services until they recommence participation in CDP.

Programme Access and Exits

Impact of suspensions

Job seekers who are granted an exemption by DHS will have a status of ‘suspended’ in the CDP IT system.

When DHS grants a job seeker an exemption from meeting their Mutual Obligation Requirements, you may receive the Basic Payment for that period. Having a ‘suspended’ status attracts a basic payment if the job seeker has Work for the Dole (WE12 code) in their Job Plan and is placed into an activity, as outlined in the Payments chapter.

Caseload Exits

An exit is different to a suspension as an exit allows a job seeker to permanently leave CDP (even though, in future, they may return if they need to). When the job seeker is exited they will be removed from your caseload.

You cannot exit a job seeker who is Activity Tested from your caseload.

There are two types of exits, as outlined in Table 2.

Table 2: Types of Caseload Exit

	Effective Exit	Provider Exit
What	An effective exit is the automatic removal of a job seeker from the CDP IT system (carried out by DHS).	A provider exit is an exit of a job seeker from CDP which is processed by you.
Who	Effective exits are generally for job seekers who, for a number of reasons, no longer need to participate.	Provider exits are usually for job seekers who do not have Mutual Obligation Requirements, and want to leave the program.
Why	<p>These exits can occur for a number of reasons, including when the job seeker:</p> <ul style="list-style-type: none"> stops receiving income support payments; commences in another program (e.g. jobactive or DES); becomes employed and is eligible for a full employment outcome; or <p>Transfers onto the Age pension.</p>	<p>A job seeker who is a volunteer may request to exit the program. This group of job seekers may include those who have a Partial Capacity to Work, or who are carers.</p> <p>The job seeker may also stop participating in activities or fail to attend appointments. If this is the case, you must attempt to contact the job seeker (and make a record in the system of having done so) before exiting them.</p>
Where	These occur through the IT system and do not require any follow up actions from you.	These occur through the IT system, but they are carried out by you.
When	Once a job seeker has been exited from the system, they may still appear on your caseload for a further 28 days for your information only.	

Information on how to exit a job seeker is provided in the *Task Card* at the end of this chapter.

Programme Access and Exits

Job seekers who return after an exit

When a job seeker exits CDP, but they return less than 13 weeks later, their Job Plan and activity diary continues in the CDP IT system when they return. When the job seeker is referred back into CDP during this timeframe you must:

- resume providing services to the job seeker;
- record the resumption of services on the CDP IT system; and
- update the job seeker's Job Plan and any other details required.

Where a job seeker exits, but they return more than 13 consecutive weeks later, you will need to commence the job seeker with a new JSCI, Job Plan and at their appropriate starting point on the job seeker pathway.

Community Development Programme

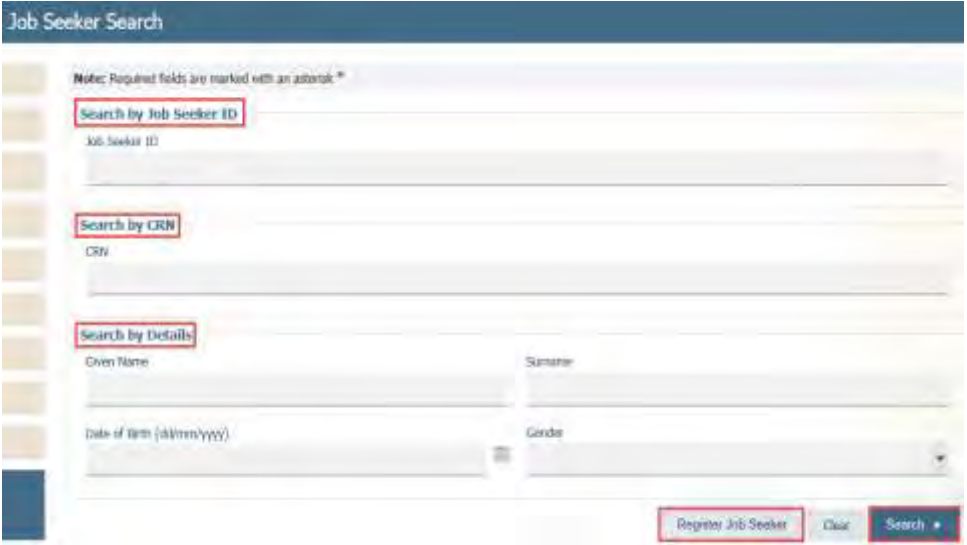
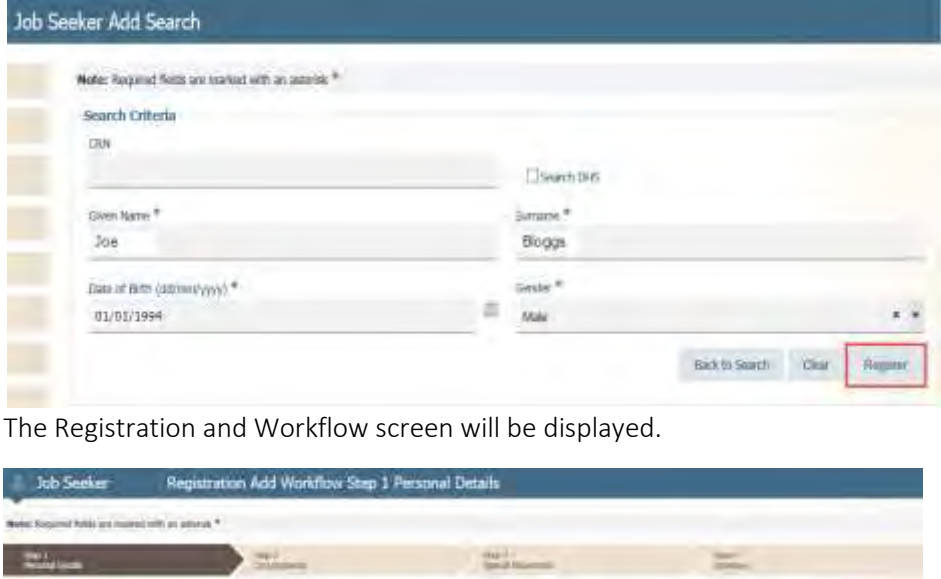


CDP GUIDELINES

PROGRAMME ACCESS AND EXITS

TASK CARDS

Programme Access and Exits


PROCESS: How to search for and directly register a job seeker	
<p>STEP 1</p> <p>To begin, select Job Seeker from the Home page. The Job Seeker Search screen will be displayed.</p>	
<p>STEP 2</p>	<p>If you know the Job Seeker ID, their DHS/Centrelink CRN (Customer Reference Number), or the job seeker’s name, date of birth and gender, you can enter these details then click <Search>.</p>
<p>STEP 2A</p>	<p>Any records found will be displayed at the bottom of the page. Click on the job seeker ID hyperlink to open the job seeker’s profile.</p>
<p>STEP 3</p>	<p>If you don’t find a record, you may need to complete a Direct Registration. To start a Direct Registration, click <Register Job Seeker>.</p> <p>Note: it is very important to do a thorough search before completing a Direct Registration. Many job seekers will have had a previous DHS/Centrelink and/or employment services assistance and will have a record in the system.</p>
<p>STEP 4</p> <p>Enter the job seeker’s Given name, Surname, Date of Birth and Gender.</p> <p>Click <Register>.</p>	 <p>The Registration and Workflow screen will be displayed.</p>

Programme Access and Exits


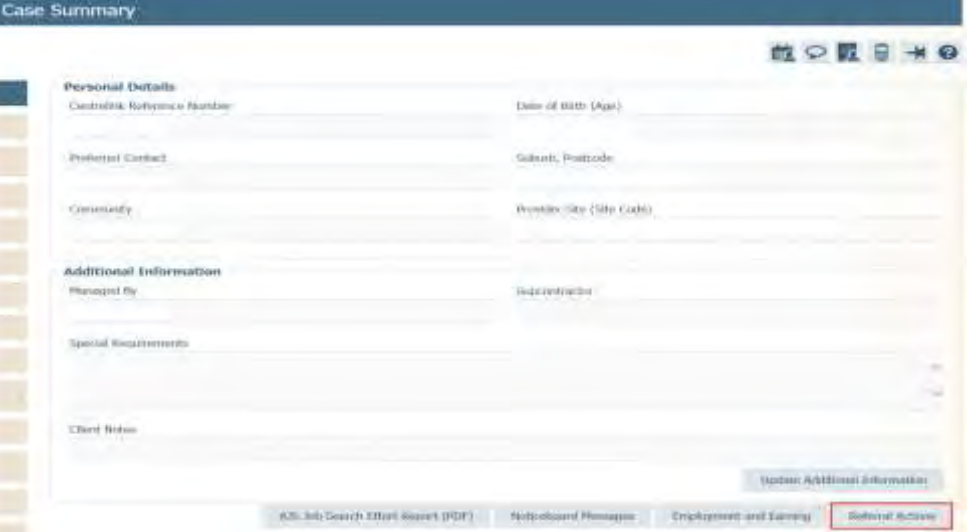
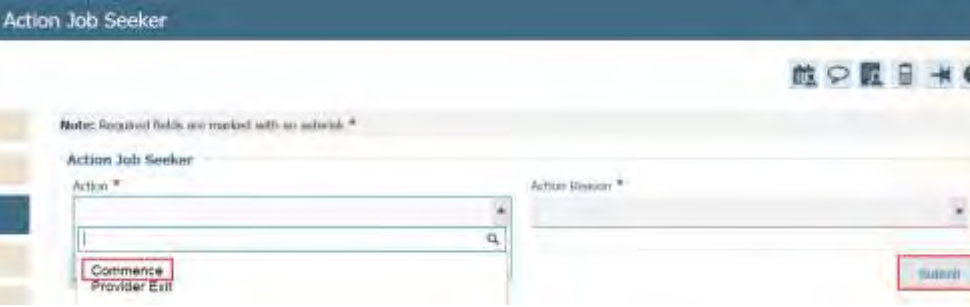
PROCESS: How to search for and directly register a job seeker	
STEP 5	<i>When adding a Direct Registration there are some mandatory fields on each of the tabs:</i>
<p>STEP 6</p> <p>Move through each step by entering the required details and clicking <Next>. You will need to enter the job seeker’s Personal details, Circumstances and Special Placements, and then check the Summary screen.</p>	<p>Personal Details:</p> <p>Title, Indigenous, Country of Birth, Proof of Identify (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.</p> <p>Circumstances:</p> <p>Is the job seeker working an average of 15 hours per week or more?</p> <p>Special Placements:</p> <p>This is not mandatory but it is where you record if a job seeker is a Pre Release Prisoner. When you have added a Direct Registration the system will display an ‘Add Successful’ message.</p> <p>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.</p> <p>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 will 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, is eligible for CDP, and you want to add them to your caseload, you will 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’.</p> <p>When you search using the job seeker’s CRN, the system looks for job seekers who are already on the CDP IT system and have a CRN. If searching using a CRN doesn’t return a record, you should do a Direct Registration and then you can link the job seeker to their DHS/Centrelink record (you will see a Link button at the bottom of the Registration page).</p>
STEP 7	After you have checked that the information on the Summary screen is correct, scroll to the bottom of the page and click <Submit> .

Programme Access and Exits

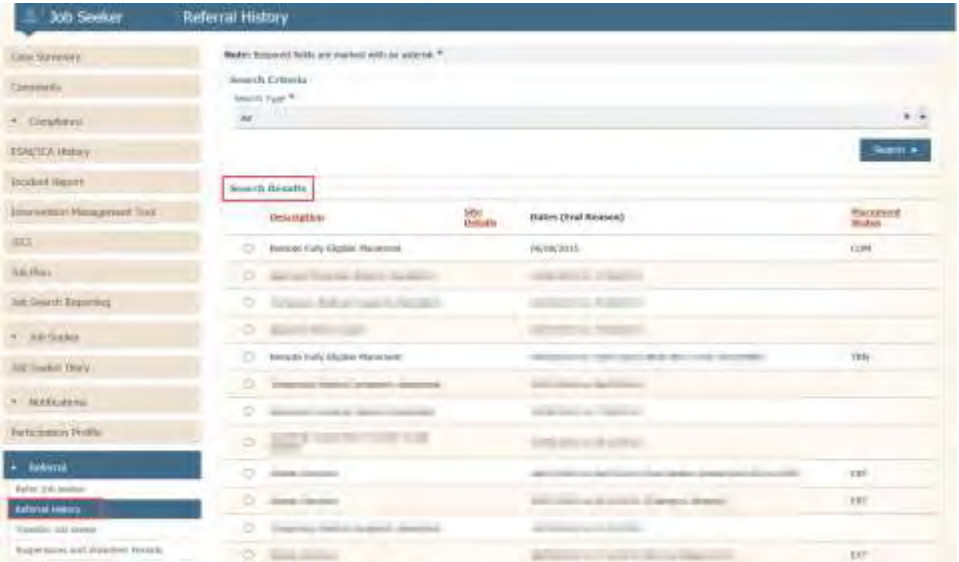
PROCESS: How to search for and directly register a job seeker

	
<p>Further Information</p>	<p>Records flagged as ‘sensitive’</p> <p>A job seeker with a sensitive record will have their address and phone number details masked with a series of asterisks. This also includes the resume which will be blank and disabled for a provider/Department. The only person who can create or update a resume for a sensitive client is the job seeker themselves via their personal page in Australian JobSearch.</p> <p>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.</p> <p>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.</p> <p>Sensitive job seekers do not have participation requirements.</p> <p>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.</p> <p>You can register a volunteer the same way you register a fully eligible job seeker – the system will determine that they are a volunteer. You can identify volunteers in the Caseload search.</p>

Programme Access and Exits


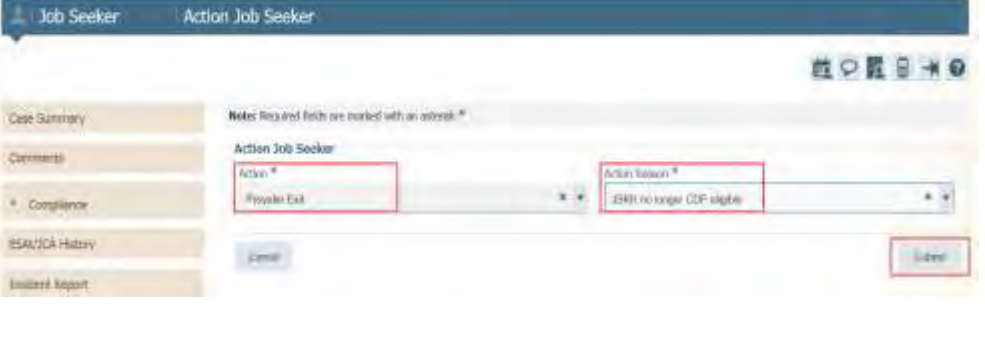
PROCESS: How to commence a job seeker in CDP	
<p>STEP 1</p> <p>You can elect to commence the job seeker when you see this message by clicking <Commence Job Seeker Now>.</p>	<p>An eligible job seeker can commence in CDP when they have:</p> <ul style="list-style-type: none"> • An Initial Appointment with a result of ‘Attended’; • A Job Seeker Classification Instrument (JSCI) assessment; and • An approved Job Plan. <p>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.</p> 
<p>OR</p> <p>STEP 1</p> <p>Navigate to the Case Summary screen and click <Referral Actions>.</p>	
<p>STEP 2</p> <p>The Action Job Seeker screen will be displayed. Select Commence from the Action drop down list.</p> <p>Click <Submit>.</p>	

Programme Access and Exits

PROCESS: How to view a job seeker's Program History	
STEP 1	Select Job Seeker from the Home page.
STEP 2 After searching for the appropriate job seeker using their ID, CRN or details, open the job seeker profile by clicking on the job seeker ID hyperlink.	
STEP 3 Select Referral from the left hand navigation pane.	The job seeker's referral history will be displayed where 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.

PROCESS: How to Exit a job seeker from CDP	
STEP 1 Select Job Seeker from the Home Page .	<p>Provider Exits are performed by a CDP provider for job seekers who do not have participation requirements, or for job seekers that are fulfilling, or on an exemption from, their participation requirements.</p> <p>After searching for the appropriate job seeker using their ID, CRN or details, open the job seeker profile by clicking on the job seeker ID hyperlink.</p>
STEP 2 Select Case Summary from the left hand navigation pane.	

Programme Access and Exits

PROCESS: How to Exit a job seeker from CDP	
<p>STEP 3</p> <p>Under the Additional Information section, click <Referral Actions> to exit the job seeker from your caseload.</p>	
<p>STEP 4</p> <p>Select Provider Exit from the Action drop down list.</p>	
<p>STEP 5</p>	<p>Select the most appropriate reason you are exiting the job seeker from the Action Reason drop down list. For example, JSKR no longer CDP eligible.</p>
<p>STEP 6</p>	<p>Click <Submit> to process your request to exit the job seeker.</p>
<p>Further information</p>	<p>Once a job seeker has been exited from CDP services, they will remain on your caseload search for 28 days.</p>

PROCESS: Update job seeker contact details	
<p>STEP 1</p>	<p>You are able to update the Contact Details of a job seeker if that job seeker has a Customer Reference Number (CRN). The postal and residential addresses, home, mobile, work and fax numbers can all be updated from this screen.</p> <p>Select Job Seeker from the Home page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p>

Programme Access and Exits

PROCESS: Update job seeker contact details

STEP 2

Once you have opened the job seeker's profile, select **Job seeker** then **Update Contact Details** from the left hand navigation menu.

The Update Contact Details screen will be displayed.

Update Contact Details

Postal Address
 Send Request to DHS for Address Update
Date of Change (dd/mm/yyyy) [] Status []
Field / select valid Address [] OK if not found

Residential Address
 Send Request to DHS for Address Update
Date of Change (dd/mm/yyyy) [] Status []
Field / select valid Address [] OK if not found



Home Phone
Action Required []
Area [] Phone [] Subscriber Status []
Date of Change (dd/mm/yyyy) [] Status []

Mobile Phone
Action Required []
Area [] Phone [] Subscriber Status: Yes
Change of Date (dd/mm/yyyy) 30/03/2015 [] Status: Approved Phone of Address Update Successful


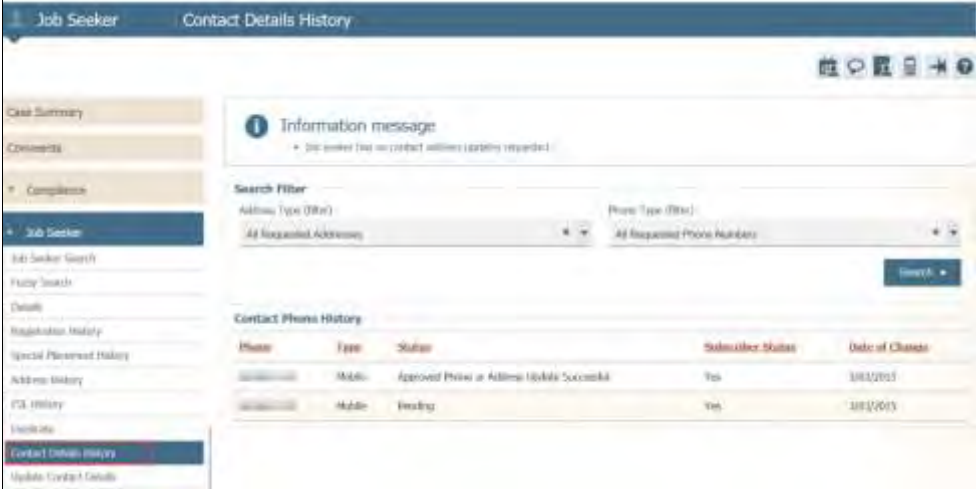
Work Phone
Action Required []
Area [] Phone [] Subscriber Status []
Change of Date (dd/mm/yyyy) [] Status []

Fax
Action Required []
Area [] Phone [] Subscriber Status []
Change of Date (dd/mm/yyyy) [] Status []

Programme Access and Exits

PROCESS: Update job seeker contact details	
<p>STEP 3</p> <p>Select the section of the details you wish to change. For example, to update the Postal Address, select the Send Request to DHS for Address Update checkbox if required.</p>	
<p>STEP 4</p> <p>Select the Date of Change from the calendar. Enter an address by using the Find/select valid address field.</p>	<p>STEP 4A</p> <p>If an address is not found, select the OR if not found checkbox and enter the details in the Custom Address fields. See Step 5 below.</p>
<p>STEP 5</p> <p>If you need to update address details with a Custom Address details, a new screen will appear. Enter the job seeker's details into the appropriate fields.</p>	

Programme Access and Exits

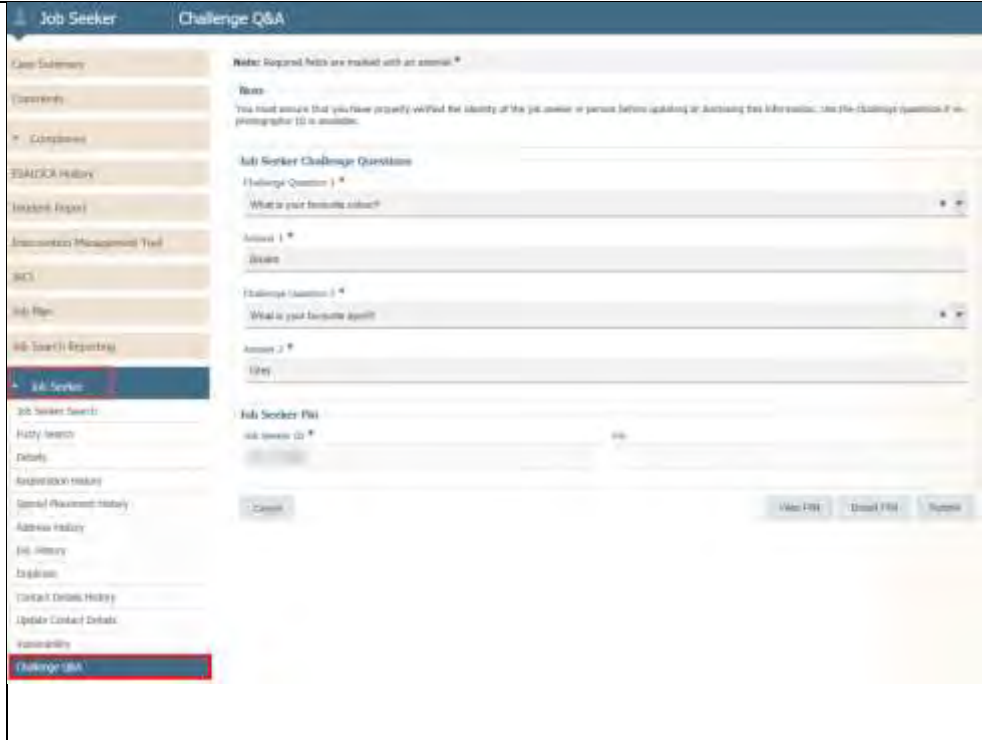
PROCESS: Update job seeker contact details																
<p>STEP 6</p> <p>To update other details such as Home Phone, Mobile Phone, Work Phone and Fax, select the Action Required from the dropdown list and enter the details including Change of Date.</p>																
<p>STEP 7</p>	<p>Once details have been entered, scroll to the bottom of the screen and click <Submit>.</p> <p>Click Confirm or Cancel after reading the confirmation.</p>															
<p>Further information</p>	<p>All 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, the date the change was made and the status.</p>  <table border="1" data-bbox="651 1435 1401 1552"> <thead> <tr> <th>Phone</th> <th>Type</th> <th>Status</th> <th>Subscriber Status</th> <th>Date of Change</th> </tr> </thead> <tbody> <tr> <td>0800000000</td> <td>Mobile</td> <td>Approved Phone at Address 10/10/10/2013</td> <td>Yes</td> <td>10/10/2013</td> </tr> <tr> <td>0800000000</td> <td>Mobile</td> <td>Expired</td> <td>Yes</td> <td>10/10/2013</td> </tr> </tbody> </table>	Phone	Type	Status	Subscriber Status	Date of Change	0800000000	Mobile	Approved Phone at Address 10/10/10/2013	Yes	10/10/2013	0800000000	Mobile	Expired	Yes	10/10/2013
Phone	Type	Status	Subscriber Status	Date of Change												
0800000000	Mobile	Approved Phone at Address 10/10/10/2013	Yes	10/10/2013												
0800000000	Mobile	Expired	Yes	10/10/2013												

Programme Access and Exits

PROCESS: Setting a job seeker's challenge questions

STEP 1

Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.



STEP 2

Once you have opened the job seeker's profile, select **Job seeker** then **Challenge Q&A** from the left hand navigation menu. The Challenge Q&A screen will be displayed.

Programme Access and Exits

PROCESS: Setting a job seeker's challenge questions

STEP 3

There are two challenge questions that can be accessed from the dropdown 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 JobSearch site. Click **Submit** to continue.

STEP 4

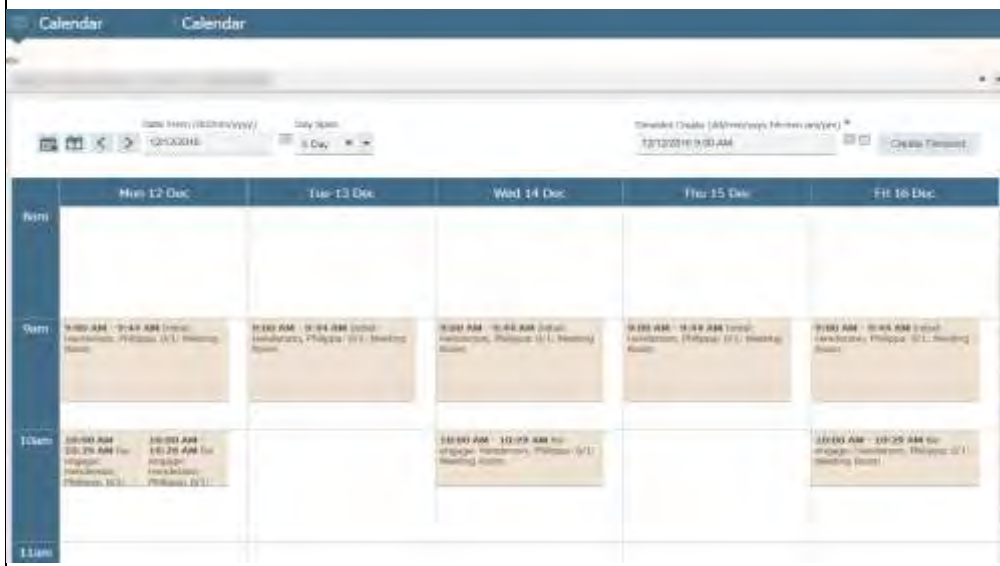
The Details screen will be displayed and an information message will also be displayed.

Programme Access and Exits

PROCESS: View the Calendar and search for Timeslots and Appointments

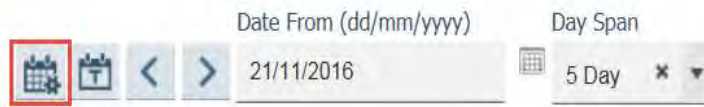
STEP 1

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'.



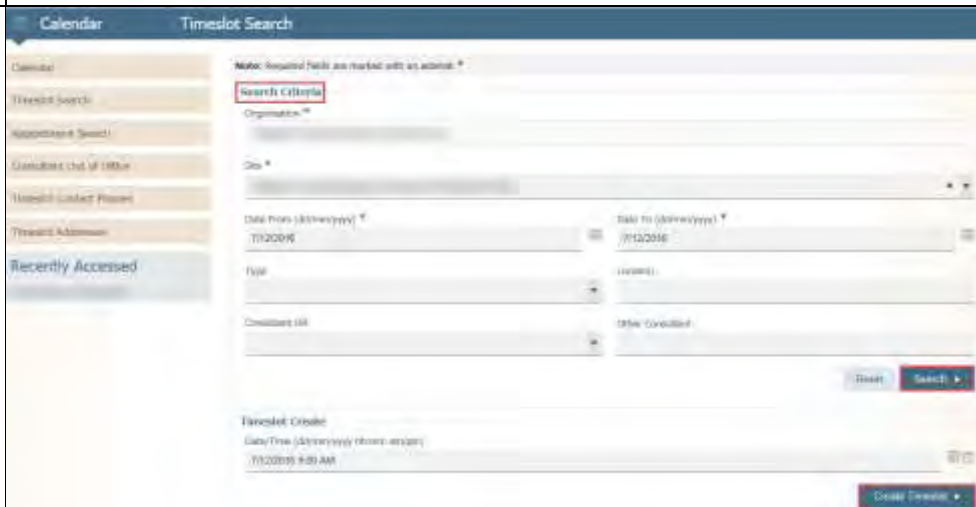
STEP 2

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.




STEP 3

You can access the **Timeslot Search** and **Appointment Search** pages by clicking on the search icon in the top left corner of the page.



Programme Access and Exits

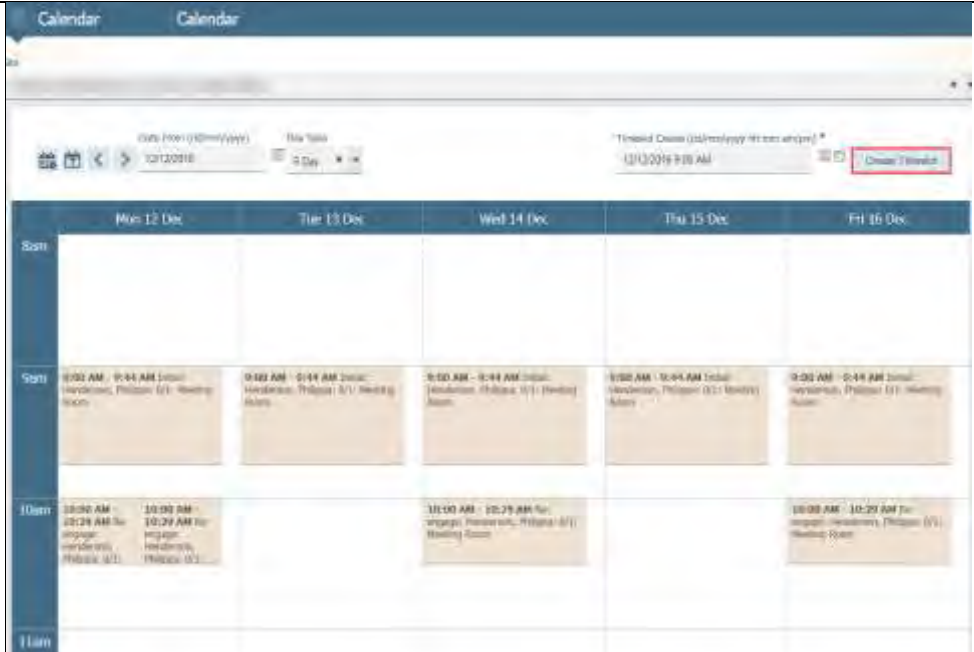
<p>PROCESS: View the Calendar and search for Timeslots and Appointments</p>	
<p>STEP 4</p>	<p>To conduct a Timeslot Search, enter your search values and click Search. Search results are displayed at the bottom of the page.</p>
<p>STEP 5</p>	<p>To create a new Timeslot, select a Timeslot date and start time. Click Create Timeslot.</p>
<p>STEP 6</p> <p>To conduct an Appointment Search, select Appointment Search from the left hand menu.</p>	
<p>STEP 7</p>	<p>Enter your search values and click Search. Search results are displayed at the bottom of the page.</p>

Programme Access and Exits

PROCESS: Create a timeslot

STEP 1

Select **Calendar** from the **Home** page. You are able to create a Timeslot from the Calendar, the Timeslot Search or the Appointment Search screens.

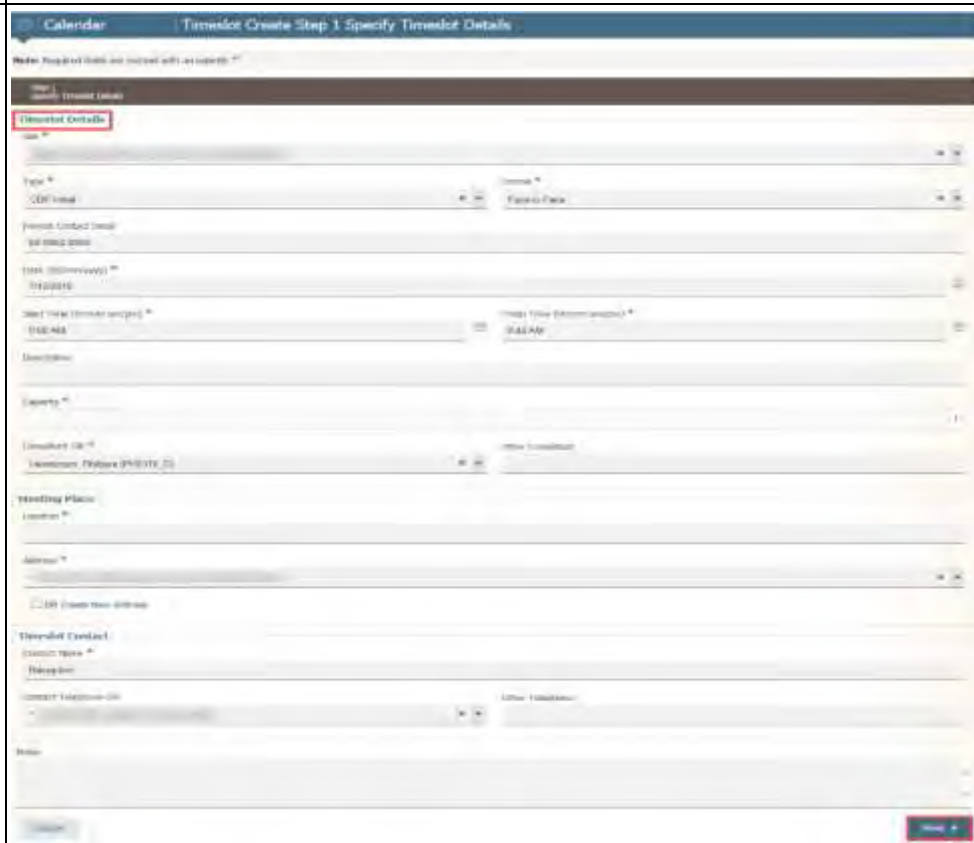


STEP 2

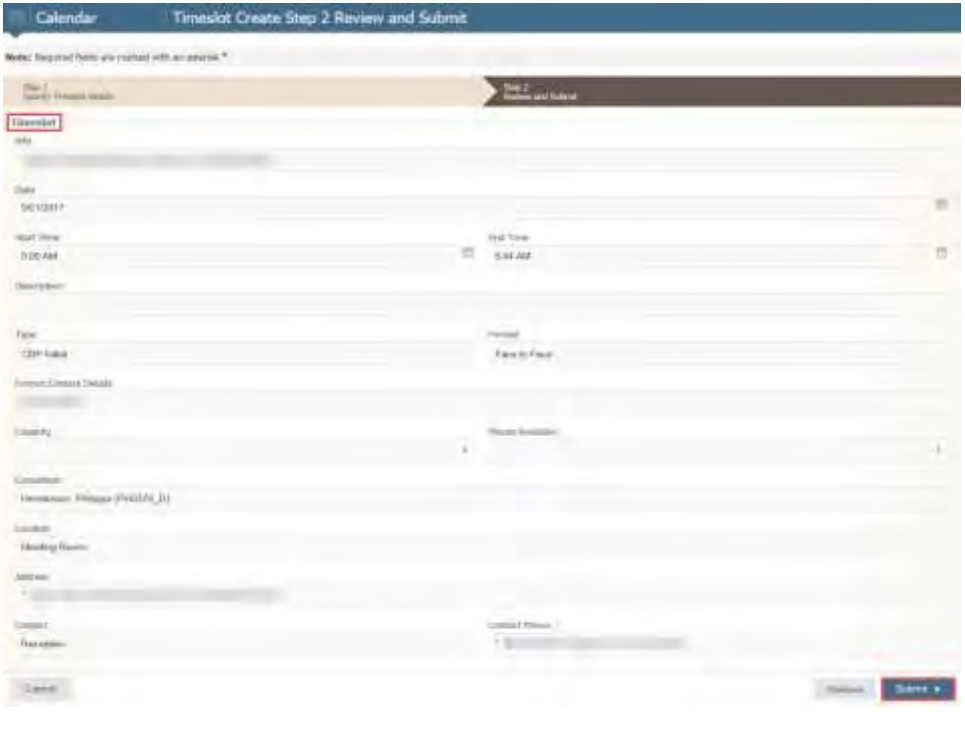

Select **<Create Timeslot>** from the Calendar to begin creating a Timeslot.

STEP 3

The Specify Timeslot Details screen will be displayed. Record timeslot details and click **<Next>**.



Programme Access and Exits

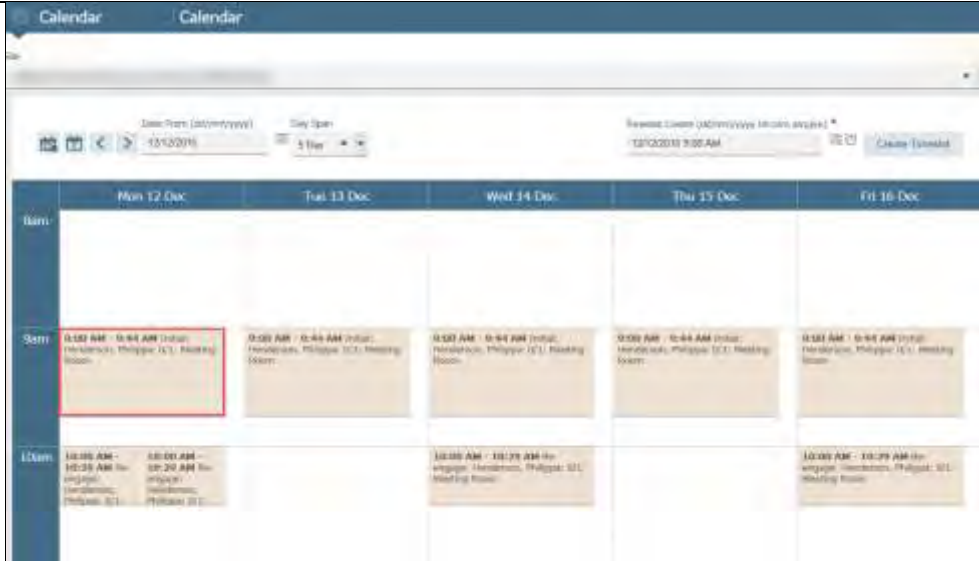
PROCESS: Create a timeslot	
<p>STEP 4</p> <p>The Review and Submit screen will be displayed. Review the Timeslot details and if all details are correct, click <Submit>.</p>	
<p>A success message will be displayed.</p>	
<p>Further Information</p>	<p>You may meet with job seekers in a number of locations 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 contact phone number from the list to save you from typing it in again.</p> <p>DHA/Centrelink doesn't use the CDP IT system but information flows between CDP and the Centrelink IT system. When you create a 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 can book job seekers into those timeslots.</p>

Programme Access and Exits

PROCESS: Create a recurring timeslot

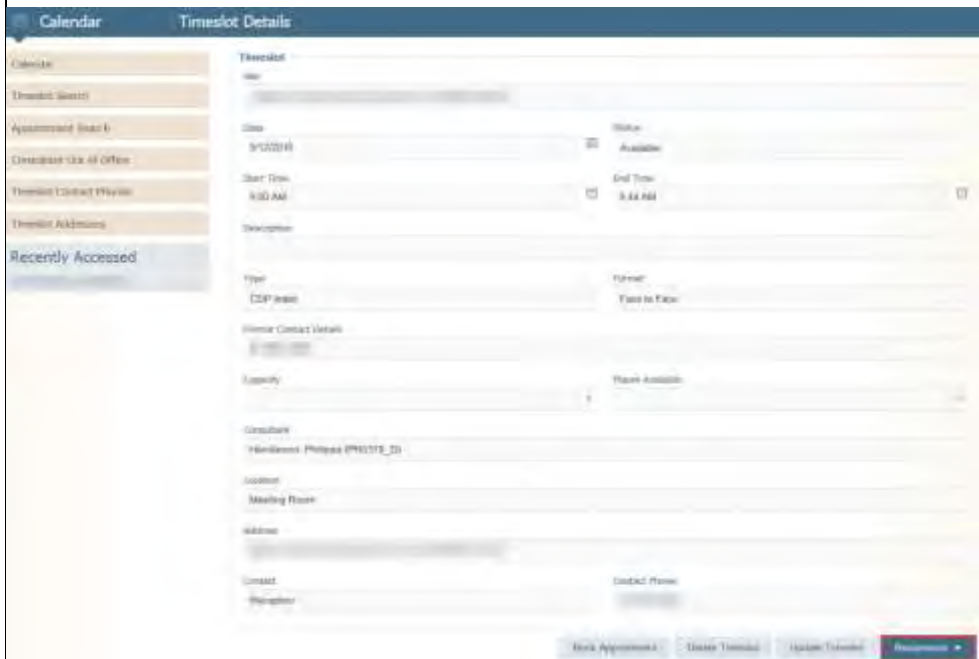
STEP 1

Select **Calendar** from the **Home** page. Select a Timeslot you have previously created.



STEP 2

The **Timeslot Details** screen will be displayed. Review the details and click **Recurrence**.



Programme Access and Exits

PROCESS: Create a recurring timeslot

STEP 3

The **Timeslot Recurrence** screen will be displayed. Select the **Series Recurrence Pattern**. Select the **Series Range** by either the **Start, End After** or **End By** date pickers.

STEP 4

Click **Preview Series** to continue.

STEP 5

The **Series Preview** will be displayed which shows the maximum number of Timeslots to be created, for review.

STEP 6

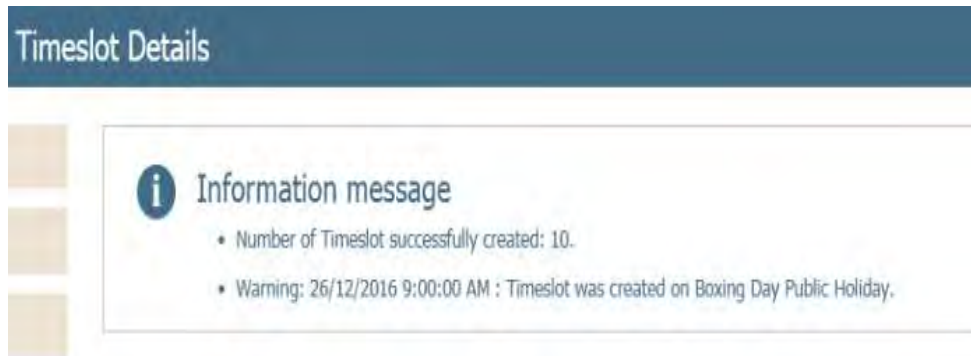
Click **Create Series Timeslot(s)**.

Programme Access and Exits

PROCESS: Create a recurring timeslot

STEP 7

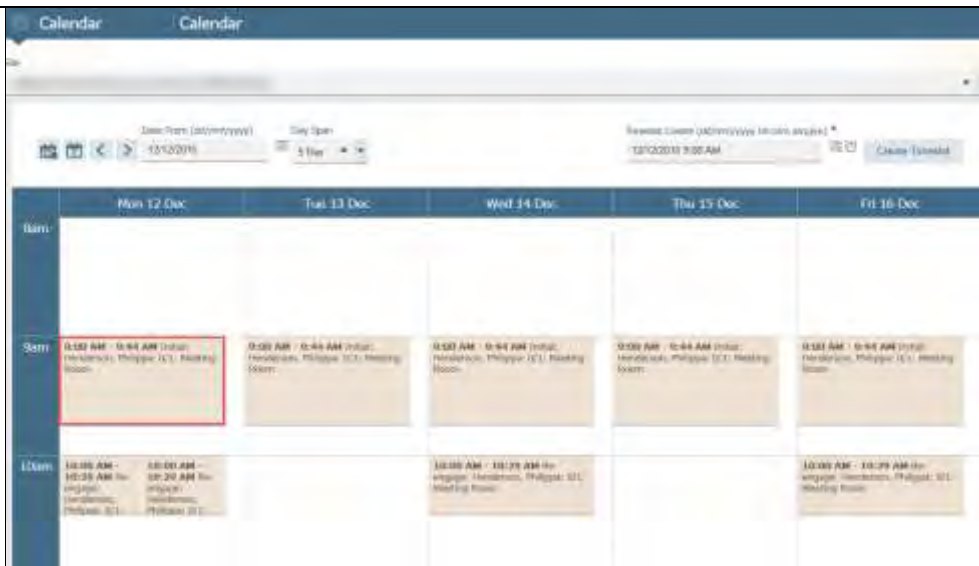
The **Timeslot Details** screen will be displayed. An **Information message** will also be displayed with any information in relation to: the number of Timeslots created and any Public holidays within the date range.



PROCESS: Create a recurring timeslot

STEP 1

Select **Calendar** from the **Home** page. Select a Timeslot you have previously created.



Programme Access and Exits

PROCESS: Create a recurring timeslot

STEP 2

The **Timeslot Details** screen will be displayed. Review the details and click **Recurrence**.

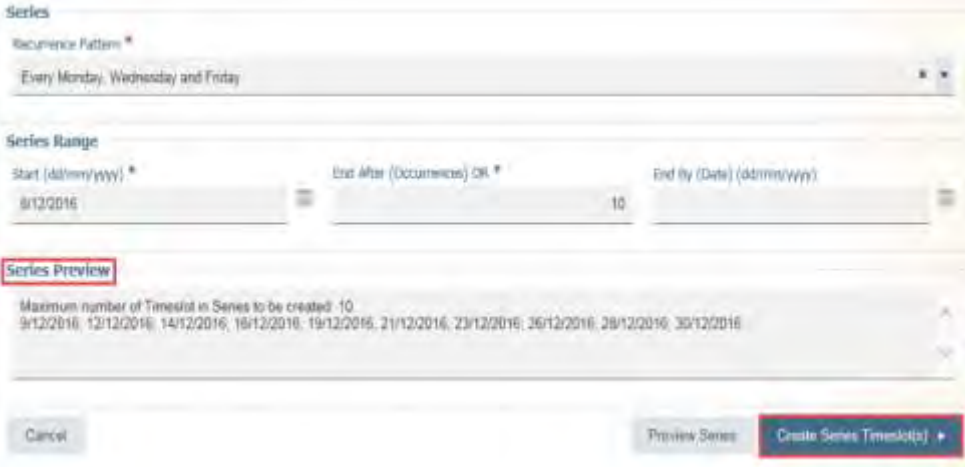
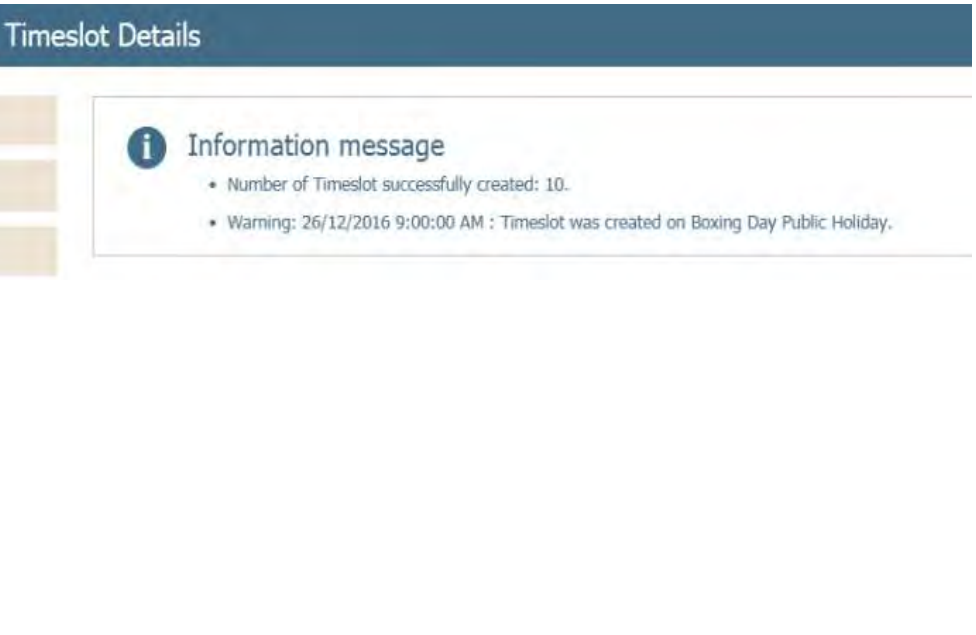
STEP 3

The **Timeslot Recurrence** screen will be displayed. Select the **Series Recurrence Pattern**. Select the **Series Range** by either the **Start, End After** or **End By** date pickers.

STEP 4

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Programme Access and Exits

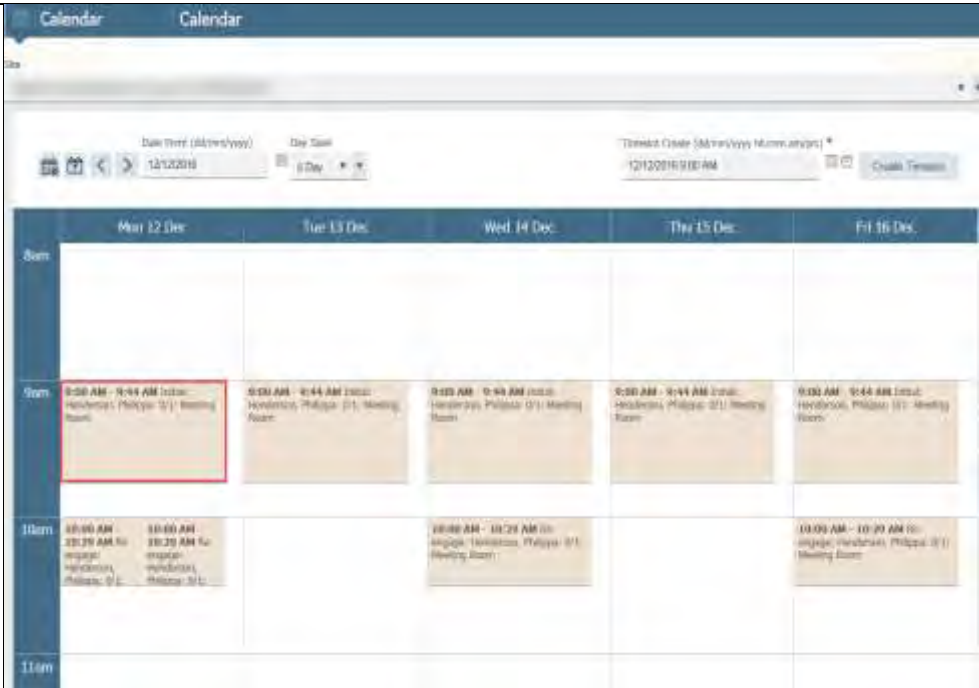
PROCESS: Create a recurring timeslot	
<p>STEP 5</p> <p>The Series Preview will be displayed which shows the maximum number of Timeslots to be created, for review.</p> <p>STEP 6</p> <p>Click Create Series Timeslot(s).</p>	
<p>STEP 7</p> <p>The Timeslot Details screen will be displayed. An Information message will also be displayed with any information in relation to: the number of Timeslots created and any Public holidays within the date range.</p>	

Programme Access and Exits

PROCESS: Create an out of office time slot

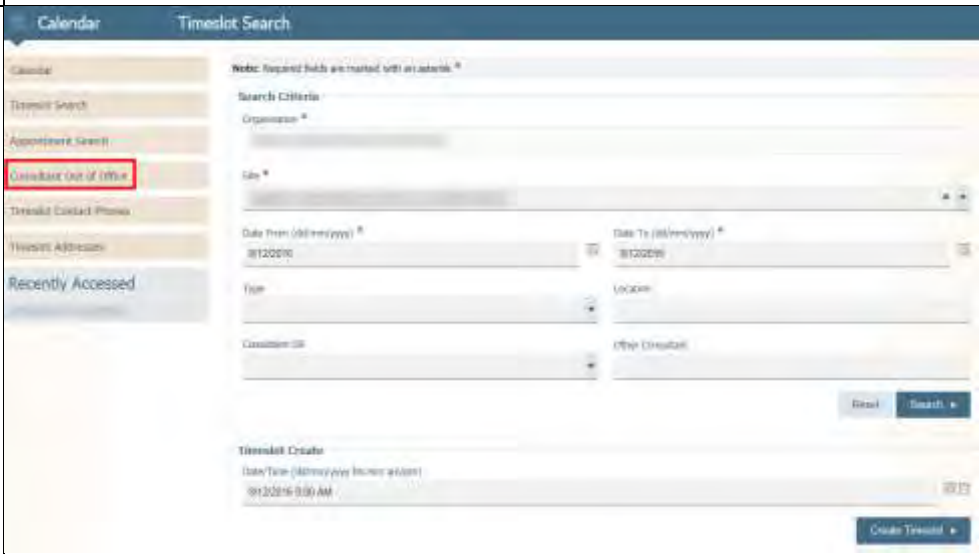
STEP 1

Select **Calendar** from the **Home** page. Select the booked appointment.

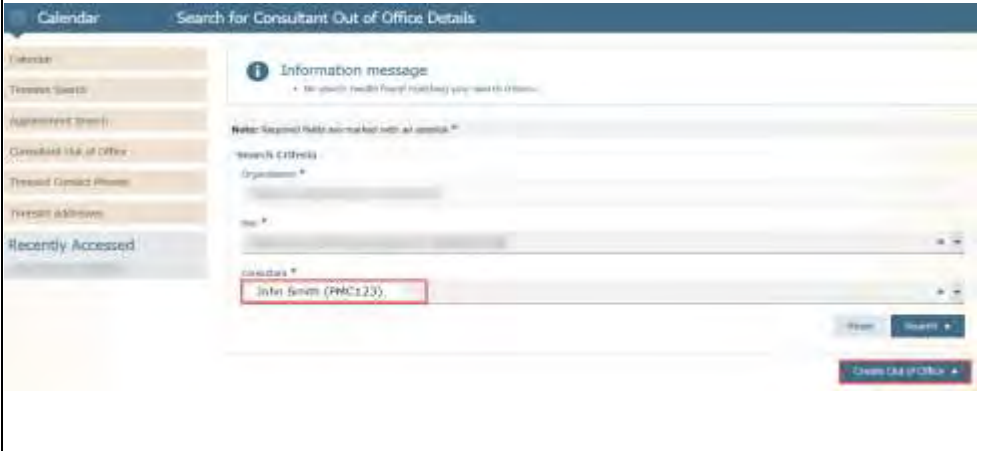
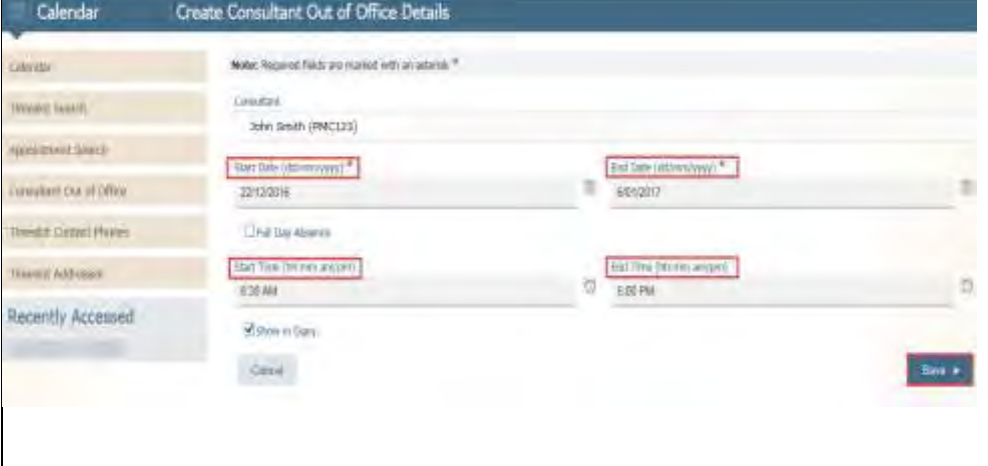



STEP 2

Select **Consultant Out of Office** from the left hand menu.



Programme Access and Exits

PROCESS: Create an out of office time slot	
<p>STEP 3</p> <p>Select a consultant from the Consultant drop down pick list.</p> <p>Click Create Out of Office.</p>	
<p>STEP 4</p> <p>The Create Consultant Out of Office Details screen will be displayed. Select a Start Date, End Date, Start Time and End Time.</p>	
<p>STEP 5</p>	<p>If it is expected that it will be a full day of absence, click the Full Day Absence checkbox.</p>
<p>STEP 6</p>	<p>Click Save.</p>
<p>A Success message will be displayed</p>	

Programme Access and Exits

PROCESS: Create Timeslot and Appointment Addresses – to interview job seekers outside your main site

STEP 1

Select **Calendar** from the **Home** page.



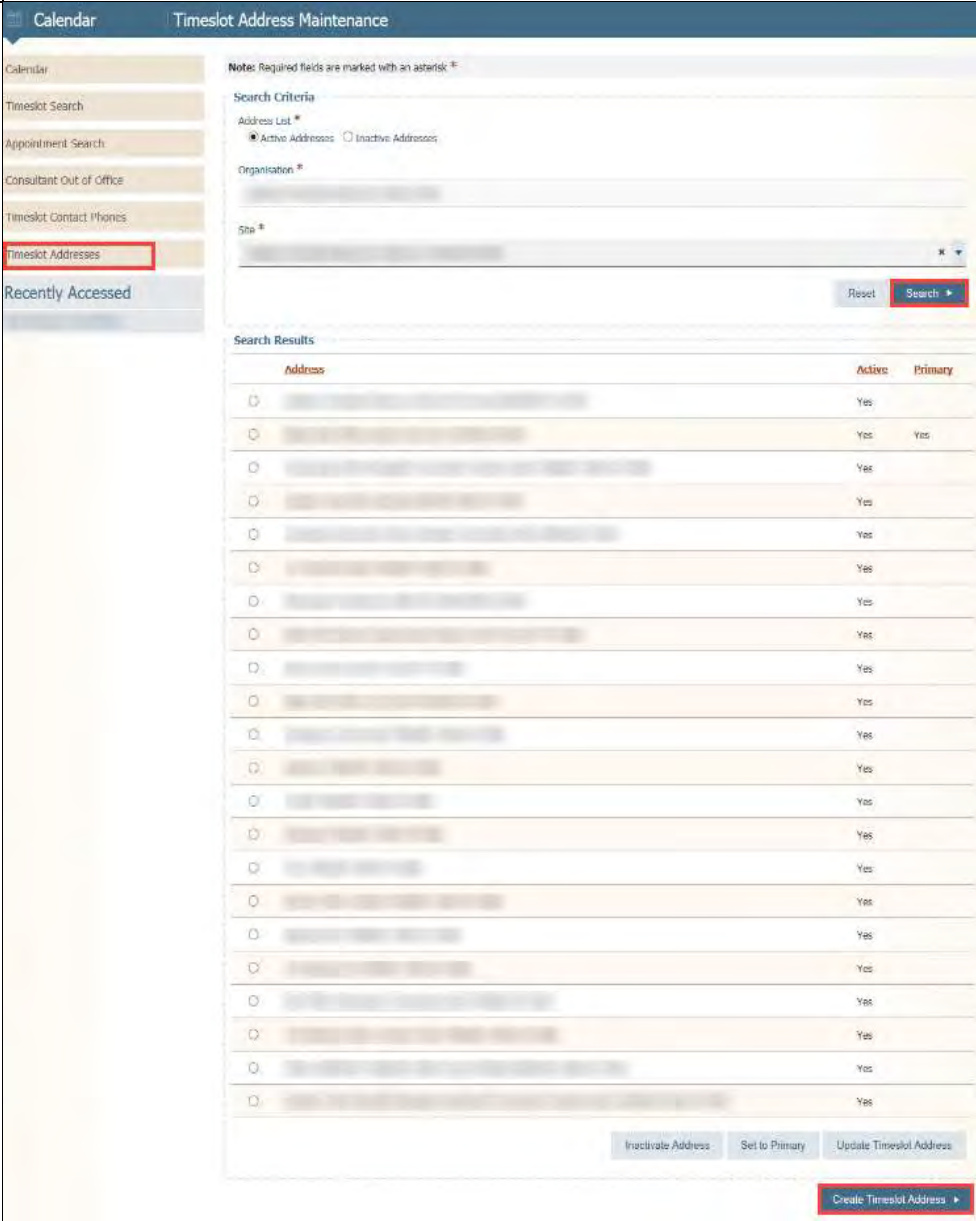
STEP 2

Click on **Search** to display the Calendar Search page.

STEP 3

Select **Timeslot Addresses** from the left hand navigation menu.

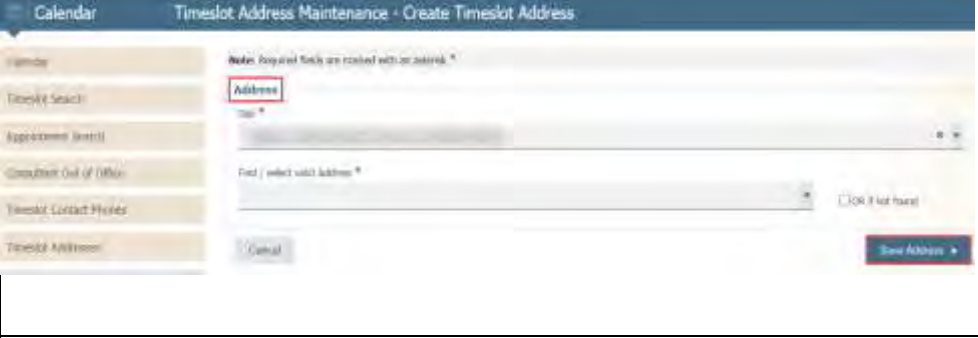
The Timeslot Address Maintenance page will be displayed.



STEP 4

You have the option to search for Timeslot Addresses that you have already set up or click **Create Timeslot Address** to set up extra addresses (e.g. for your other sites).

Programme Access and Exits

<p>PROCESS: Create Timeslot and Appointment Addresses – to interview job seekers outside your main site</p>	
<p>STEP 5</p> <p>Enter the Timeslot Address. Click Save Address.</p>	
<p>Further Information</p>	<p>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.</p> <p>You can also create and use a range of telephone numbers (by choosing Timeslot Contact Phones from the left hand navigation menu).</p> <p>When you create Timeslot Addresses and Timeslot Contact Phones, you are able to select them when creating Timeslots and Appointments – they will appear in the Timeslot Address and Timeslot Contact Phone dropdowns.</p> <p>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.</p>

Programme Access and Exits

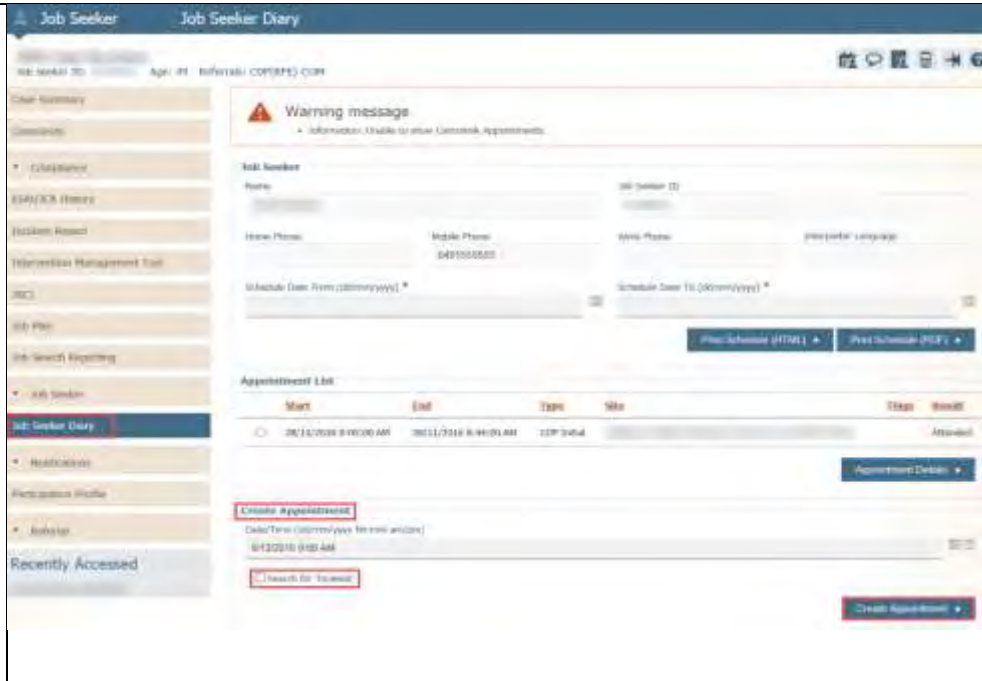
PROCESS: Create an appointment for a job seeker and record an Appointment Result

STEP 1

Select **Job Seeker** from the **Home** page.

STEP 2

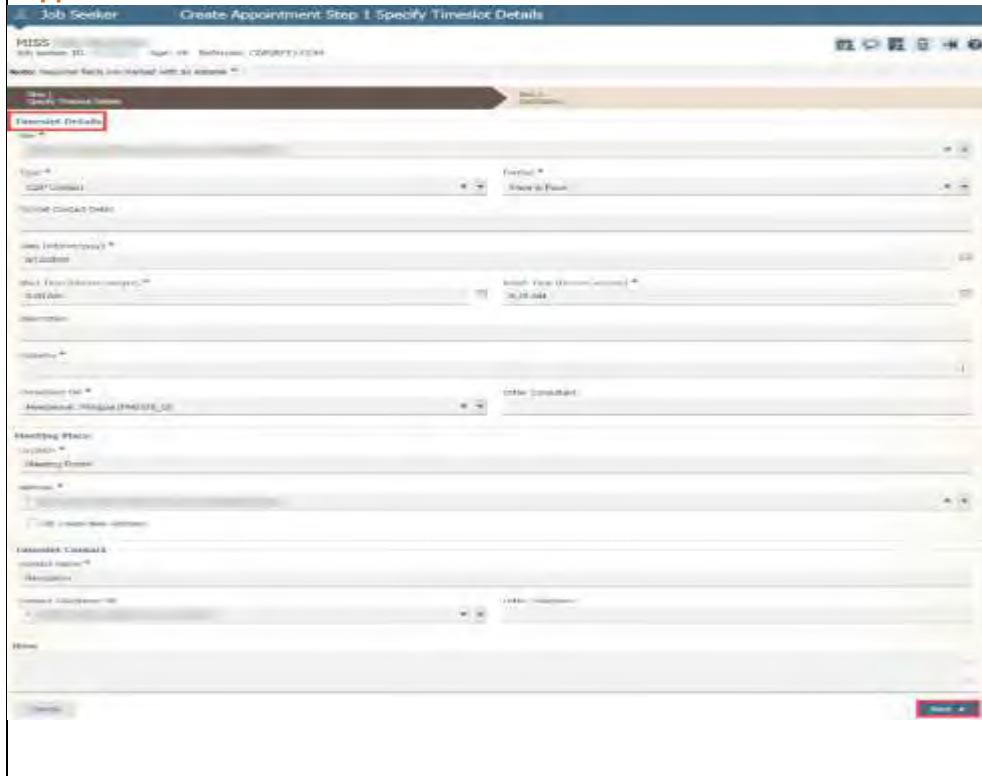
Select **Job Seeker Diary** from the left hand navigation menu.



STEP 3A STEP 3B

You can book the job seeker into an existing Timeslot by ticking the **Search for Timeslot** box and clicking on the **<Create Appointment>** button. 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>**.



Programme Access and Exits

PROCESS: Create an appointment for a job seeker and record an Appointment Result

STEP 4

Record details of the appointment. Click **<Next>**.

The screenshot shows the 'Create Appointment Step 1: Specify Timeslot Details' form. The 'Appointment Details' section is highlighted with a red box. Fields include 'Type' (set to 'Self-Contact'), 'Event' (set to 'Face to Face'), 'Time Contact Date', 'Job Seeker's ID', 'Address', 'Phone Number', 'Email', 'Appointment Date', 'Appointment Time', 'Appointment Location', 'Appointment Status', and 'Appointment Reason'. A 'Next' button is visible at the bottom right.

STEP 5

Select the **Notification** method. Record any **Special Requirements** that the job seeker has (e.g. wheelchair access, vision impairment). Click **<Next>**.

The screenshot shows the 'Create Appointment Step 2: Notification' form. The 'Special Requirements' and 'Notification Method' sections are highlighted with red boxes. The 'Notification Method' is set to 'Face to face (in-person)'. The 'Notification System' is set to 'Default'. Below these sections, there is a 'Special Requirements' field and a 'Notification Message' field. A 'Next' button is visible at the bottom right.

Programme Access and Exits

PROCESS: Create an appointment for a job seeker and record an Appointment Result

STEP 6

Review the appointment details and if all details are correct, click **<Submit>** to create the appointment.

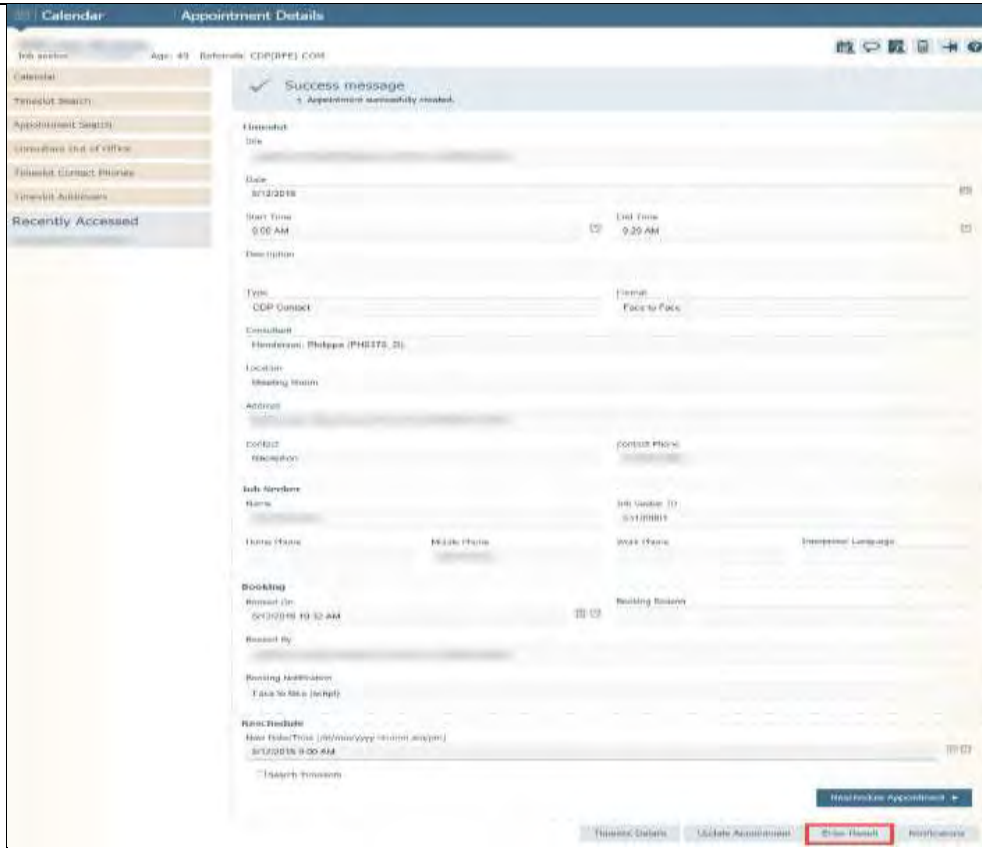
The screenshot shows a web form titled "Job Seeker Create Appointment Step 3 Review and Submit". The form is divided into several sections with various input fields and dropdown menus. At the bottom right, a red "Submit" button is visible, indicating the final step of the process.

Programme Access and Exits

PROCESS: Create an appointment for a job seeker and record an Appointment Result

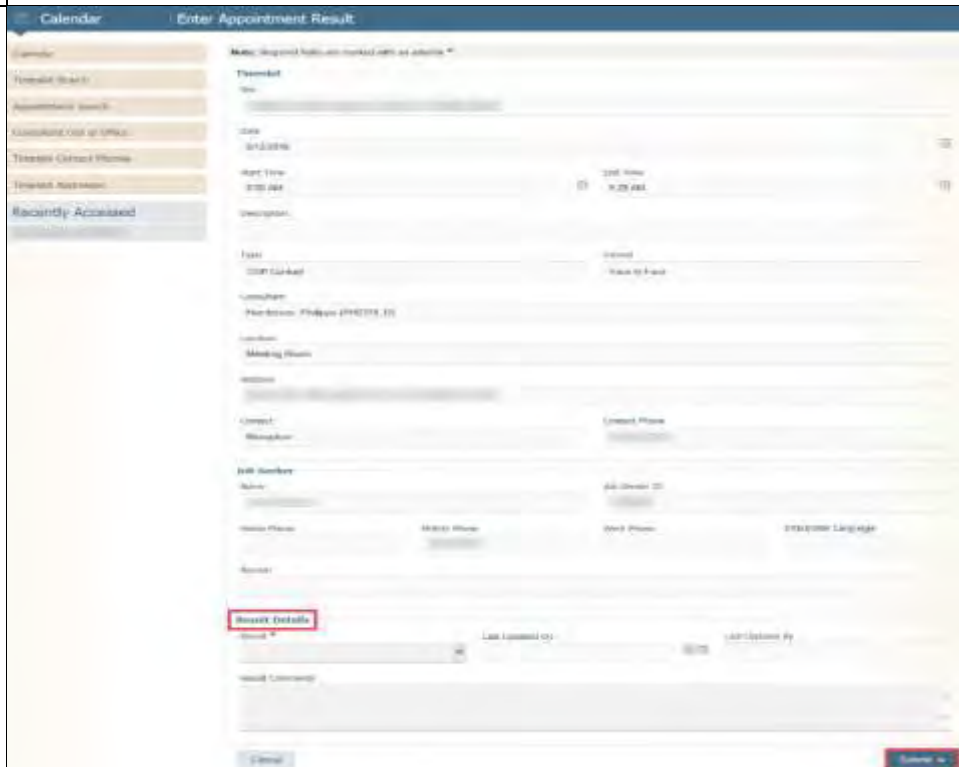
STEP 7

A Success message will be displayed. To record an Appointment Result, open the appointment and scroll to the bottom of the page. Click **Enter Result**.



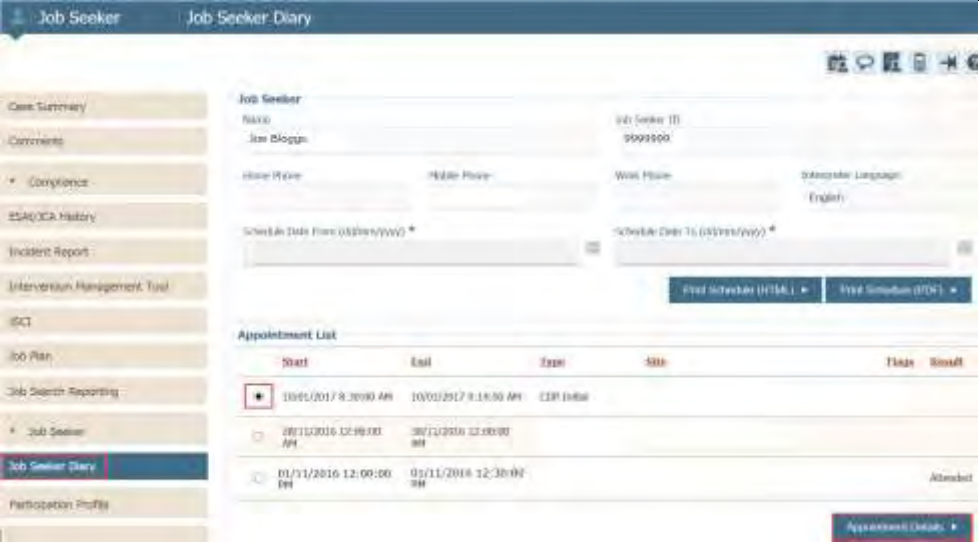
STEP 8

Record the Appointment Result by selecting the result from the dropdown list available. Click **Submit**. A Success message will be displayed



Programme Access and Exits

PROCESS: Create an appointment for a job seeker and record an Appointment Result	
Further Information	After making an appointment, you can print an appointment slip to give to the job seeker. You will find the Print Slip button at the bottom of the Appointment page. The button appears after you have created the appointment.

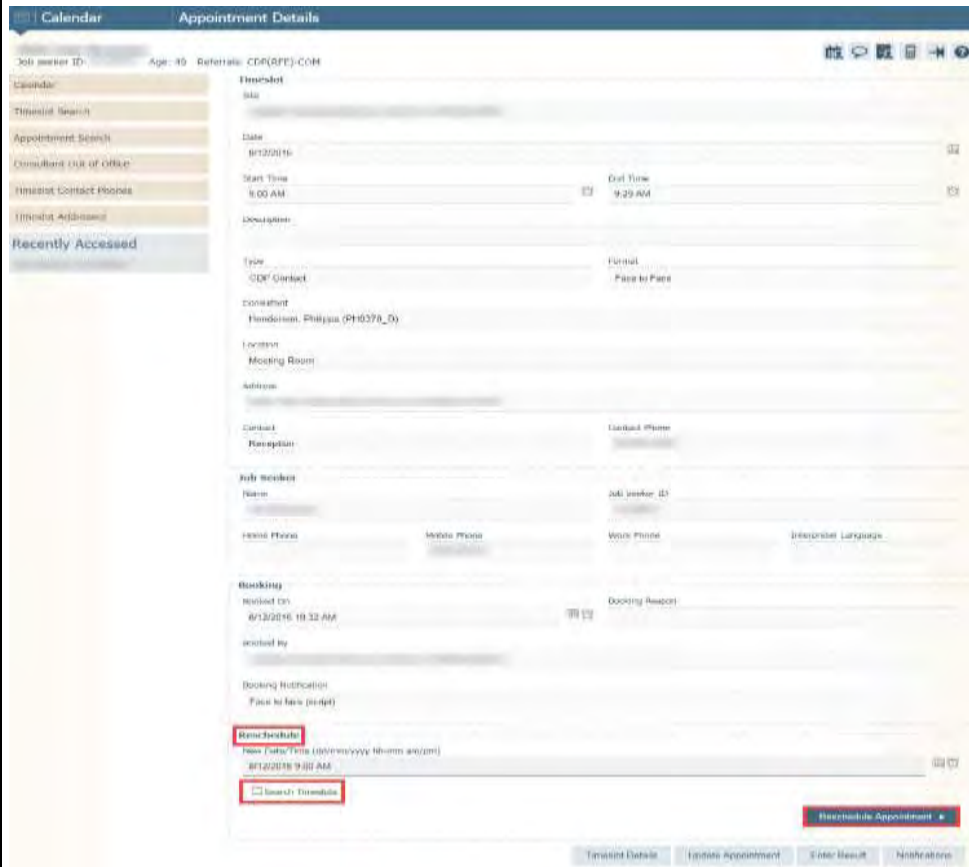
PROCESS: Reschedule an Appointment	
STEP 1	 <p>The screenshot shows the 'Job Seeker Diary' page. On the left is a navigation menu with 'Job Seeker Diary' selected. The main area displays the 'Job Seeker' profile with fields for Name, Job Blogging, Home Phone, Mobile Phone, Work Phone, and Date of Birth. Below this is an 'Appointment List' table with columns for Start, End, Type, and Status. The first appointment is highlighted with a red square.</p>
Select Job Seeker from the Home Page . After searching for the appropriate job seeker using their ID, CRN or details, open the job seeker profile by clicking on the job seeker ID hyperlink	
STEP 2	Select Job Seeker Diary from the left hand navigation menu. The Job Seeker Diary will be displayed. Select the required Appointment from the Appointment List and click Appointment Details .

Programme Access and Exits

PROCESS: Reschedule an Appointment

STEP 3

The **Appointment Details** screen will be displayed. Scroll to the bottom of the screen, where you have the option to reschedule or search for an existing Timeslot to book an appointment in. To search for an existing Timeslot, click the **Search Timeslots** checkbox. Click **<Reschedule Appointment>**.



Programme Access and Exits

PROCESS: Reschedule an Appointment

STEP 4

The **Appointment Reschedule screen** will be displayed. Add details of the new appointment. Click **<Next>** to continue.

STEP 5

Select the Reschedule Reason and Notification Type. Click **<Next>**.

Programme Access and Exits

PROCESS: Reschedule an Appointment

STEP 6

Review and Submit screen will be displayed. Review the information is correct and scroll to the bottom of the page and click **<Submit>**.

A Success message will be displayed.

Appointment Details

49 Referrals: CDP(RFE)-COM

✓ **Success message**

- Appointment successfully rescheduled.

Programme Access and Exits

PROCESS: How to upload a job seeker's résumé

STEP 1

Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.



STEP 2

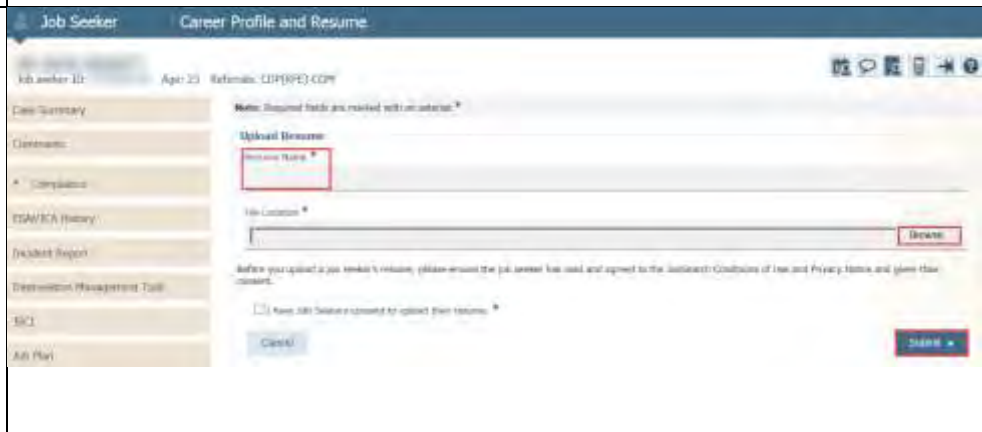
Once you have opened the job seeker's profile, select **Job seeker** then **Job Career Profile and Résumé** from the left hand navigation menu.

STEP 3

Click **Upload Resumé.**

STEP 4

Enter a name in the **Résumé Name** field to identify which résumé you are uploading. Click **Browse** to select the **Résumé RTF.**



STEP 5

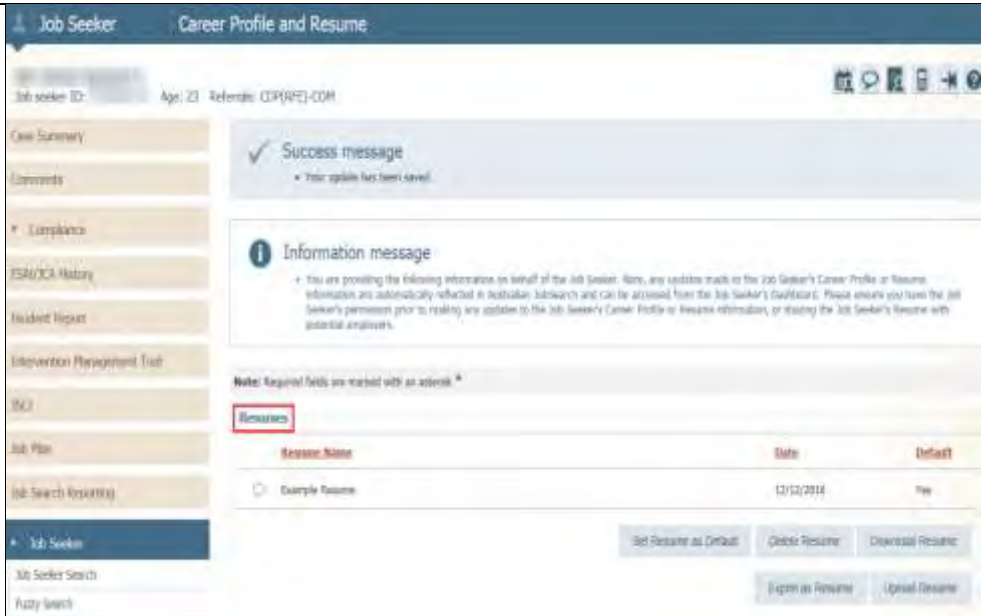
A 'Choose File to Upload' pop up box will be displayed. Navigate to where your RTF file is located. Select your RTF file and click **Open.** Then click **Submit.**

Programme Access and Exits

PROCESS: How to upload a job seeker's résumé

STEP 6

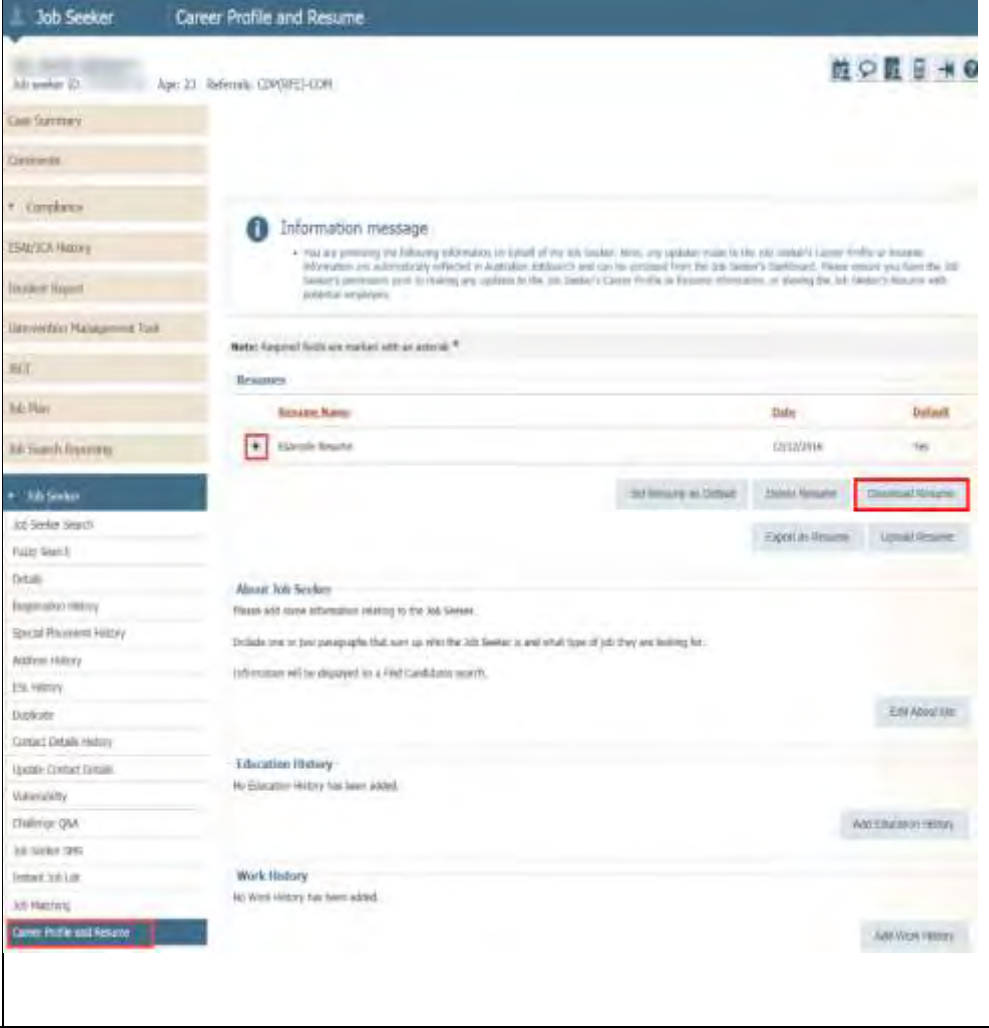

The résumé you have uploaded will be added to your list of available résumés.



Further Information

A job seeker may have a maximum of three résumés.

Programme Access and Exits

PROCESS: Download a résumé	
<p>STEP 1</p> <p>Select Job Seeker from the Home page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p> <p>STEP 2</p> <p>Once you have opened the job seeker's profile, select Job seeker then Career Profile and Résumé from the left hand navigation menu.</p>	
<p>STEP 3</p>	<p>Select the résumé you want to download, from the list of résumés, by clicking on the corresponding radio button. Click Download Résumé.</p>
<p>STEP 4</p> <p>A pop up will be displayed at the bottom of the screen. Click Open or Save to open or save the résumé.</p>	
<p>Further Information</p>	<p>If you Open the RTF document, you will need to enable editing before doing any edits. You will also have to save the file to your computer.</p> <p>Any updates are made in the download version, not in the online version and you will need to re-upload the document if you make any changes.</p>

Programme Access and Exits

PROCESS: Delete a résumé	
<p>STEP 1</p> <p>Select Job Seeker from the Home page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink</p>	
<p>STEP 2</p>	<p>Once you have opened the job seeker’s profile, select Job seeker then Career Profile and Résumé from the left hand navigation menu.</p>
<p>STEP 3</p>	<p>Select the résumé you want to delete, from the list of résumés, by clicking on the corresponding radio button. Click Delete Résumé.</p>
<p>STEP 4</p> <p>A confirmation message will be displayed, asking if you want to delete the selected item? To continue, click Yes. This résumé will then be deleted.</p>	

Programme Access and Exits

PROCESS: Build a job seeker's profile and résumé

STEP 1

Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.



STEP 2

Once you have opened the job seeker's profile, select **Job seeker** then **Career Profile and Résumé** from the left hand navigation menu.

STEP 3

Click **Edit About Me**.

STEP 4

The About Job Seeker section will be displayed. Enter information about the job seeker in the **About Me** field. Click **Submit**.



Programme Access and Exits

PROCESS: Build a job seeker's profile and résumé

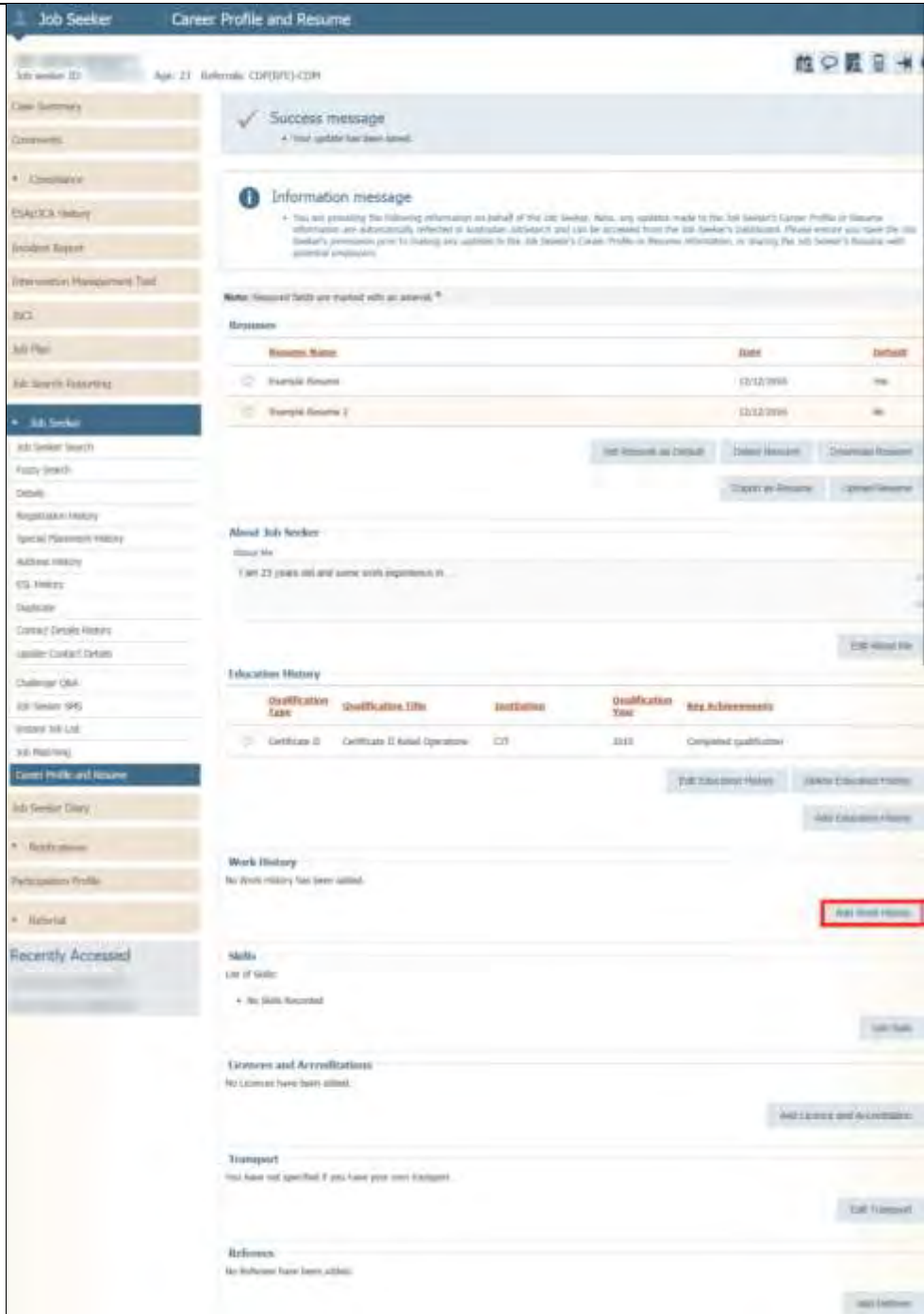
STEP 5

The About Me description you have saved will display under the About Job Seeker section on the Career Profile and Résumé screen.

STEP 6

Move down the screen, completing all relevant sections. This includes **Education History, Work History, Skills, Licences and Accreditations, Transport** and **Referees**.

For example, you can click **Add Work History**.



Programme Access and Exits

PROCESS: Build a job seeker's profile and résumé

STEP 7

Enter the job seeker's work history details such as the Employer Name, Job Title and Duties. Once all information is entered, click **Submit**.

The screenshot shows the 'Job Seeker Career Profile and Resume' form. The 'Add Work History' button is highlighted with a red box. The form includes fields for Employer Name, Job Title, Duties/Description, Industry, Date From, and Date To. The 'Add Work History' button is located at the bottom right of the form.

STEP 8

Once you have added and saved information, a record will be displayed under the relevant section on the Career Profile and Résumé screen.

You can edit or remove added information at any time. To remove records from the list, select the corresponding radio button and click the **Delete** button. For example, if you have added a licence which is no longer valid and needs to be removed from the job seeker's profile, select the radio button and click **Delete Licence and Accreditation**.

The screenshot shows the 'Work History' and 'Licences and Accreditations' sections. The 'Delete Licence and Accreditation' button is highlighted with a red box. The 'Work History' section shows a table with columns for Employer Name, Job Title, Duties/Description, Industry, Date From, and Date To. The 'Licences and Accreditations' section shows a table with columns for State and Licence Code. The 'Delete Licence and Accreditation' button is located at the bottom right of the 'Licences and Accreditations' section.

The screenshot shows the 'Delete Licence' confirmation dialog. The 'Delete Licence' button is highlighted with a red box. The dialog asks 'Are you sure that you want to delete the selected item?' and has 'Yes' and 'No' buttons.

A confirmation message will be displayed, asking if you want to delete the selected item? To continue, click **Yes**.

The licence will then be removed from the list.

Programme Access and Exits

PROCESS: Build a job seeker's profile and résumé

PROCESS: Using Job Match

STEP 1

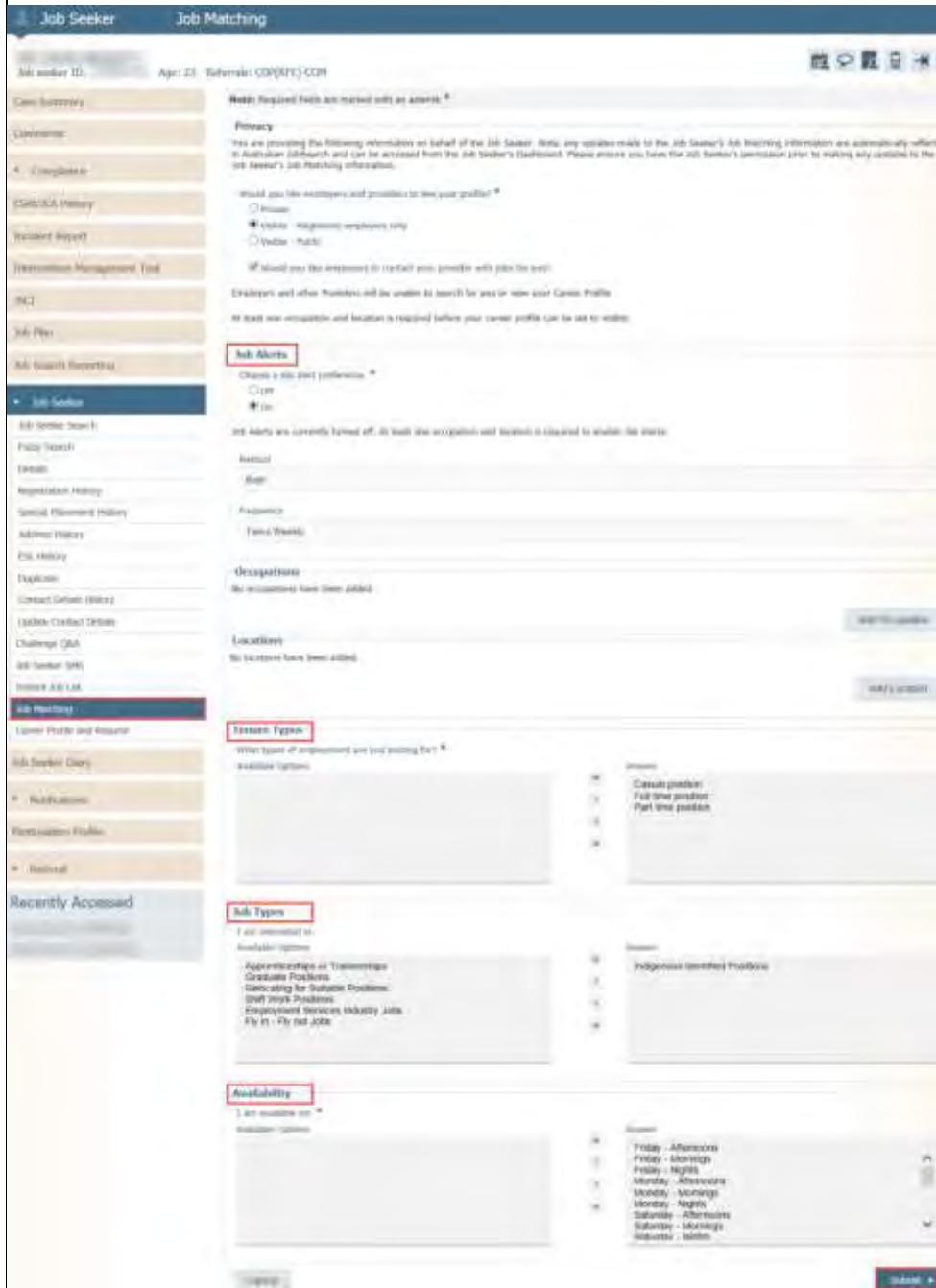
Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

STEP 2

Once you have opened the job seeker's profile, select **Job seeker** then **Job Matching** from the left hand navigation menu.

STEP 3

Select whether your job seeker would like to receive Job Alerts. **Note:** At least one occupation and location is required to enable Job Alerts.



Programme Access and Exits

<p>PROCESS: Build a job seeker’s profile and résumé</p>	
<p>STEP 4</p> <p>Select the Tenure Types, Job Types and Availability from the lists available, which are suitable for the job seeker and the job they are looking for.</p> <p>STEP 5</p> <p>Click Submit. Job matching criteria will be updated.</p>	