Workforce Australia_Module 2: Expected Servicing and Engagement

Module Introduction

There are certain expectations of providers and participants in employment services regarding the Targeted Compliance Framework.

The expectation on providers is that they give professional, consistent and tailored service delivery to all participants by engaging with them as individual people with specific needs and goals. Where applicable, it is expected that the TCF will be appropriately applied.

The expectation on participants is that they will take personal responsibility on their pathway to work by engaging with you and the services you offer. Participants are expected to understand the TCF and what to do if they cannot meet a mutual obligation requirement.

The chapters in this module discuss:

1. Roles and responsibilities of stakeholders
2. Participant Personal Responsibility
3. Issuing formal Notification
4. Job Referral tasks

CONTINUE

Roles and Responsibilities

In this chapter, you will learn the different roles and responsibilities of those involved in employment services regarding the operation of the TCF.

Learning Outcome

At the end of this chapter, you will be able to describe the roles and responsibilities of:

1. Workforce Australia Employment Services Providers
2. Participants
3. Workforce Australia Digital Services Contact Centre officer
4. Services Australia
5. Department of Education, Skills and Employment

Workforce Australia Employment Services Provider roles and responsibilities

You are responsible for delivering quality employment services to participants to assist them towards employment.

You do this by setting appropriately tailored mutual obligation requirements for participants based on their individual circumstances and giving them clear advice and instructions on how to meet them. Where the participant does not meet a mutual obligation requirement, you are responsible for the correct application of the TCF.

A participant's requirements must suit them. You should not ask them to do something that they are not capable of. When considering what they are capable of, you need to consider their personal circumstances.

For example, you need to consider if they have any medical or health issues that might limit their capacity to look for work, any language or literacy issues they should focus on improving, or any digital literacy and technology access issues that would make it harder for them to meet their requirements.

You are responsible for making sure participants know what their requirements are and how to meet them.

Did you know?

That the Secretary of the Department of Education, Skills and Employment has certain powers under the *Social Security (Administration) Act 1999?*

These powers include the authority to enter into a Job Plan with the participant, and the authority to compel a participant to attend a requirement.

The Secretary has delegated these powers to you.

That means you are able to exercise these powers under law on behalf of the Secretary.

Participant roles and responsibilities

A participant's main responsibility is to engage with you to enhance their employment prospects and look for and and secure paid work. They do this by meeting their mutual obligation requirements in return for income support payments.

Participants must know what their requirements are and meet those requirements or contact you if they cannot meet them.

Participants must have a clear understanding of the consequences of not meeting their requirements.

Participants may need to:

Use their homepage

Participants use their homepage to manage their mutual obligation requirements

Record their attendance

Participants must record their attendance where you think they are capable

Meet their Points Target

Participants must report all the tasks they need to undertake to meet their Points Target

Submit quality Job Applications

Participants must report a minimum number of quality Job Applications

Use their calendar

Participants can schedule their routine work hours and other personal important events into their calendar

Secure paid work

Participants must do everything they can to look for and secure paid work

Participants must remain connected and engaged with you, including after any non-compliance.

Your main role as a provider is to support them to do all of these actions.

Workforce Australia Digital Services Contact Centre officer

The role of a Digital Services Contact Centre (DSCC) officer is to provide support to Workforce Australia Services online participants. Online participants are often able to fully manage and meet their requirements with very little support.

If needed, a DSCC officer may transfer a participant out of Online Services into services with your organisation. This may happen in cases where the participant requires the further support that you can offer as a Workforce Australia Employment Services Provider.

Services Australia roles and responsibilities

Services Australia does many things, like granting income support payments, granting exemptions from mutual obligation requirements and conducting Employment Services Assessments (ESAt).

With regards to the TCF, Services Australia:

- conducts Capability Assessments
- suspends, if appropriate the participant's payment depending on what you record in the IT system
- decides whether to apply financial penalties for non-compliance

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Department of Education, Skills and Employment roles and responsibilities

The department is responsible for administering Workforce Australia under which providers operate and participants engage, including the administration of the TCF.

Departmental Account Managers provide support and guidance to your organisation on all aspects of Workforce Australia, including the application of the TCF.

The functions the department maintains that are relevant to the TCF include:

- **The National Customer Service Line (NCSL)** - The NCSL assists participants, employers and interested members of the public with queries and complaints regarding employment services. It is expected that you will assist the NCSL with any relevant complaints and handling of cases if required.
- **The Employer Reporting Line (ERL)** - The ERL is for employers who wish to make a complaint against a participant who has provided an unsuitable job application, or has refused a suitable job for example. Employers can phone or email the ERL.

- **Question Manager (QM)** - QM allows operational policy queries, including those about the TCF to be submitted through the IT system.

Important Note:

The department closely monitors the setting of mutual obligation requirements and the related administration and appropriate application of the TCF.

This means the department is making sure that you are applying the TCF according to policy and are executing your delegations lawfully.

Quiz 1

Match the role to the responsibility

SUBMIT

Now you can describe the roles and responsibilities of those involved in Employment Services.

In the next chapter, you will learn more about **participant Personal Responsibility.**

CONTINUE

Participant Personal Responsibility

In this chapter, you will learn that participant Personal Responsibility is a key concept of the TCF, and how you support the participant in managing their personal responsibility.

Learning Outcome

At the end of this chapter, you will be able to:

1. Describe the personal responsibilities of participants.
2. Recall where participants' requirements are outlined.
3. Assess whether a participant can record and report their attendance.
4. Manage a participant's attendance results when you have removed the Personal Responsibility code from their Job Plan.

Personal Responsibility

As you have learnt, the expectation on participants is that they will take personal responsibility on their pathway to work by engaging with you and the services you offer.

Personal responsibility as a concept means a range of things.

1

To take personal responsibility for their pathway to work means the participant is doing everything they can, within reason, to secure a job.

2

This might include identifying where they need assistance or need to improve their skill set to secure paid work. It might include engaging with you when you identify these things for them.

3

Participants also have personal responsibility to meet their mutual obligation requirements to continue to receive income support.

Where they have a good reason for not being able to meet their requirements, they must take responsibility by telling you beforehand.

4

Where you have decided that the participant is capable of recording or reporting their attendance at certain requirements, you can ask the participant to do this for themselves.

Personal Responsibility in the Job Plan

A participant's mutual obligation requirements are outlined in their **Job Plan** and on the **Workforce Australia Employment Services online platform**.

When a new Job Plan is created, the personal responsibility code (*"PA03 - Personal Responsibility to Report and Record Attendance"*) is included by default.

The text of the Job Plan code says, "*I agree to take responsibility to accurately record attendance at, or completion of, my requirements.*"

When a participant has this code in their Job Plan, **they must report or record their attendance** at certain requirements. There are impacts on their payment if they don't record or report their attendance on the same day the requirement is scheduled to occur.

At what requirements does the participant need to record or report their attendance?

Their attendance at:

Compulsory Appointments with a third party

Each day of a scheduled Mandatory Activity

Job Interviews

Participants are not required to record their attendance for appointments with you.

Only providers can record a participant's attendance for Compulsory Appointments with a provider.

If you don't record that a participant attended a Compulsory Appointment with you, there are no consequences for the participant. It may affect your overall attendance rates, which are monitored by the department.

GOT IT! (Click to continue)

Recording and reporting attendance

How does the participant RECORD attendance?

There are different ways depending on the requirement:

<<Click on the cards below to reveal>>

For appointments and interviews

For appointments and interviews, the participant records their attendance through their homepage on the online platform or the App. They don't need a special code

For Mandatory Activities

For Mandatory Activities, the participant records their attendance by scanning a QR code on their device or using a passcode to confirm their attendance through their homepage on the online

When participants record their attendance, an 'Attended' result populates automatically in the department's IT system. You don't need to do anything else.

How does the participant REPORT their attendance?

For appointments and job interviews, they can

For appointments and job interviews

contact your organisation to report their attendance. You must record it in the IT system on their behalf by close of business on the day of

For Mandatory Activities

For Mandatory Activities, they can contact your organisation to report their attendance.

You must record it in the IT system on their behalf by close of business

How do I know the participant can record and report their attendance?

Now that you know the difference between recording and reporting attendance, you need to assess whether the participant can record and report their attendance.

Remember, there may be impacts on their payment if they don't record or report their attendance by close of business on the day of a requirement, so you need to be certain they can do it.

You must assess whether the participant can record and report their
own attendance by considering whether the participant:

1. **Has the ability to record or report their attendance** - Do they have reliable access to technology? Will they always have access to a phone, tablet, laptop or PC? Will they always have sufficient data to use their device?

2. **Has the capability to record or report their attendance** - Do they understand what they need to do to meet this requirement? Do they understand what to do if they can't record their attendance?

If the participant has the capability and ability to report and record their own attendance, the Personal Responsibility Job Plan code **stays in their Job Plan** and you explain the requirement to the participant.

What if the participant can't record and report their attendance?

If the participant is not able or capable, **you must remove the Personal Responsibility code from their Job Plan.**

You must explain to the participant that they do not need to record their attendance - as you will do it on their behalf - but they must assist you with this, including being available for or initiating contact with you, to ensure their attendance is recorded.

You must then record their attendance by close of business on the day of the requirement. If you don't, there are impacts to the participant's payment.

You also need to work with the participant to improve their skills so they can record and report their attendance in the future.

What other personal responsibility does a participant have?

In all cases where a participant is unable to meet a mutual obligation requirement, **they must tell you beforehand if they cannot meet that requirement.**

The rules around the participant telling you before a requirement that they can't meet it are covered in a later chapter called Acceptable and Valid Reasons.

The participant has a few tools to help them manage their requirements. Through their homepage on the online platform or the App, participants can:

- see the requirements scheduled by you in **their calendar**
- see a simple **'To Do List'** of any task they need to complete, including their due date
- create **Personal Events** in their calendar if they have a personal commitment (such as a specialist appointment or paid work)
- report the task they have completed towards their **Points Target, including Job Applications** they have submitted
- see information about their **non-compliance and which compliance zone** they are in - the **Green Zone**, **Warning Zone** or **Penalty Zone**.

CONTINUE

Quiz 1 - Multiple Choice

There are 3 questions. When you obtain 100% please click the continue button.

Question

01/03

What must you consider when assessing a participant's capability to record/report their own attendance at requirements?

- ◯ Their physical/mental capability
- ◯ Their access to reliable technology
- ◯ Their ability and access to call to report attendance
- ◯ Their understanding of their requirement to record/report attendance and the consequences of not doing so
- ◯ All of the above

Question

02/03

You assess that a participant doesn't have the capacity to record their own attendance at requirements. What do you do?

- ◯ You must record attendance on their behalf
- ◯ You must not set any requirements for them until they are capable of recording their own attendance
- ◯ You must remove the Personal Responsibility code from the participant's Job Plan and record their attendance on their behalf
- ◯ You must remove the Personal Responsibility code from the participant's Job Plan

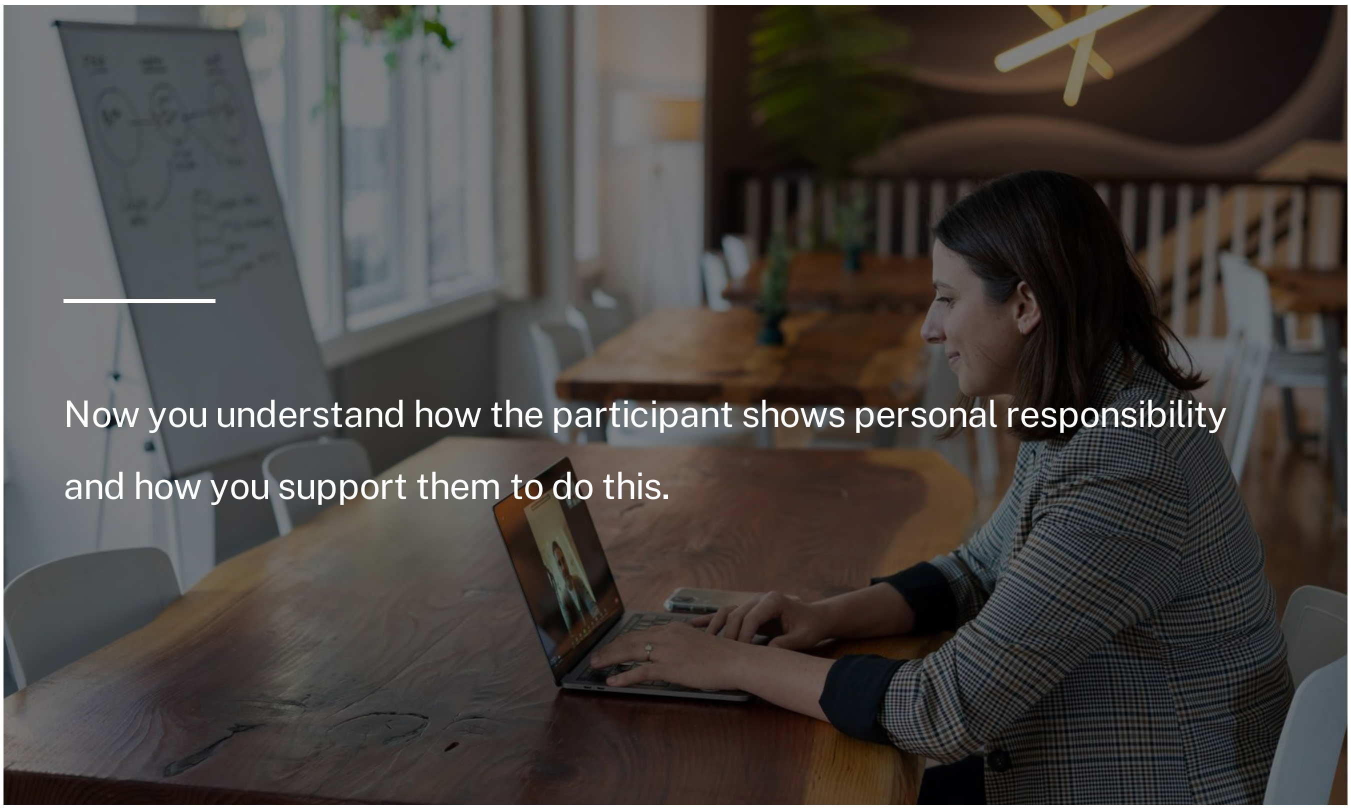
Question

03/03

If a participant has the Personal Responsibility code in their Job Plan, what scheduled requirements do they need to record their own attendance at by close of business?

- ○ Mandatory Activities scheduled in their calendar
- ○ All requirements scheduled in their calendar except Compulsory Appointments with their provider
- ○ Compulsory Appointments with a third party that are scheduled in their calendar
- ○ Job Interviews that are scheduled in their calendar

Chapter conclusion



In the next chapter, you will learn about issuing **formal Notification** to further support the participant to meet their requirements.

CONTINUE

Formal Notification

In this chapter, you will learn how to issue formal Notification to support your participant to meet their requirements, and to use the TCF if they do not meet them.

Learning Outcome

At the end of this chapter, you will be able to:

1. Explain what formal Notification is
2. Describe the details that must be included in formal Notification to support the application of the TCF
3. Select the most suitable type of formal Notification

What is formal Notification?

As you learnt in the chapter on Roles and Responsibilities, **when you set a mutual obligation requirement for a participant, they need to have all the information about that requirement**.

Issuing formal Notification is how you do this.

- **For requirements that are scheduled in their calendar**, the formal Notification includes the details like the day and date to attend, the time to attend and the location to attend.
- **For requirement types that don't get scheduled in the calendar**, the formal Notification includes details of the due date of the requirement and how to meet it.

All formal Notifications include details about who to contact if the participant cannot attend or meet their requirement, the consequences of not attending or meeting it and not telling you beforehand.

Learning Outcome

At the end of this chapter, you will be able to:

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- **For requirement types that don't get scheduled in the calendar**, the formal Notification includes details of the due date of the requirement and how to meet it.

All formal Notifications include details about who to contact if the participant cannot attend or meet their requirement, the consequences of not attending or meeting it and not telling you beforehand.

They also include a statement that the notification is **a notice under Social Security Law.**

If formal Notification does not include these things,

or if the participant doesn't get their notification in time,

the TCF cannot be applied.

Got it! Click to continue

Who issues formal Notification?

You are responsible for notifying a participant of their requirements by issuing formal Notification.

The power to issue formal Notification is delegated to you under law by the Secretary of the Department of Education, Skills and Employment.

This is a contractual obligation between you and the department and must be met.

When do I issue formal Notification to a participant?

You must issue a new formal Notification to a participant every time you set, adjust or reschedule a compellable requirement. The IT system will prompt you to issue notification when you do any of these things.

Formal Notification must be issued within Reasonable Notice timeframes. This means giving enough time between issuing the notification and the requirement occurring or being due.

Reasonable Notice factors in the time it will take for the formal Notification to reach the participant, and time for the participant to make arrangements to attend or complete the requirement, or to contact you to re-arrange it.

The IT system supports you to meet Reasonable Notice timeframes: it will not allow you to issue formal Notification if Reasonable Notice timeframes can't be met.

Different types of notification have different Reasonable Notice timeframes.

What are the types of formal Notification

Letter mailed to the participant

You print this from the IT system and mail it to the participant's postal address the same day you set the requirement.

You must allow **6 business days** Reasonable Notice for this notification type.

Letter – handed to the participant

You print this from the IT system and hand it to the participant while they are with you at your office and the same day you set the requirement.

You must allow **3 business days** Reasonable Notice for this notification type.

Verbal Script – over the phone, or face to face

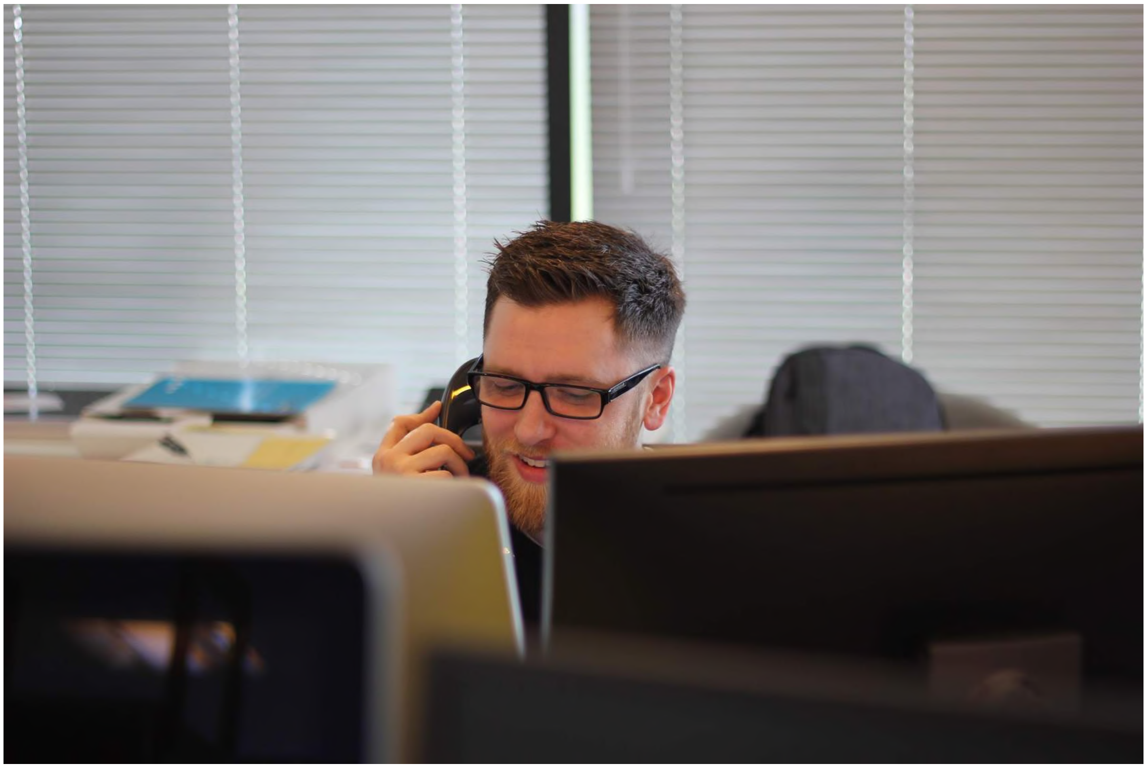
You read out the script in the IT system to the participant either face to face when they are with you in your office, or when you are on the phone with them, the same day that you set the requirement.

When reading a verbal script to a participant, you need to take the time to ensure that the participant fully understands what they have been notified of. Ask them to repeat the requirement back to you.

Ensure they understand the consequences if they do not meet the requirement.

You must allow **3 business days** Reasonable Notice for this notification type.

IMPORTANT NOTE: Do not leave a voicemail message or a message with another person. This is not appropriate and does not meet the legal requirement for issuing formal Notification.



Inbox

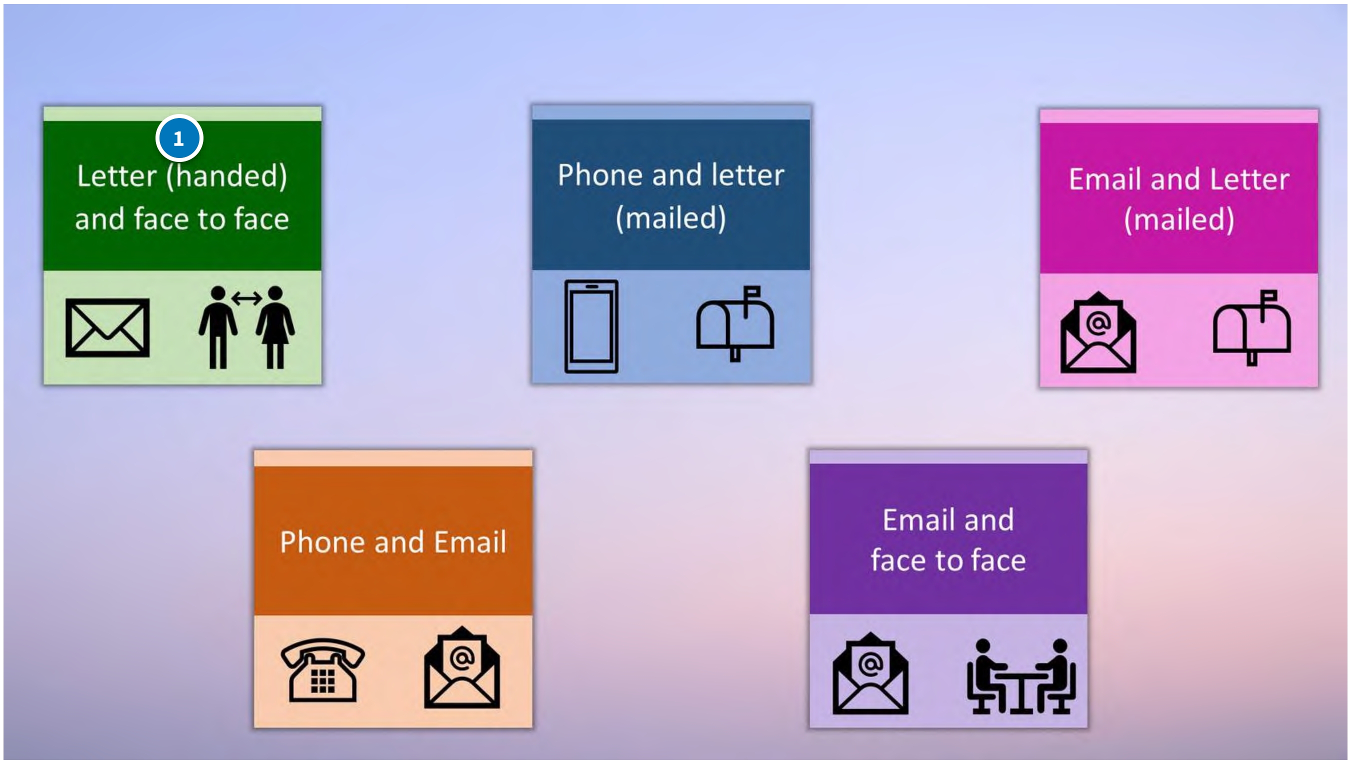
The IT system sends an inbox notification to the participant's online account (linked through MyGov) the same day you set the requirement.

You must allow **3 business days** Reasonable Notice for this notification type.

You can also issue combination formal Notifications. This is where you notify the participant in 2 different, complimentary ways.

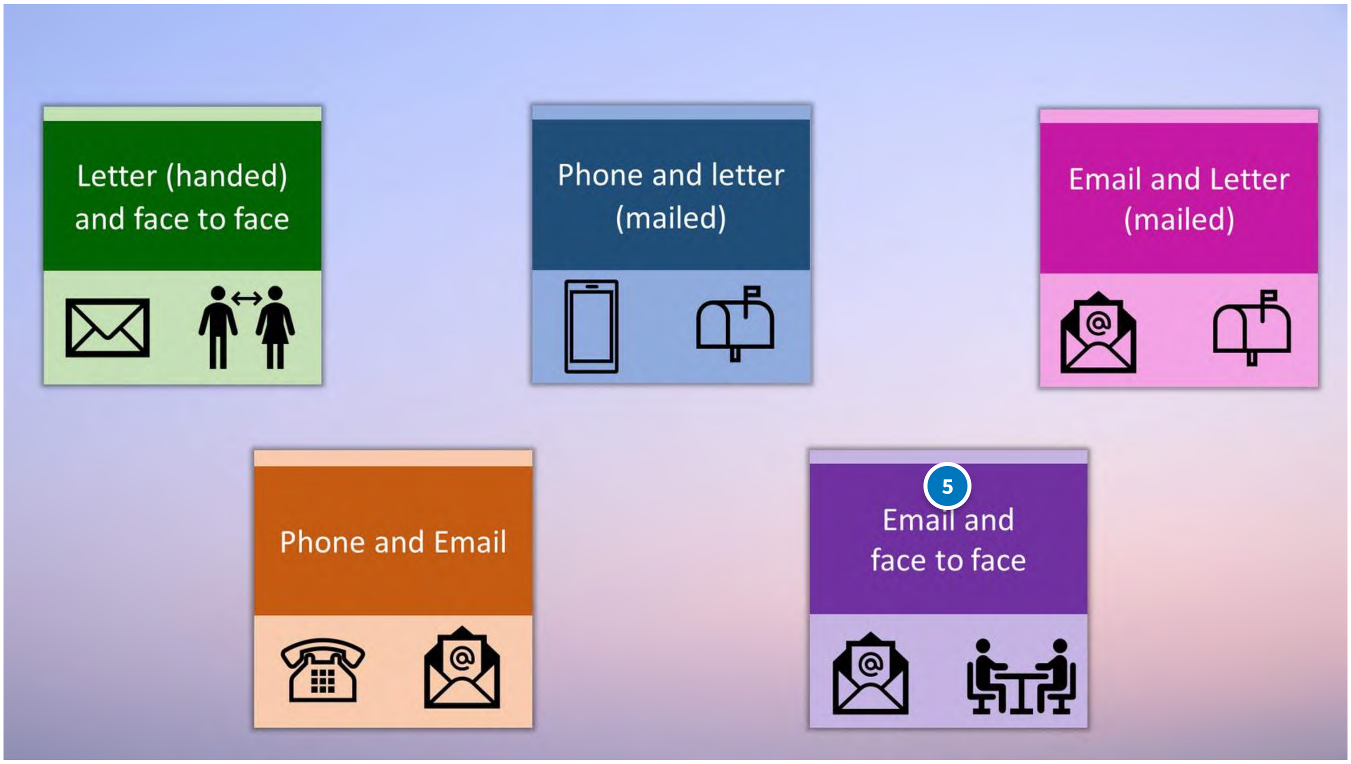
Combination formal Notifications include:


1
Letter (handed) and face to face
2
Phone and letter (mailed)
3
Email and Letter (mailed)
4
Phone and Email
5
Email and face to face



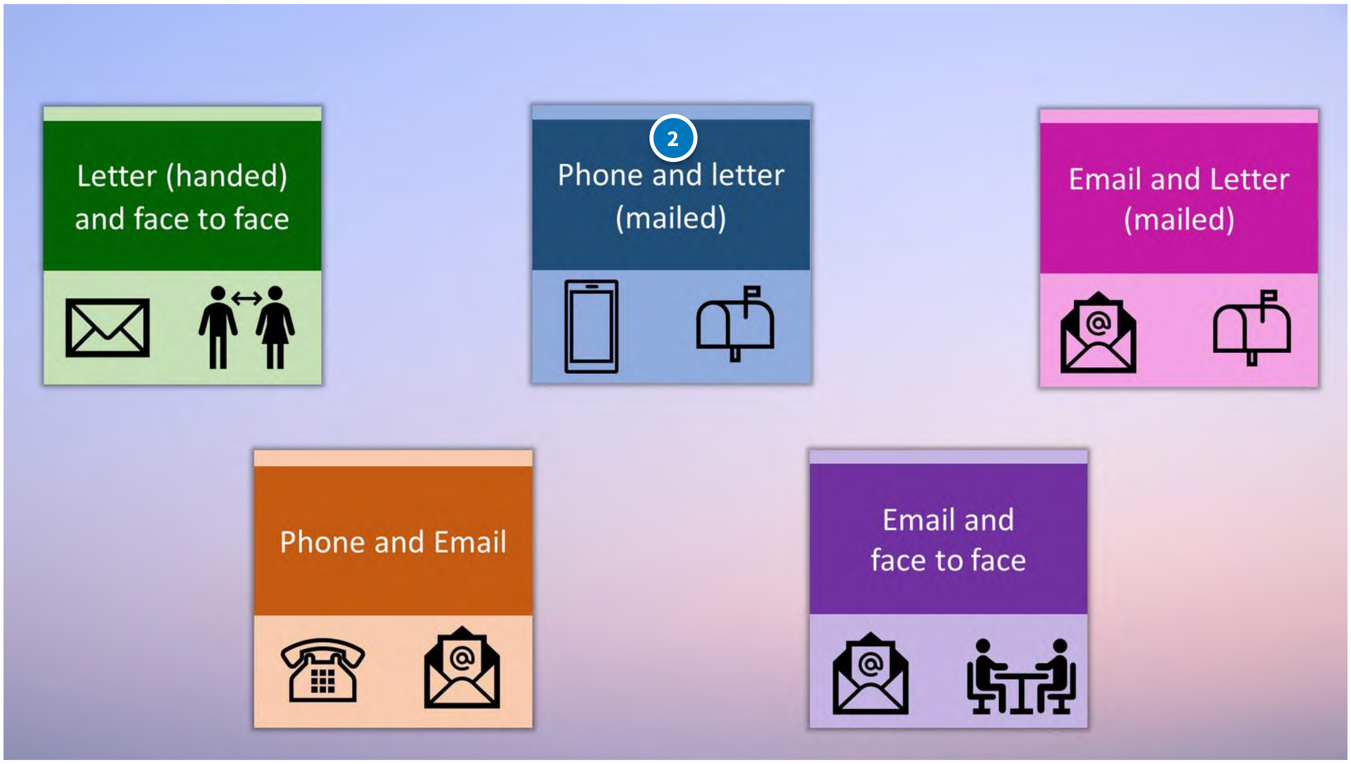
Letter (handed) and face to face

When the participant is at your office, you read the verbal script to them **and** print the letter and hand it to them. You allow **3 business days Reasonable Notice** for this combination notification type.



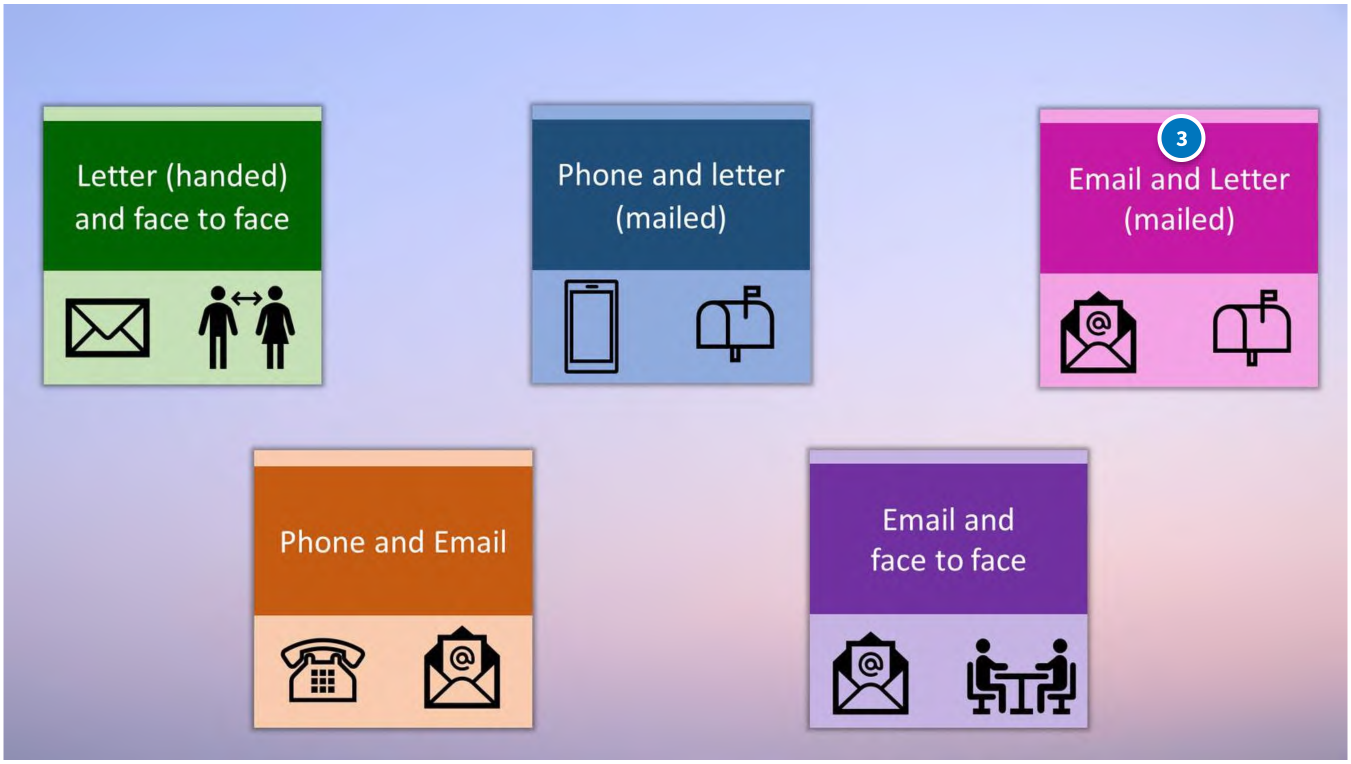
Email and face to face

When the participant is at your office, you read the verbal script to them **and** the IT system will send them an email. You allow **3 business days Reasonable Notice** for this combination notification type.



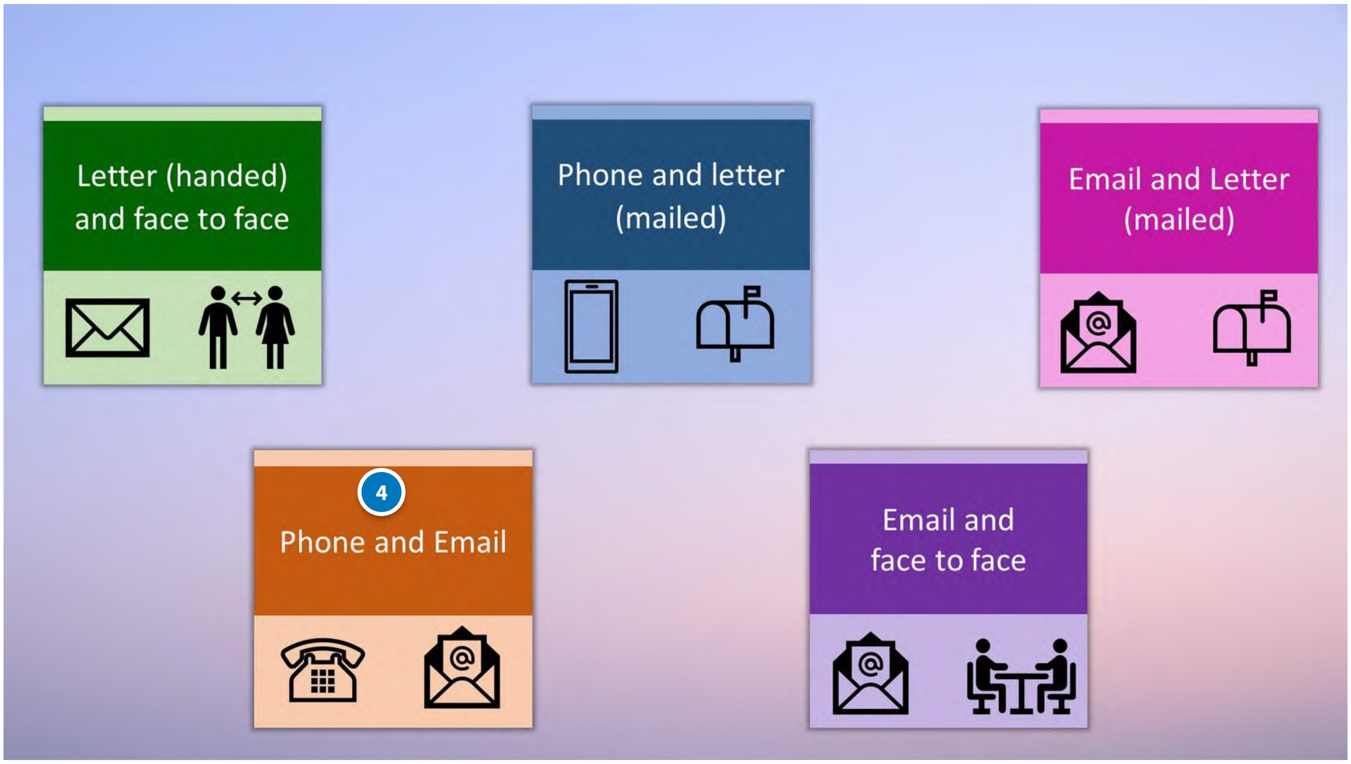
Phone and letter (mailed)

When you are on the phone with the participant, you read the verbal script to them over the phone **and** print the letter and mail it to their residential address. You allow **6 business days Reasonable Notice** for this combination notification type.



Email and letter (mailed)

You must print the letter and mail it to the participant's residential address **and** the IT system will send them an email. You allow **6 business days Reasonable Notice** for this combination notification type.



Phone and email

When you are on the phone with the participant, you read the verbal script to them over the phone **and** the IT system will send them an email. You allow **3 business days Reasonable Notice** for this combination notification type.

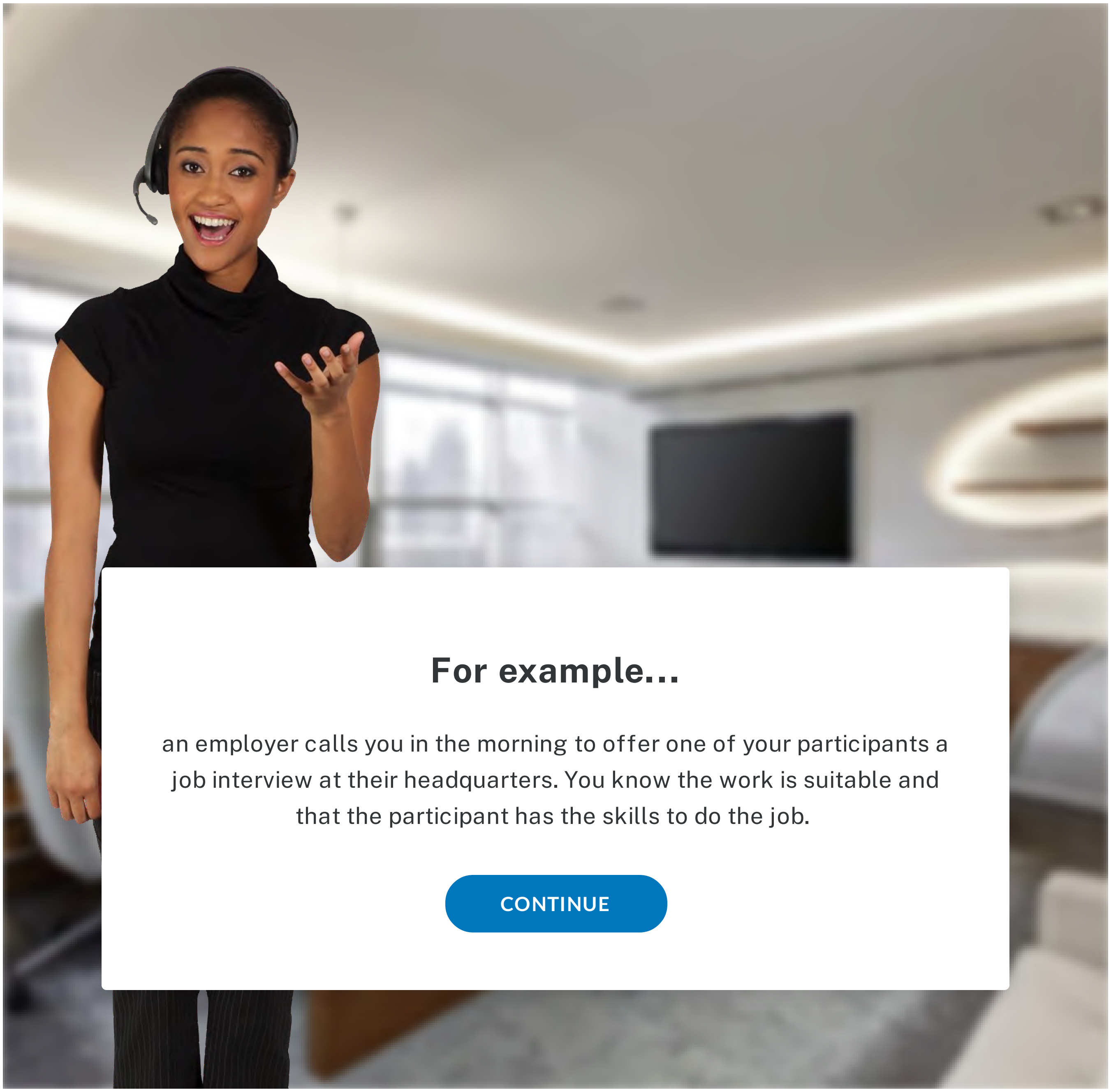
Note: While an email to the participant's personal email address by
itself is not formal Notification, it can be used in combination with
other formal Notification types.

Important note: If the participant does not have a notification preference recorded in the IT system, you must print the formal Notification letter and mail it to the participant's residential address. This notification is also available through the Global Noticeboard in the IT system.

What if a requirement needs to occur sooner than the Reasonable Notice timeframe?

To support the participant to do all they can to secure paid work and meet their mutual obligation requirements, sometimes you will want a participant to meet a requirement sooner than what Reasonable Notice timeframes allow.

This can occur...but only if the participant agrees they can and will attend.



Scene 1 Slide 1

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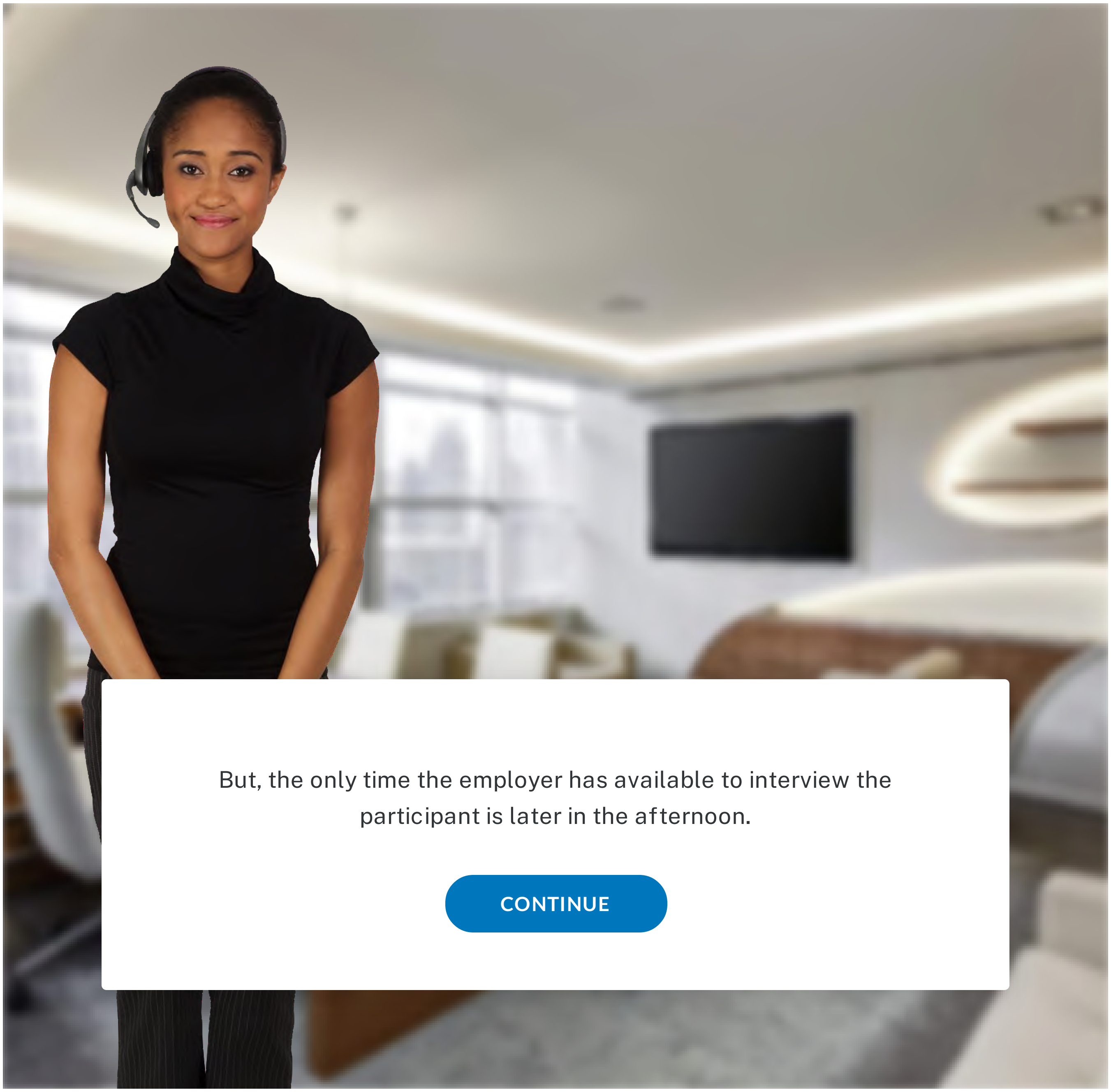

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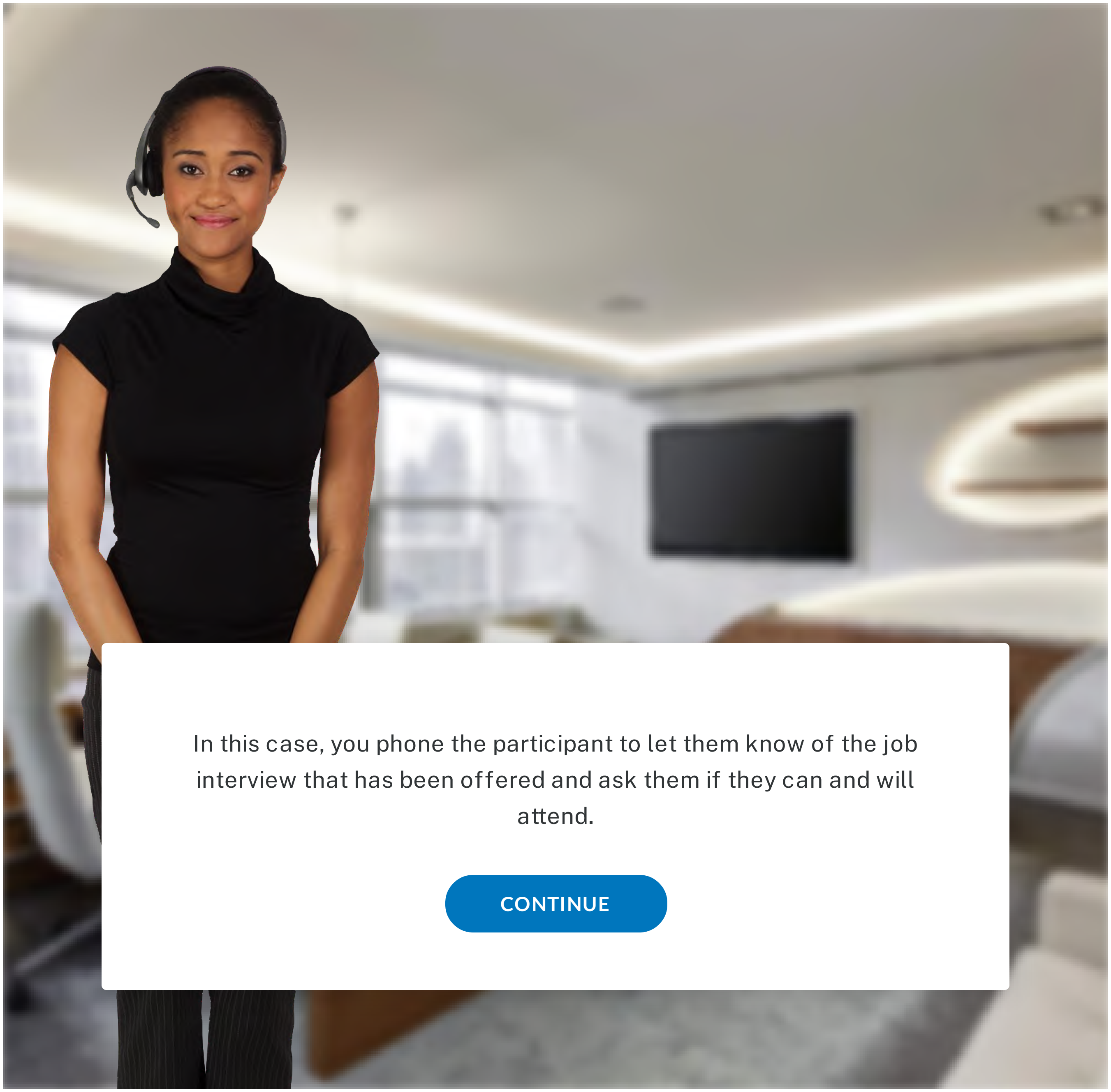

Scene 1 Slide 3

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Scene 1 Slide 4

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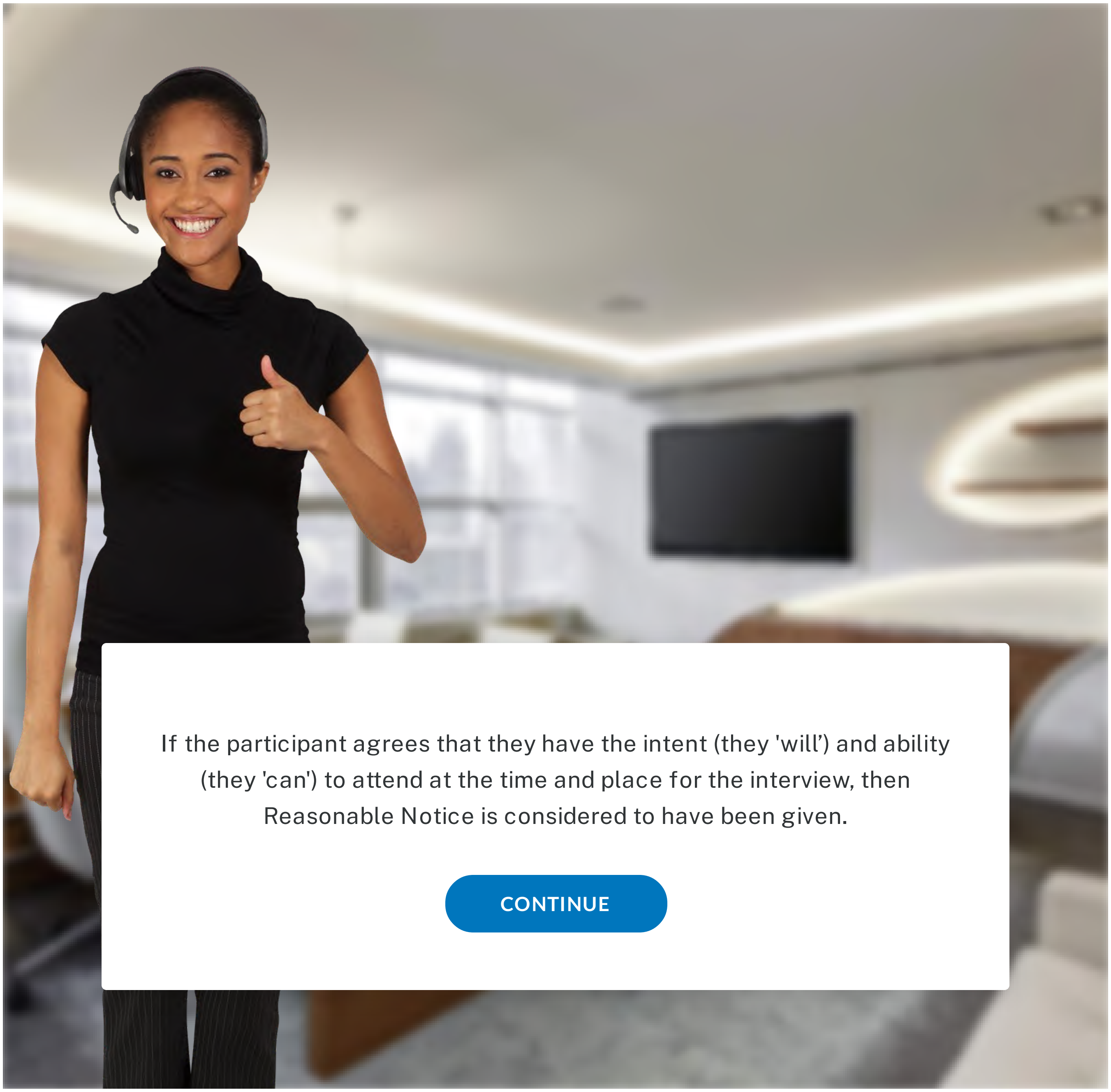

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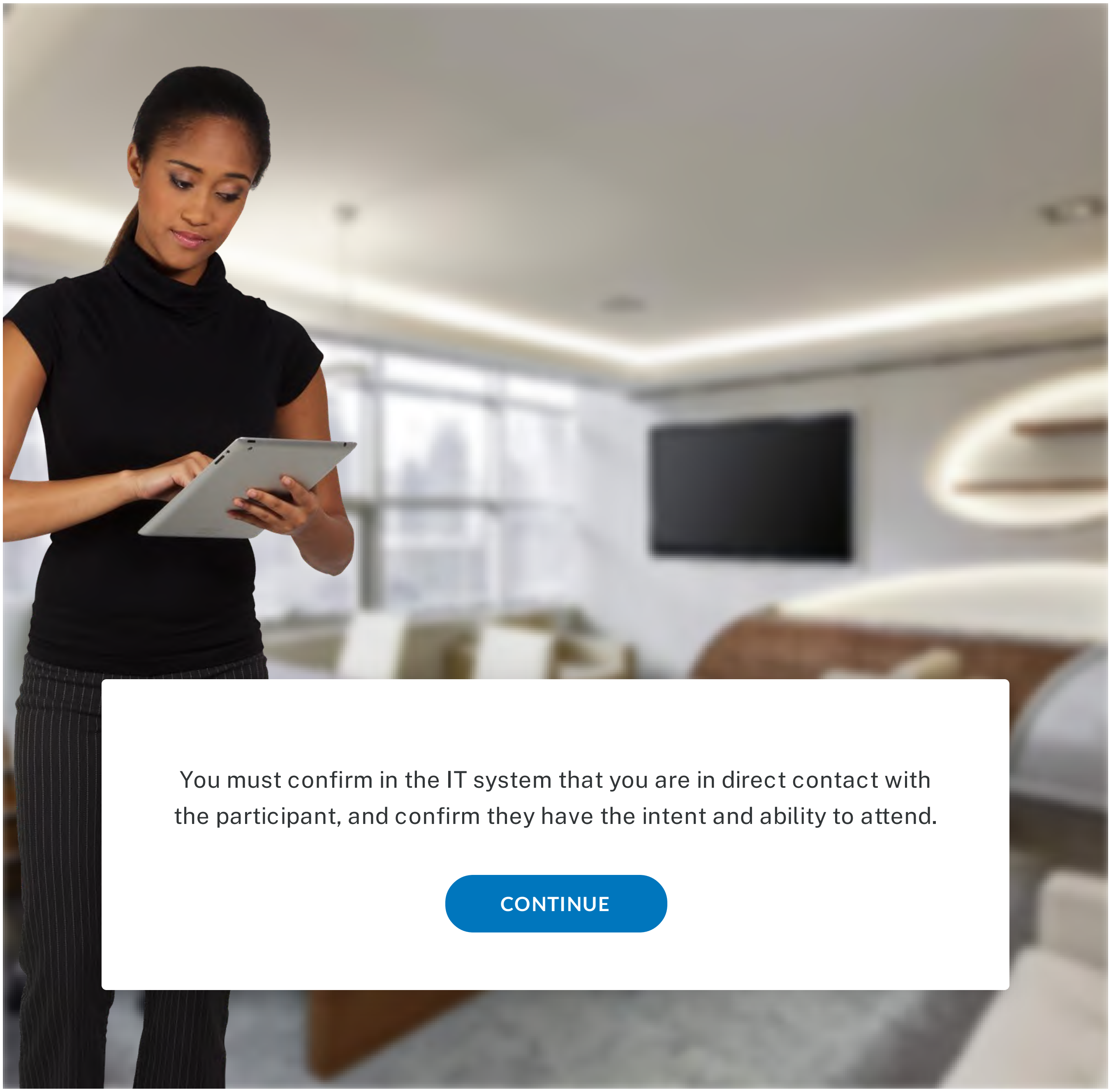

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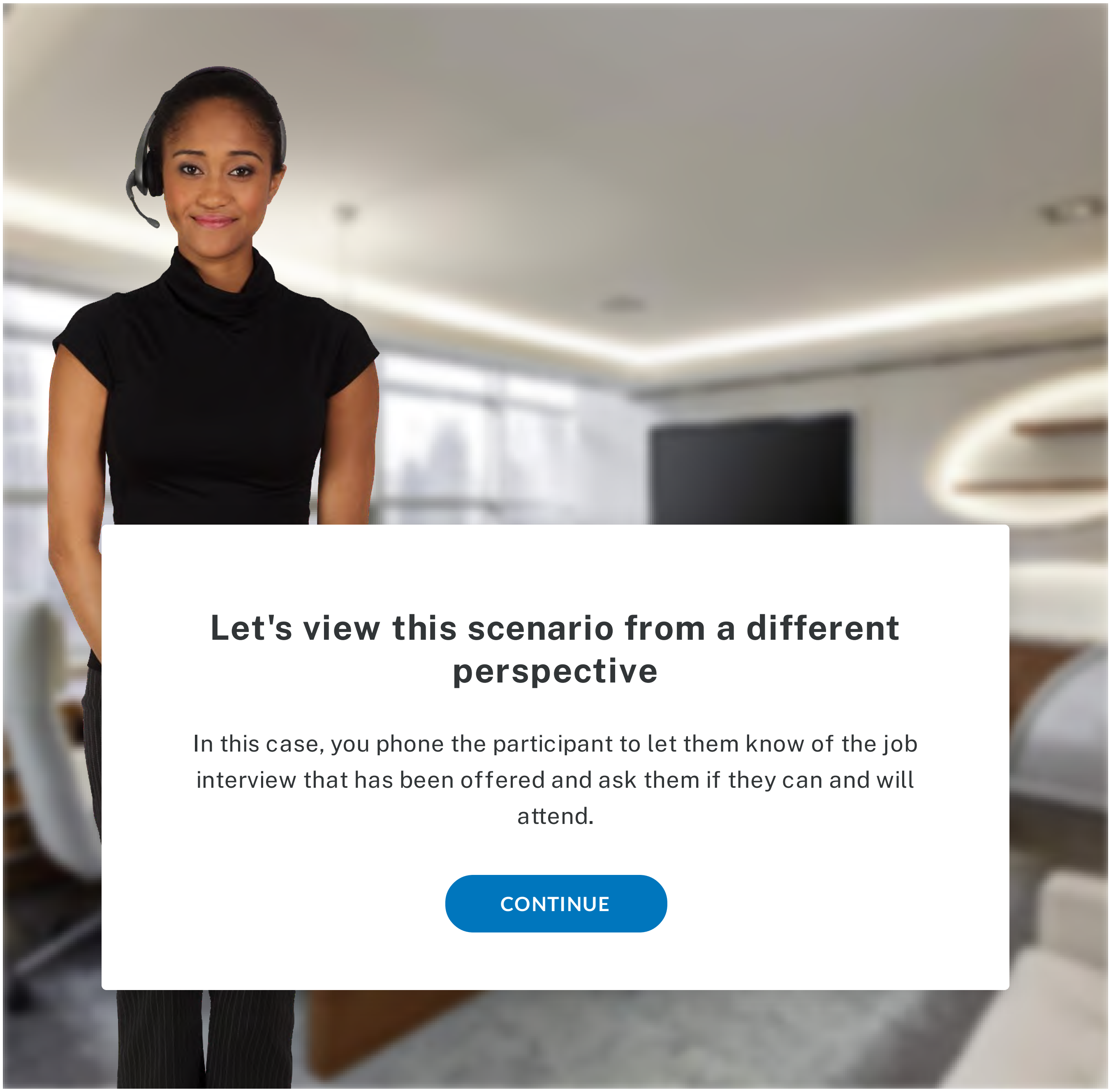

Scene 2 Slide 1

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Scene 2 Slide 2

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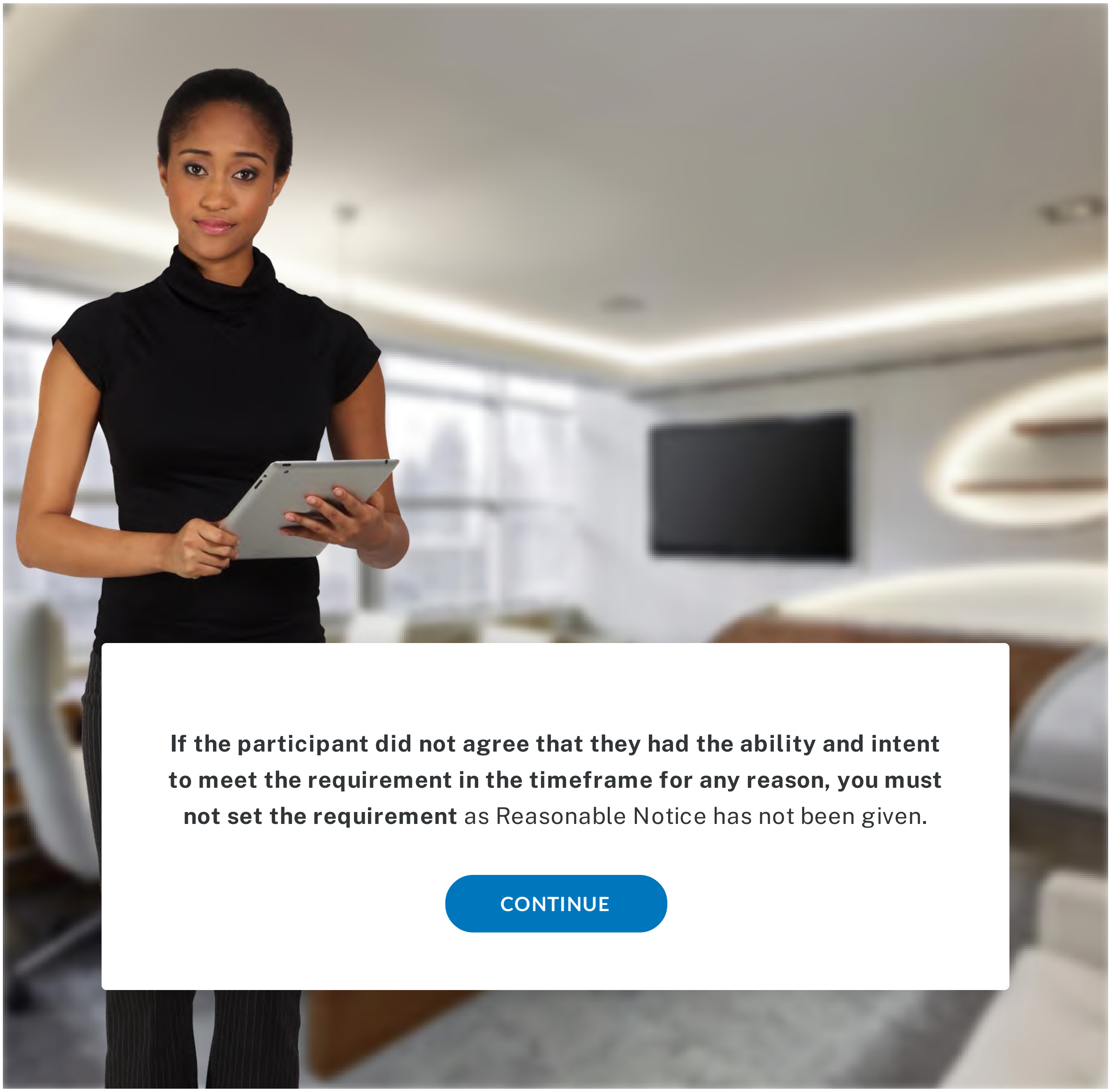

Scene 2 Slide 3

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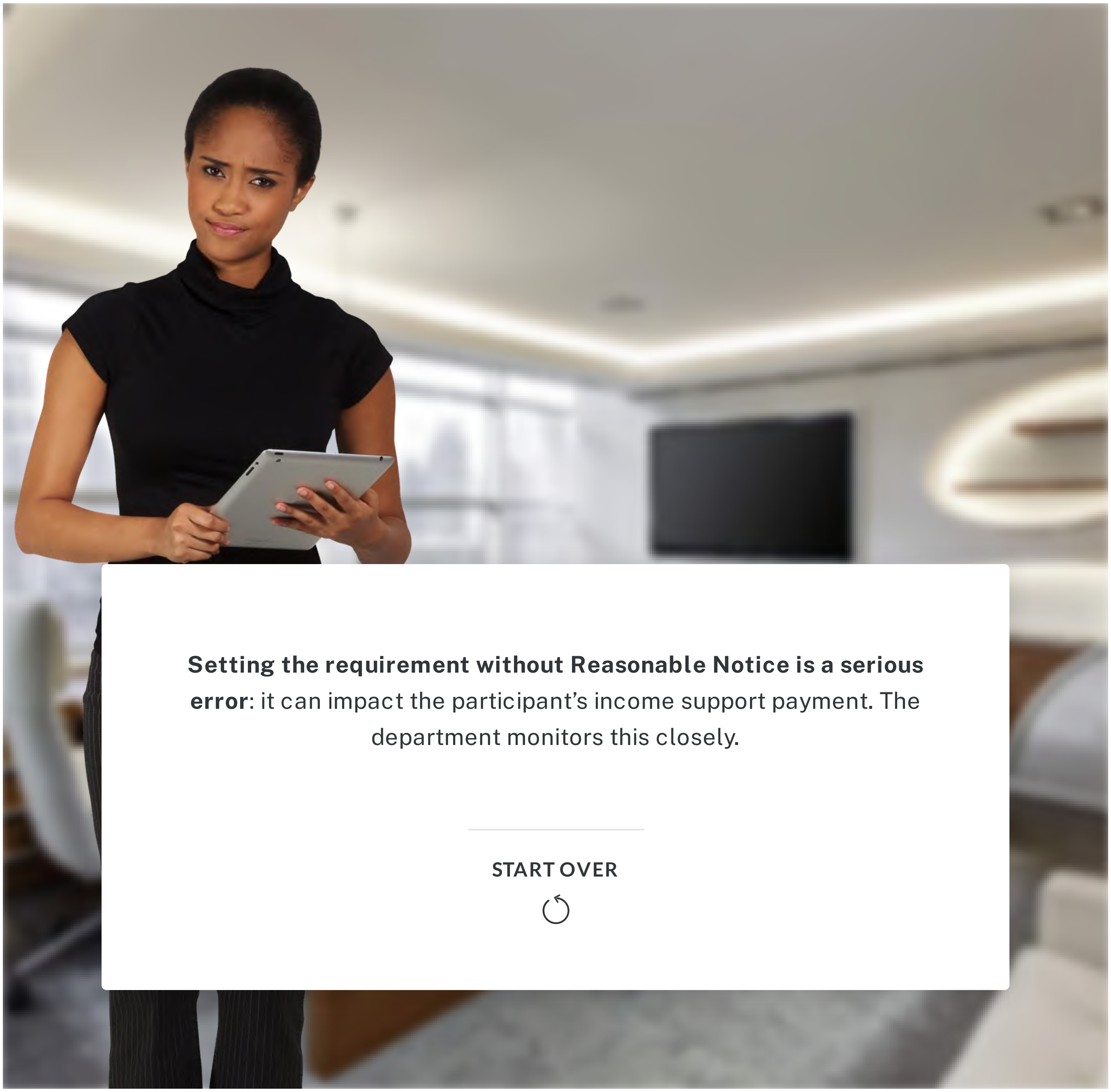


Scene 2 Slide 4

Continue → End of Scenario

Did you know?

Each action you take in the department's IT system is dated and timestamped with your user ID.

This allows the department to view all actions and information recorded in the IT system.

How to choose the best type of formal Notification

When choosing the type of formal Notification to issue to a participant, you should always consider whether that method is the most appropriate based on their personal circumstances.

You need to be confident that they have received and understood their formal Notification.

Have a look at these examples

If the participant has no stable accommodation...

...then it may not be appropriate to mail them a letter.

Instead, consider notifying the participant of their next appointment while they are at your office with a verbal script **and** a letter handed to them.

If the participant has difficulty remembering details...

...then it may not be appropriate just to read a verbal script over the phone.

Instead, consider notifying them verbally in person while **also** handing them a letter, or via phone **and** sending them the details in writing, too (email or mailing a letter).

If the participant has limited reading ability...

...then it may not be appropriate to hand them a letter.

Instead, consider notifying them verbally in person or over the phone, **and** confirm that they understand their requirement.

Important note: regularly confirm your participant's
contact details and update them immediately in the IT system if they change.

Is there a list of all formal Notifications a participant has been issued?

Yes, there is. Both you and the participant can see the formal Notifications that you have issued to the participant.

- **You** can see them in the IT system on the Notification details screen.
- **The participant** can see them on their homepage on the online platform or the App.

CONTINUE to the quiz

Quiz 2 - Multiple choice

There are 4 questions. When you pass all 4 questions please continue.

Question

01/04

Who is delegated the legal authority by the Secretary of the department to issue formal Notification to a participant of their requirements?

- ○ Workforce Australia Activity Supervisors/Hosts who are running a Mandatory Activity
- ○ Workforce Australia Employment Services Providers organisations and their employees
- ○ Anyone who is delivering services to participants while they are receiving an income support payment

Question

02/04

When must formal Notification be issued to a participant?

- At every Compulsory Appointment the participant has with you
- When a participant asks about
their upcoming mutual obligation requirements
- Every time a mutual obligation requirement is set, scheduled
or rescheduled

Question

03/04

If you need to schedule an appointment for a participant to attend in less than the Reasonable Notice timeframe, you need to:

- ○ Contact them to confirm their ability and intent to attend the appointment, and record this in the IT system. Then book the appointment and formally notify them of the details

- ○ Call them and leave a voicemail advising them of the appointment and the consequences of not attending

- ○ Schedule the appointment in their calendar and then SMS the participant about the details of their appointment

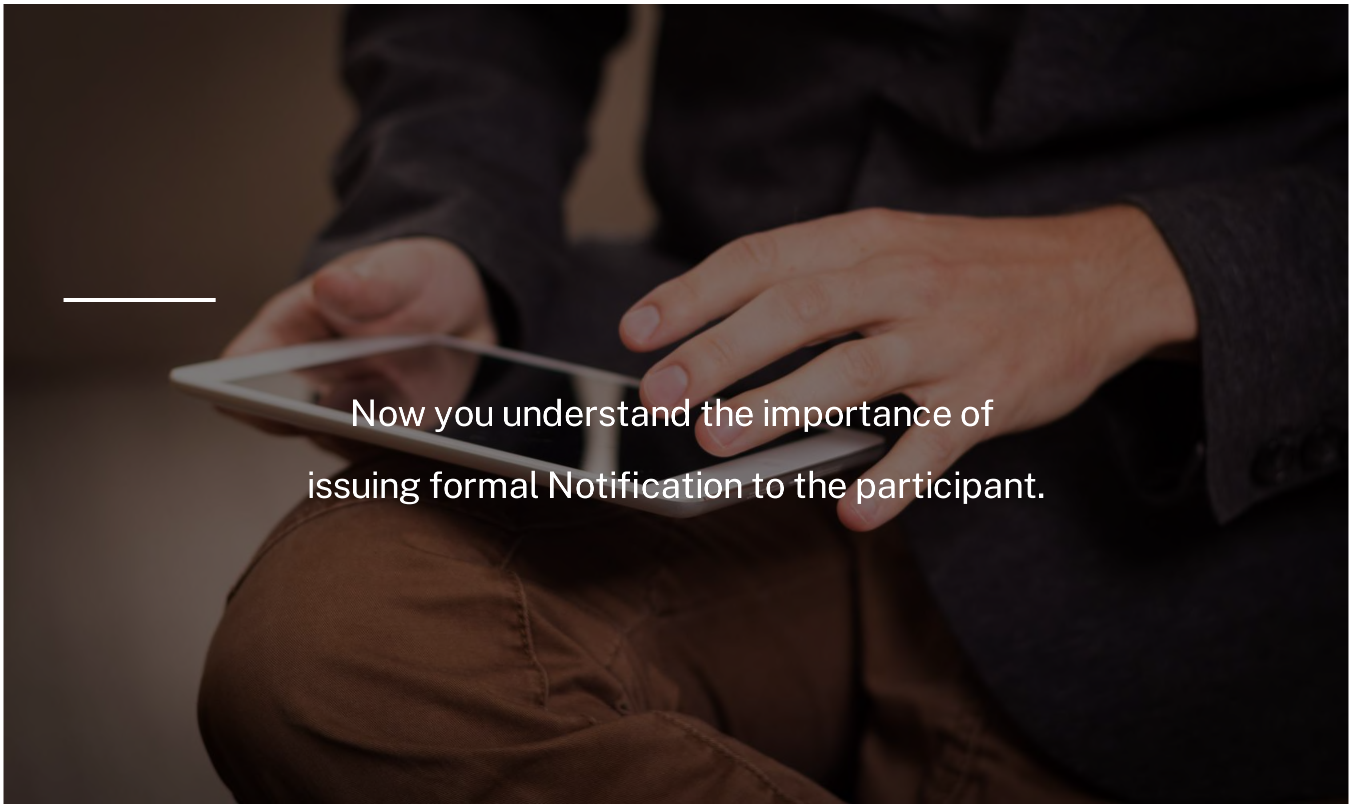
Question

04/04

Where in the IT system can providers view all notifications that have been issued to a participant?

- ◯ The Provider Re-engagement page
- ◯ The Compliance History page
- ◯ The Notification List
- ◯ Job Seeker Personal Summary page

Chapter Conclusion



In the next chapter, you will learn about **Job Referral tasks**.

CONTINUE

Job Referrals and opportunities

In this chapter, you will learn how to set Job Referral tasks for the participant relating to specific jobs.

Learning Outcome

At the end of this chapter, you will be able to:

1. Describe a Job Referral task
2. Recognise when a Job Referral task should be created for a participant to action
3. Understand what type of Job Referral tasks should be created
4. Assess if a participant has satisfactorily completed a Job Referral task

What's a Job Referral task?

As you have learnt, a participant's main responsibility is to look for and secure paid work.

Participants are expected to act on job opportunities that could lead to them getting a job.

When a new Job Plan is created, the Job Referrals and Opportunities code ("PA12 – *Actioning Job Referrals and Opportunities*") is included by default. The code is not able to be removed from the Job Plan.

The text of the Job Plan code says, "*I agree to follow up on job opportunities I am referred to by my provider*".

This means if you identify a job opportunity that is suitable for the participant, you can discuss this with them and set them a task to follow-up on the opportunity.

This requirement is called a **Job Referral task**.

What Job Referral tasks can I set?

There are 5 types of Job Referral tasks you can set for a participant.

Apply for a specific job

Set this task when you identify a specific job opportunity that is suitable for the participant that you want them to apply for.

Example: The participant has recently undertaken a barista course, and you have identified that the café up the road has advertised for a part-time barista.

After discussing this with the participant, you set the task “Apply for a specific job” and formally notify them of the requirement to apply for that specific barista job.

If they successfully complete the task to apply for a specific job, they can also report it as a Job Application.

Accept a job interview

Set this task if an employer tells you they want to offer a participant a job interview.

Example 1: You become aware that a nearby scrap yard is looking for a forklift driver. You mention to the owner that one of your participants has the relevant qualifications. The owner tells you to get the participant to contact them to talk about coming in for a job interview.

After discussing this with the participant, you set the task “Accept a Job Interview” and formally notify them of the requirement to accept a job interview.

IMPORTANT NOTE: Once the participant accepts the job interview and you know when and where it will take place, you must schedule the job interview in the participant’s calendar and issue formal Notification (even if they already know the details of the place, date and time).

Example 2: Instead of first discussing the job opportunity with the participant, you formally notify them with a letter mailed to their postal address that they must contact you to accept the job interview.

When the participant contacts you to accept the interview, you can then schedule the job interview into their calendar, and formally notify them of the requirement to attend it.

Contact an employer to arrange and accept a job interview

Set this task if you want the participant to contact an employer and accept a job interview, as well as arrange it directly with the employer.

Example: A medical clinic in your area is looking for a receptionist to work Thursdays and Fridays. When talking to the practice manager, you tell them you have a participant who is the perfect candidate. The practice manager asks you to get the participant to contact them directly to arrange a day and time for the participant to have a job interview for the receptionist role.

After discussing this with the participant, you set the task “Contact an employer to arrange and accept a job interview” and formally notify them of the requirement.

IMPORTANT NOTE: Once the participant accepts the interview and you know when and where the
job interview will take place, you must schedule the job interview in the participant’s calendar and
provide formal Notification (even if they already know the details of the place, date and time).

Update a résumé appropriately

Set this task when the participant’s résumé isn’t current and requires updating to support them in securing paid work.

Example: Your participant is interested in a role in aged care and recently completed their Working with Vulnerable People check. You want the participant to be ready to be put forward for these types of jobs, so you set the task “Update résumé appropriately” and formally notify the participant to update their résumé with their new certification.

Provide personal details to support a job opportunity

Set this task if an employer needs a participant to provide information or personal details to facilitate an offer of a job interview or job opportunity.

Example: A local furniture outlet is looking for a delivery driver. Your participant holds a Heavy Vehicle Licence and after a casual discussion between your participant and the employer, the employer advises you that he will offer the participant the job once he has details of the participant's Heavy Vehicle Licence.

After discussing this with the participant, you set the task "Provide personal details to support a job opportunity" and formally notify them of the requirement to provide a copy of the Heavy Vehicle Licence to the employer.

When you set this task in the IT system, you are prompted to record what type of information the participant needs to provide, and whether they need to provide it directly to the employer, or to yourself to pass onto the employer.

In addition to the 5 Job Referral task types just covered, you can also set combination types of Job Referral tasks:

Personal details & job interview

Provide personal details to support a job opportunity **AND**
Accept a job interview

Personal details & contact employer to accept a job interview

Provide personal details to support a job opportunity **AND**
Contact an employer to arrange and accept a job interview

Update résumé & job application

Update a résumé appropriately **AND**
Apply for a specific job

Update résumé & personal details

Update a résumé appropriately **AND**
Provide personal details to support a job opportunity

When you set a combination type Job Referral task, you are setting only 1 task,
but the participant will need to do 2 things.

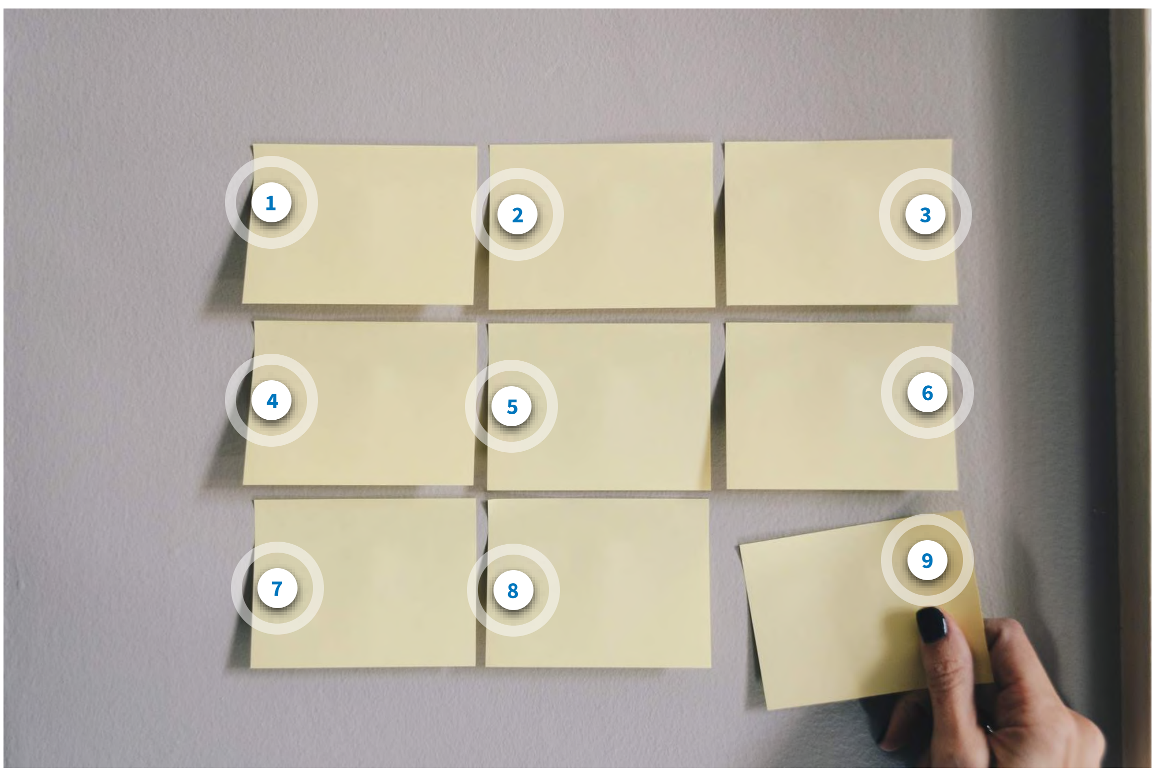
Doing this saves you time and supports the participant to have the best
opportunity to secure suitable paid work.

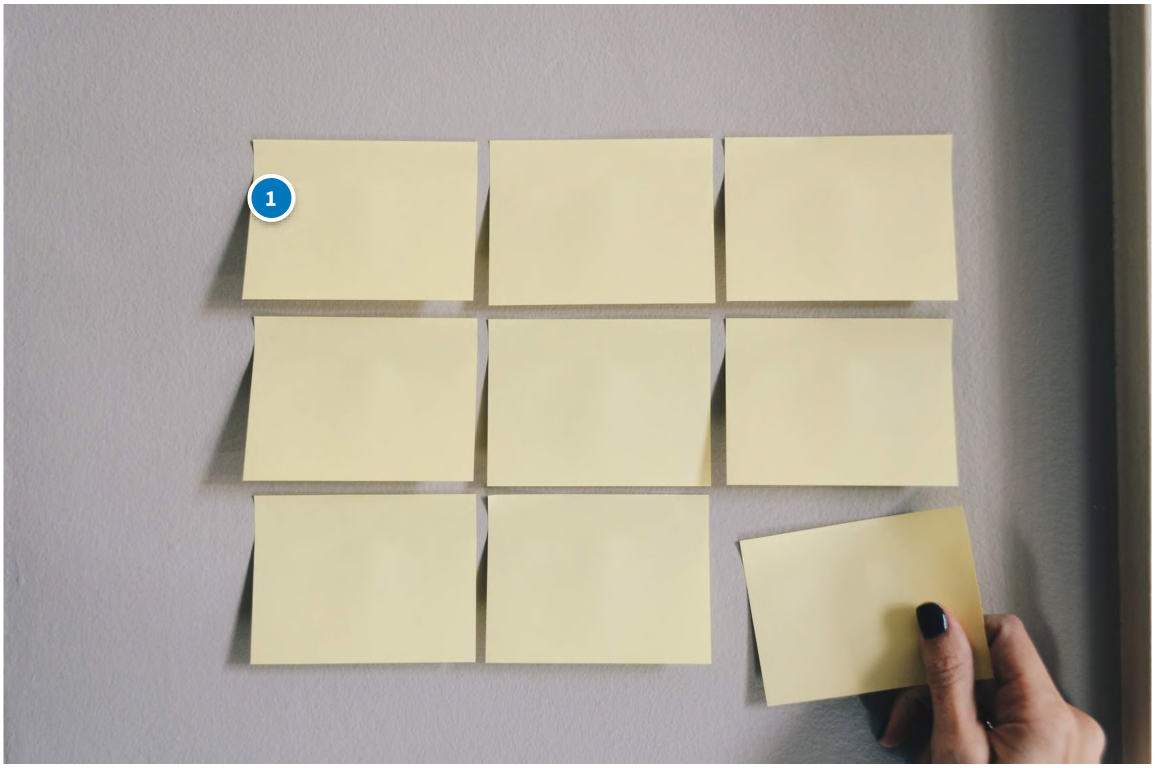
Job Referral tasks must be for 'suitable work'

Before you create a Job Referral task for a participant, you must ensure the job is 'suitable work'.

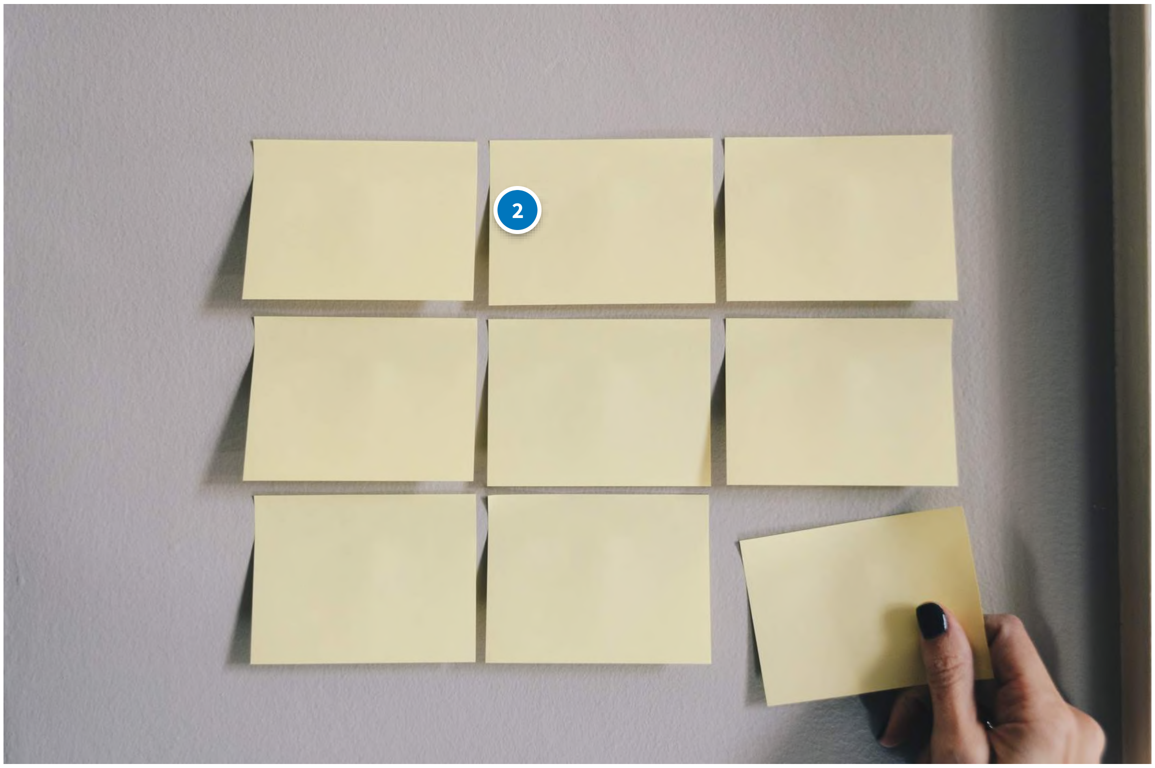
Suitable work has a specific meaning under the law.

Generally, 'suitable work' means:

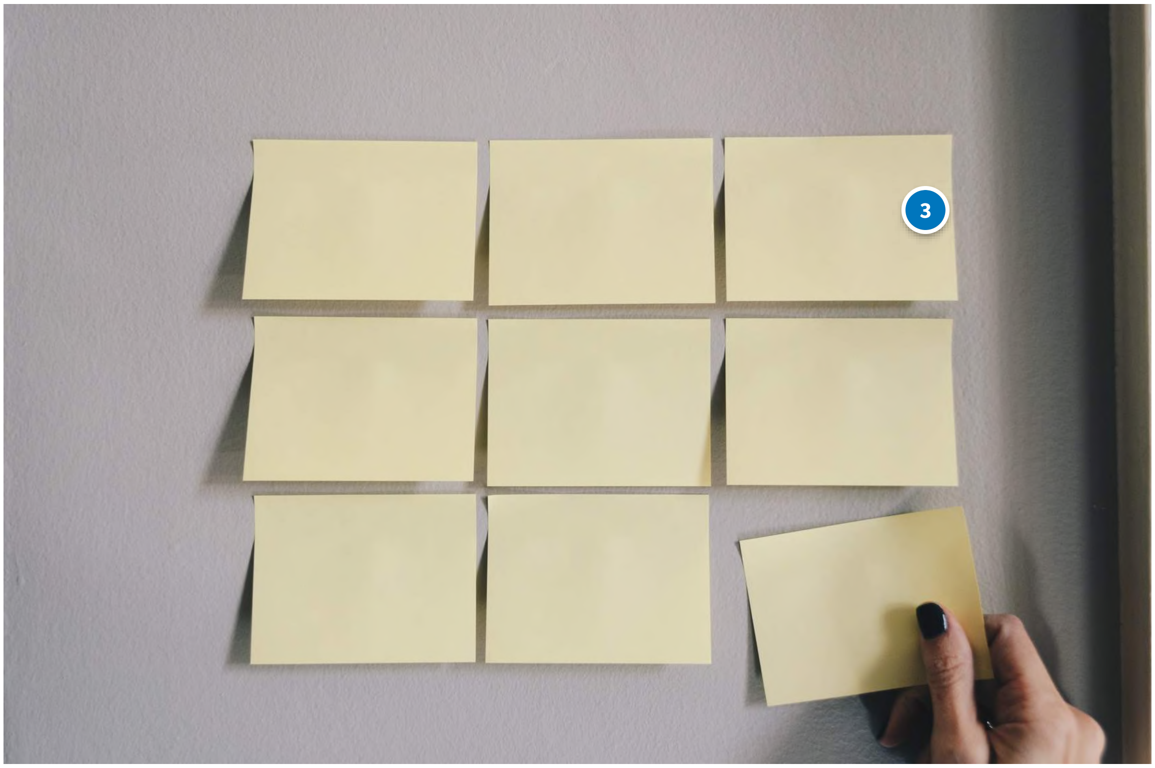




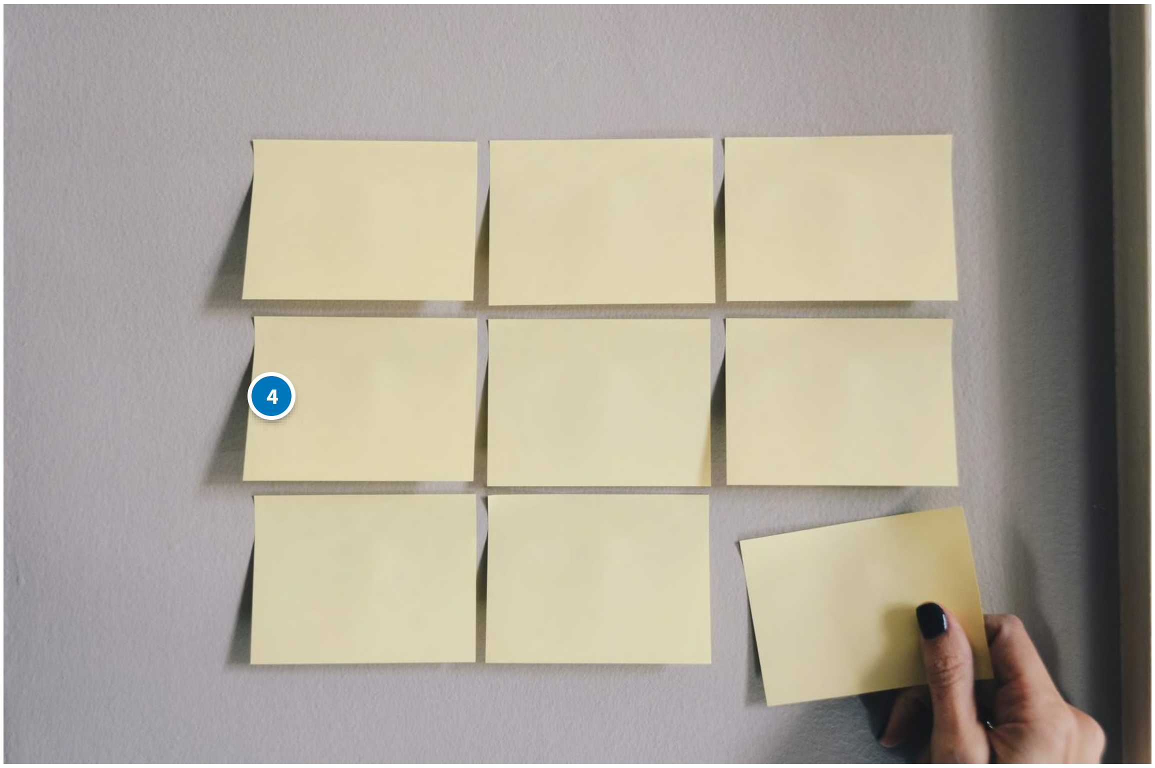
The work complies with health and safety laws.



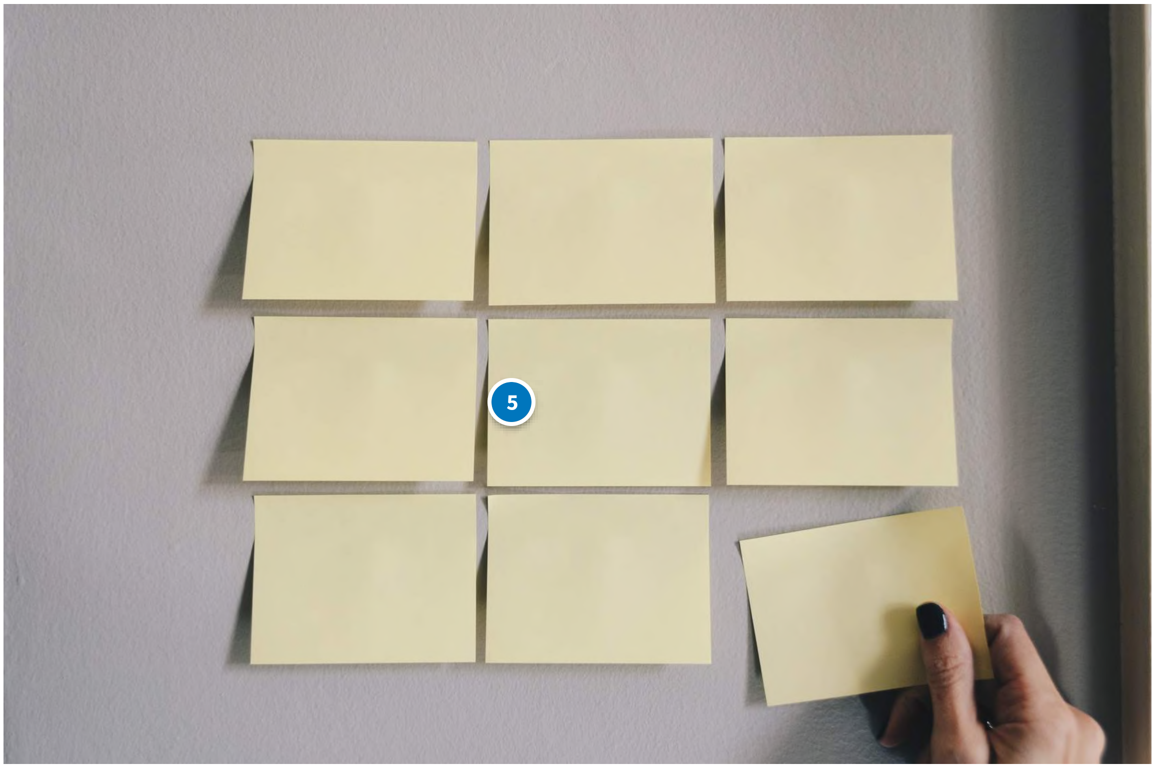
The work offers at least the legal minimum wage set out in the relevant statutes, awards or agreement.



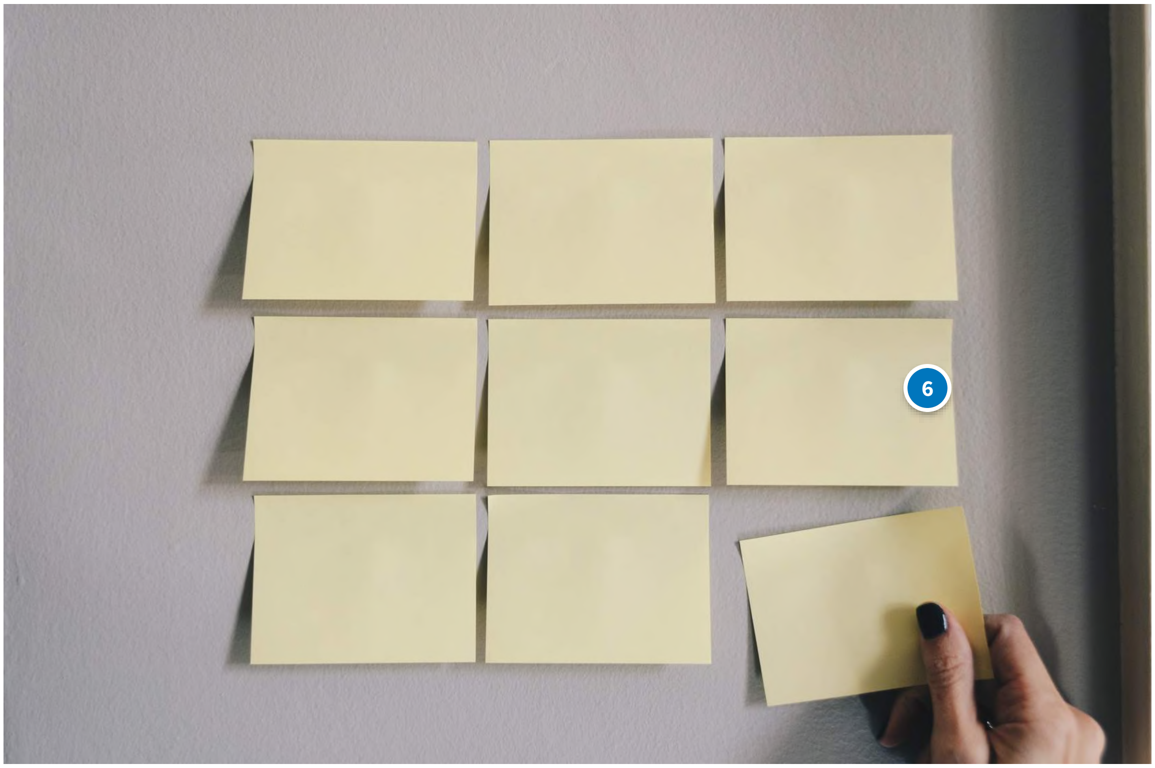
The participant can perform the duties required, or they will be adequately trained.



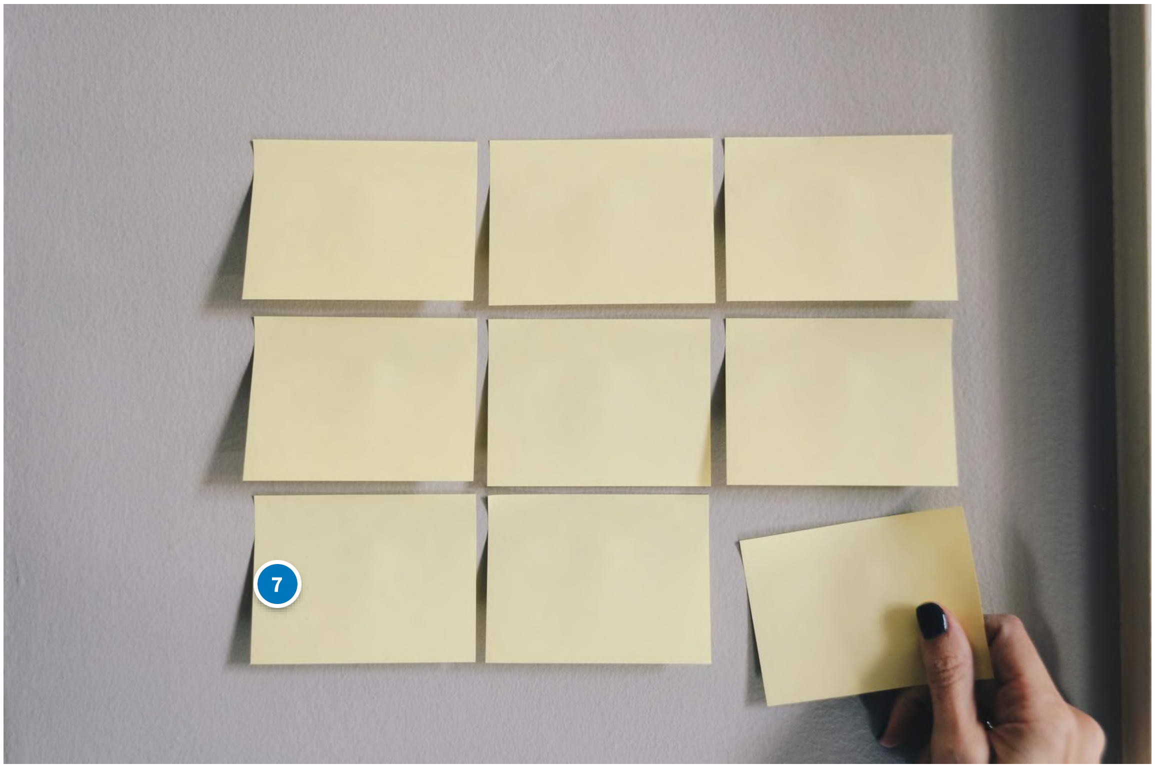
The participant would be financially better off in accepting the work.



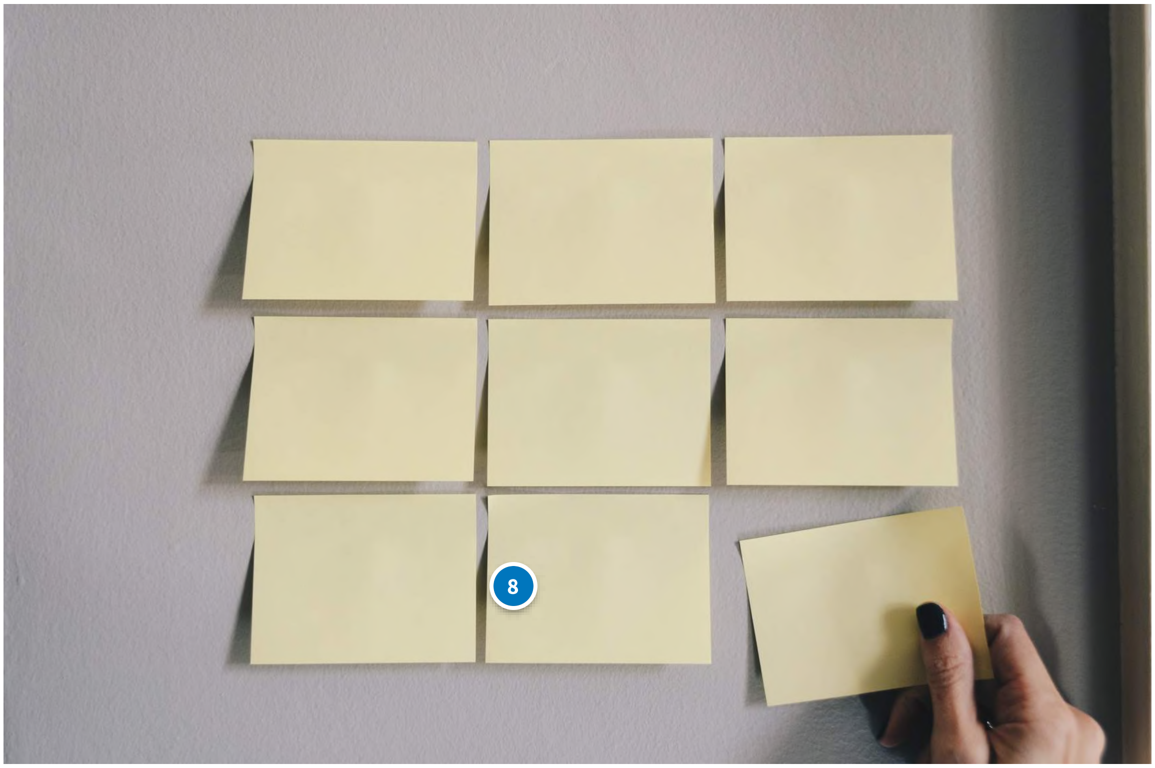
The work would not aggravate a pre-existing illness, disability or injury.



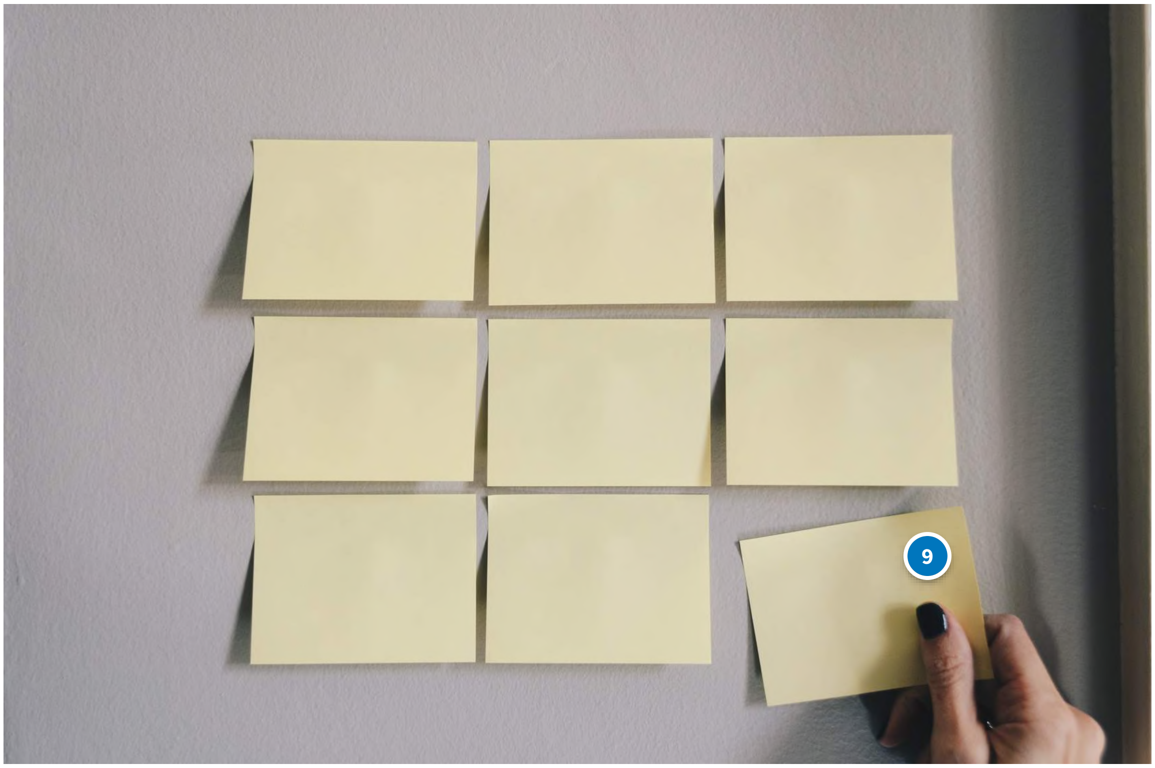
The work does not interfere with the participant's caring duties.



Using their regular mode of transport, the participant can reliably commute to and attend the workplace, and their commute is reasonable.



Accepting the work would not require the participant to relocate.



Principal Carer Parent

If the participant is a Principal Carer Parent, or has a partial capacity to work, that the job did not exceed 15 hours per week.

What might be suitable work for one of your participants may not be suitable work for another participant, so you always need to consider your participant's individual circumstances.

For example:

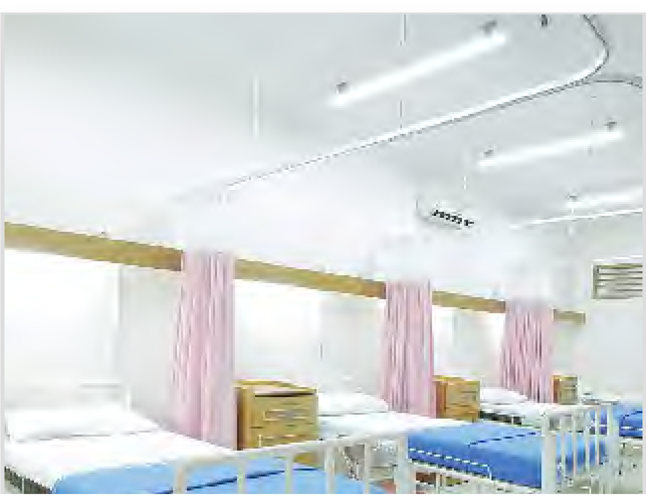
Retail work may not be

suitable for someone who is not fluent in English.

1 of 3

Work at an abattoir may not be suitable due to a participant's religious beliefs, or suitable for someone who is vegetarian.

2 of 3



Work that interrupts regular medical treatments may not be suitable.

3 of 3

For information on suitable work, see the**:**

Social Security Guide** - guides.dss.gov.au/guide-social-security-law – search for ‘suitable work'

Suitable Work Fact Sheet - TCF Learning Centre page / Supporting Materials section

Recording Job Referral task details

Depending on the type of Job Referral task you set and how you want the participant to action it, the IT system will prompt you to record different information.

The details you may need to record could include:

1. the potential employer

2 the position, including employment type, location of the workplace, and any qualifications or certification that is required for the position

3 how the participant must apply for the position, such as whether they apply online or in person

4 what they need to update in their résumé to make it suitable to support a job application

5 what documentation or details they need to provide to support a job interview or job offer

6 to whom the participant needs to provide details or information

In addition to these details, you need to record the date the Job Referral task must be actioned by. The date you select will depend on the type of referral you create.

For example, if you set a Job Referral task to 'apply for a specific job', and applications must be submitted by 7 July, then you would set the due date as 7 July.

The IT system will advise you of the earliest due date you can set for the participant to action the Job Referral task.

You can set the due date on a day after this date, but not before.

The minimum timeframe you can set the due date to action the Job Referral task is:

Accept a Job Interview	1 business day
Contact an employer to arrange and accept a Job Interview	1 business day
Provide personal details to support a job opportunity	1 business day
Apply for a specific job	3 business days
Update résumé appropriately	3 business days

Important: when issuing formal Notification for a Job Referral task, the timeframes for the participant to meet the task is given in addition to Reasonable Notice timeframes for the notification to reach them with sufficient time.

CONTINUE to the next quiz

Quiz 3 - Match the answer

Match the **Job Referral task type** card on the left to the corresponding **Action the participant must undertake** card to the right.

Question

01/01

Match the **Job Referral task type** card on the left to the corresponding **Action the participant must undertake** card to the right.

Job Referral task type	Action the participant must undertake
Accept a job interview	Update their résumé according to the directions you have notified them of
Contact an employer to arrange and accept a job interview	Provide information or details that have been requested by you
Apply for a specific job	Accept a job interview when the employer offers an interview
Provide personal details to support a job opportunity	Contact the employer then accept and arrange a time and date for the interview
Update a résumé	Apply for the job you have notified them about

Monitoring the participant's completion of the Job Referral task

Now that you have set the Job Referral task and formally notified the participant of the requirement, you must monitor their completion of the task and assess if they satisfactorily actioned it by the due date.

Assessment result options for a Job Referral task

Generally, you can assess that a Job Referral task is **Satisfactory**, or **Unsatisfactory**.

Before you record an Unsatisfactory assessment for a Job Referral task, you must first try to contact the participant to talk to them. Contacting the participant before you record certain results in the IT system is covered in depth in the chapter on Acceptable and Valid Reasons in the Monitoring and Managing Non-Compliance Module.

You must record an assessment result for a Job Referral task no more than 5 business days after the tasks' due date.

If you don’t record a result and the 5 business days pass, the IT system will automatically finalise the Job Referral task and record “Assessment not recorded within 5 days”. Once this happens, the IT system will not let you change the result.

The assessment result options you can record are:

Satisfactory

Record this result if the participant satisfactorily acted on the Job Referral task. This means they completed the task as they were notified to do, and by the due date.

Unsatisfactory – Valid

Record this result if the participant did not satisfactorily act on the Job Referral task, but when you discuss with them their reason for this, you accept that they had a good reason for not doing it and for not letting you know beforehand.

Unsatisfactory – Invalid

Record this result if the participant did not satisfactorily act on the Job Referral task, and when you discussed it with them, they did not have a good reason for not doing it and for not letting you know beforehand.

You should also record this result if you tried to contact the participant to discuss why the Job Referral task was not completed, but you were unsuccessful.

Requirement no longer needs to be met

Record this result when the participant contacted you before the due date with a good reason why they couldn't complete the task, or where you identify that the participant no longer needs to complete the task.

Important Note: There are circumstances where a Job Referral task is resulted as 'requirement no longer needs to be met' by the department.

For example, where the participant transfers to another provider, is suspended from servicing, or because the participant's mutual obligation requirements are suspended.

How do I make the assessment?

To be certain you are recording the correct assessment result, you may need to review any evidence the participant provided or take other follow-up action, such as calling the employer your participant was going to contact or provide information to.

Depending on the type of task you set, to make the assessment you may need to consider things like:

- the quality of the job application provided when the participant applied for a specific job
- whether résumé updates were accurate and appropriate
- contacting the employer to discuss the participant's communication with them, or the details they provided.

Did you know?

To help you remember to follow up on whether a participant completed a Job Referral task,
the IT system will display a Noticeboard message on the Global Dashboard when it is time for you to record an assessment result for the task.

Continue to the next quiz

Quiz 4 - Multiple choice

There are 2 questions. When you pass all 2 questions please continue.

Question

01/02

Which assessment result do you record when the participant acted on the Job Referral task satisfactorily and on time?

- ○ Unsatisfactory - Valid
- ○ Satisfactory
- ○ Requirement no longer needs to be met

Question

02/02

You can record an assessment result for the Job Referral task up to 10 business days after the due date

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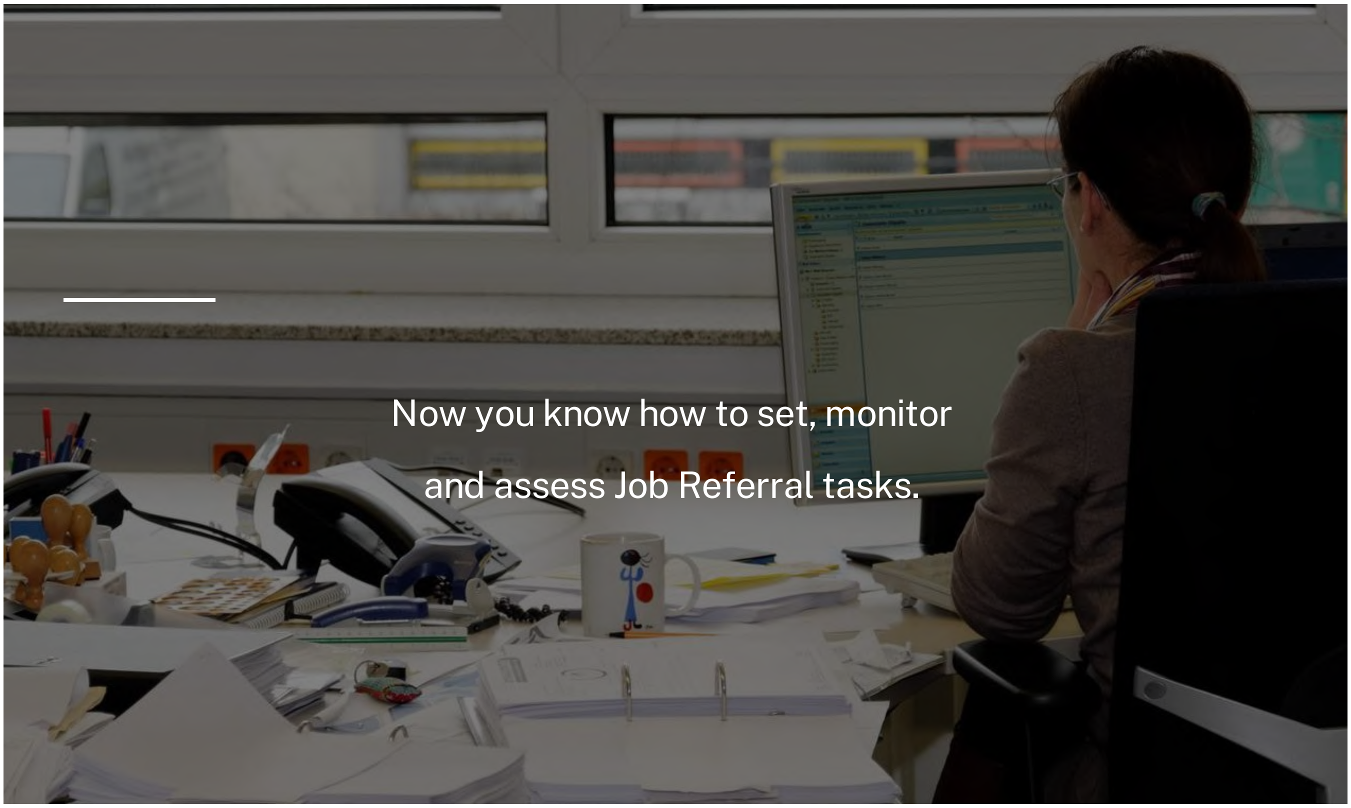
- ◯ True
- ◯ False

Chapter Conclusion



CONTINUE

Module Conclusion

Please navigate to the next Module - **Provider Monitoring and Managing Non-Compliance**.

Exit the module
To confirm you have completed the module, click the Close button.

CLOSE