



# Case Report

Case Number: CAS-1626040-Q3Z5Z5

## Agent Details

Created By s 22(1) Created On 17/06/2024 3:52 AM

## Case Details

Case Title	Complaint		
Case Type	Complaint		
Primary Topic	CRF created		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	In Progress		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	s 47F(1)
Organisation Name	APM Employment Services
Site Name	Kilkenny

## Case Notes

Created By s 22(1) Created On 17/06/2024 4:34 AM

Note Subject Complaint

Level 2 Customer Service Officer (CSO) took call from source wanting to lodge a complaint. Complainant stated.....- Participant has been employed for 3 months and transferred to the provider- During appointment the Manager advised that as the participant is working they will be scheduled phone appointments to meet requirements- EC has scheduled a mix of F2F and phone appointments which is hard for the participant to attend as they are on call for work- Participant was unable to attend an appointment on the 7/6 due to being on call for work and had advised their EC prior to the date however the appointment was marked as unattended Participant advised they were working at the time and unable to answer the call. Participant received a payment hold for the non attendance and when speaking with the EC on the 17/6 about the payment hold the EC advised they will not remove the payment hold until the participant provides payslips- Participant advised they have not received a payslip and was unaware if they are required to provide one- Participant spoke to Site Manager who pushed the matter to the EC SCSO advised the participant is not required to provide payslips and should not be withholding payments for failing to provide them. SCSO explained the participant is unable to transfer due to the payment hold and a CRF can be sent to the provider to discuss the concerns and the payment hold SCSO advised once payment hold is lifted and CRF is closed the participant can transfer. CSO explained complaints process. Consent obtained to

refer complaint to provider. CSO advised that complaint would be referred to provider and that provider would then contact to discuss and resolve issues. CSO also advised that provider is required to report outcome back to the NCSL after this contact. Participant consents to the NCSL contacting them via email (CSO has confirmed email address) to provide the complaint outcome. CRM Case Number provided and advised to call the NCSL if they are not satisfied with resolution arranged by provider. CSO confirmed preferred contact method: s 47F(1)

Complaints Referral Form generated - informing the Provider of the Source complaint and requesting the provider to:- Investigate and seek to resolve the Source complaint;- Inform the National Customer Service Line (NCSL) of the outcome of the complaint and whether the Source was satisfied;- Identify what strategies the Provider has implemented to reduce the incidence of similar complaints

<b>Created By</b>	s 22(1)	<b>Created On</b>	25/06/2024 3:01 AM
<b>Note Subject</b>	OCA – Final Provider Response Received		

21 June 2024 –Correspondence received – Attached to ESFS(refer to email attachment for full details where required)The National Customer Service Line (NCSL) hasreceived aFINALresponse from theproviderSenior Customer Service Officer (SCSO) has assessed response and in summary SCSO considers complaint resolved due to the following:The provider confirmed they contacted complainant on18 June 2024to discuss complaintThe provider advised following details of their complaint investigation and corrective actions taken:Staff advise that s 47F(1) failed to attend a provider appointment on 7 June 2024 and as she had not advised prior of an inability to attend, her payments were placed on hold.face to face appointment was booked ass 47F(1) had not been declaring her earnings, and staff wanted to ensure s 47F(1) is aware of how to report her earnings each fortnight.attempted to discuss her concerns with a Business Development Manager, and not the Business Manager. s 47F(1) has been provided with the Business Manager’s contact details should she need them in the futureProvider confirmed the complainantis satisfied with the outcome of complaint resolution offered.The NCSL SCSO is satisfied based on the above information supplied,the provider has addressed the issues raised in the Complaint Referral Form (CRF).Should the complainant contact the NCSL regarding the complaint resolution, please discuss andconfirm the NCSL considers this complaint resolved based on the providers responses above.If the complainant is dissatisfied with complaint outcome, please discuss thereview options available and escalate to a SCSO to complete the internal review if requested.FINAL OUTCOME - SCSO has resolved the complaint.

<b>Case Topics</b>
Provider requesting evidence > Payslips / Employment Evidence
CRF created
Provider Service > Inappropriate or inadequate service
Targeted Compliance Framework > TCF - Job Search, Appointments

<b>Note Proof of Identity</b>			
<b>Note POI ID</b>	NPOI-000000691812		
<b>Created By</b>	s 22(1)	<b>Created On</b>	17/06/2024 4:34 AM
<b>POI Completed?</b>	s 22(1)		
<b>Note POI ID</b>	NPOI-000000711419		
<b>Created By</b>	s 22(1)	<b>Created On</b>	25/06/2024 3:01 AM
<b>POI Completed?</b>	s 22(1)		



# Case Report

Case Number: CAS-1628370-N7B0S9

## Agent Details

Created By s 22(1) Created On 18/06/2024 2:10 PM

## Case Details

Case Title	Complaint		
Case Type	Complaint		
Primary Topic	Provider Service		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	s 47F(1)
Organisation Name	SYC Ltd
Site Name	Altona Meadows

## Case Notes

Created By s 22(1) Created On 18/06/2024 2:48 PM

Note Subject Complaint

POI completed. Source contacted the National Customer Service Line (NCSL) with a Complaint regarding:Service Delivery, Staff Behaviour, Other(please specify and delete whichever not applicable)The complainant stated:Dissatisfied with provider services as provider asked for payslips and advised they will suspended their payment if the participant doesn't provided them with one.Dissatisfied with the provider consultant's behaviour, as participants advised they were s 47F(1) however the consultant showed no remorse and was rude towards them.Providers also don't take participant circumstances into consideration when booking appointments as they are currently working, however the provider is booking the appointment on the days that the participant has work.Customer Service Officer (CSO) asked the Source if they had used the Provider's Feedback process by speaking to their Employment Consultant or Site Manager.Source (CONFIRMED DOES NOT) want to talk to the providerSource states they want the complaint recorded only, no follow up done with the provider and requested a Transfer for Better Servicing reasons.CSO advised Better Service transfers are assessed on a case by case basis and any future requests would be based on individual circumstances.CSO reviewed the following information in ESS:PARTICIPATION PROFILE – Activity Tested? YESCOMPLIANCE HISTORY – Source's payments are currently suspended? In warning zone etc.?

NOINCIDENT REPORT? NO REFERRAL HISTORY – Has source transferred under Better Servicing more than once recently? Does Source have a Dual Referral? NOJOB REFERRAL DETAILS – Has provider recently referred Source to a job? NOEMPLOYMENT FUND – Has provider made appropriate spending commitments? NO HEAD AGREEMENT SEARCH – Does the Participant have a current Wage Subsidy? NOCSO actioned transfer, gave the Source details of the appointment and site phone number and advised of non-attendance consequences.

**Case Topics**

Provider Service > Inappropriate or inadequate service

Transfer > Transfer - Better Servicing Transfer actioned

Provider Service

Provider requesting evidence > Payslips / Employment Evidence

**Note Proof of Identity**

Note POI ID NPOI-000000695327

Created By s 22(1) Created On 18/06/2024 2:48 PM

POI Completed? Yes



# Case Report

Case Number: CAS-1628804-N3K9W0

## Agent Details

Created By s 22(1) Created On 18/06/2024 3:50 PM

## Case Details

Case Title	Complaint		
Case Type	Complaint		
Primary Topic	Provider Service		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	s 47F(1)
Organisation Name	s 47G(1)(a)
Site Name	s 47G(1)(a)

## Case Notes

Created By s 22(1) Created On 18/06/2024 3:56 PM

Note Subject **Complaint Resolved via Better Servicing Transfer**

POI completed. Source contacted the National Customer Service Line (NCSL) with a Complaint regarding:Service Delivery, and Staff Behaviour.The complainant stated:Provider has been hassling participant for payslips and participant has informed provider they are not seeking to do thisProvider has advised participant of payment suspension due to not providing payslipsParticipant feels uncomfortable giving provider payslips and provider harassment for payslips has been causing participant anxietyasked provider for assistance recently and was completely ignored by providerCSO advised:Participant of complaints optionsprovider is not to demand participant's payslips against participant's wishes.Customer Service Officer (CSO) asked the Source if they had used the Provider's Feedback process by speaking to their Employment Consultant or Site Manager.Source (CONFIRMED DOES NOT) want to talk to the providerSource states they want the complaint recorded only, no follow up done with the provider and requested a Transfer for Better Servicing reasons.CSO advised Better Service transfers are assessed on a case-by-case basis and any future requests would be based on individual circumstances.CSO reviewed the following information in ESS:PARTICIPATION PROFILE – Activity Tested? YCOMPLIANCE HISTORY – Source's payments are currently suspended? In warning zone etc.? NINCIDENT REPORT? Yes/No? NREFERRAL HISTORY – Has source transferred under Better Servicing more than once recently? Does

Source have a Dual Referral? N/AJOB REFERRAL DETAILS – Has provider recently referred Source to a job? N/AEMPLOYMENT FUND – Has provider made appropriate spending commitments? N/AHEAD AGREEMENT SEARCH – Does the Participant have a current Wage Subsidy? N/ACSO actioned transfer, gave the Source details of the appointment and site phone number and advised of non-attendance consequences. Complaint is considered resolved via Better Servicing transfer. No Further Action.

**Case Topics**

Provider Service > Unprofessional behaviour by Provider

Provider Service > Provider not honouring obligations

Provider requesting evidence > Payslips / Employment Evidence

Provider Service > Inappropriate or inadequate service

**Note Proof of Identity**

<b>Note POI ID</b>	NPOI-000000695760		
<b>Created By</b>	s 22(1)	<b>Created On</b>	18/06/2024 3:56 PM
<b>POI Completed?</b>	Yes		



# Case Report

Case Number: CAS-1630429-Q3X2Y1

## Agent Details

Created By s 22(1) Created On 19/06/2024 1:42 PM

## Case Details

Case Title	Complaint		
Case Type	Complaint		
Primary Topic	Provider Service		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	SYC Ltd
Site Name	Altona Meadows

## Case Notes

Created By s 22(1) Created On 19/06/2024 1:48 PM

Note Subject Complaint

POI completed. Source contacted the National Customer Service Line (NCSL) with a Complaint regarding:Service Delivery, Staff Behaviour, Other(please specify and delete whichever not applicable)The complainant stated:Dissatisfied with provider services as they don't offer support or services for finding employment.Dissatisfied with provider consultant's behaviour as the consultant keep asking for payslips every reporting period and advising them that they are reporting their income incorrectly even though participant is reporting correctly.Provider actions has caused stress to participant.Customer Service Officer (CSO) asked the Source if they had used the Provider's Feedback process by speaking to their Employment Consultant or Site Manager.Source (CONFIRMED DOES NOT) want to talk to the providerSource states they want the complaint recorded only, no follow up done with the provider and requested a Transfer for Better Servicing reasons.CSO advised Better Service transfers are assessed on a case by case basis and any future requests would be based on individual circumstances.CSO reviewed the following information in ESS:PARTICIPATION PROFILE – Activity Tested? YESCOMPLIANCE HISTORY – Source's payments are currently suspended? In warning zone etc.? NOINCIDENT REPORT? NOREFERRAL HISTORY – Has source transferred under Better Servicing more than once recently? Does Source have a Dual Referral? NOJOB REFERRAL DETAILS – Has provider recently referred Source to

a job?NOEMPLOYMENT FUND – Has provider made appropriate spending commitments?NOHEAD AGREEMENT SEARCH – Does the Participant have a current Wage Subsidy?NOCSO actioned transfer, gave the Source details of the appointment and site phone number and advised of non-attendance consequences.

**Case Topics**

Provider Service > Inappropriate or inadequate service

Provider requesting evidence > Payslips / Employment Evidence

Transfer > Transfer - Better Servicing Transfer actioned

Provider Service

**Note Proof of Identity**

Note POI ID NPOI-000000698358

Created By s 22(1) Created On 19/06/2024 1:48 PM

POI Completed? Yes





# Case Report

Case Number: CAS-1631619-S8S1S8

## Agent Details

Created By s 22(1) Created On 20/06/2024 10:11 AM

## Case Details

Case Title	Email: complaint - payslips requested		
Case Type	Complaint		
Primary Topic	Provider requesting evidence		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Other
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	The Salvation Army Employment Plus
Site Name	Boronia

## Case Notes

Created By s 22(1) Created On 20/06/2024 10:46 AM

Note Subject Email: complaint - payslips requested

s 22(1)

Email Received from the Participant in Digital Services Contact Centre (DSCC) mailbox on 20/06/2024 (attached to CRM). Email included the following: Provider is Employment Plus Boronia. Provider advised must supply all payslips or payment will be suspended. Receiving messages from provider outside business hours - 11.29pm, 5.33pm. Advised providing payslips is mandatory to prove that income matches what is recorded in system. Received no response from provider when enquired regarding purpose of providing payslip. Appointments scheduled just to provide payslips. Enquiring if provider can create appointments for the sole purpose of requesting payslips, if continuous request for payslips violates section of Workforce Australia Services Deed of Standing Offer 2022-2028. Concerned provider's reaction will negatively impact participant as a result of complaint and refusing to provide payslips - wants to know what measures are in place to avoid negative impact. Attached documents from participant. POI has NOT been confirmed in email chain, no phone number provided to make outbound contact. Employment Service Officer (ESO) sent Outbound Email to Participant 20/06/2024 (attached to CRM). Email included the

following: Complaint recorded Provider can ask for payslips, not required to provide. Provider cannot ask participant to attend appointment solely for purpose of giving payslips Options to escalate complaint

**Case Topics**

Provider requesting evidence > Payslips / Employment Evidence

**Note Proof of Identity**

<b>Note POI ID</b>	NPOI-000000700578		
<b>Created By</b>	s 22(1)	<b>Created On</b>	20/06/2024 10:46 AM
<b>POI Completed?</b>	s 22(1)		



# Case Report

Case Number: CAS-1633628-G2V0J8

## Agent Details

Created By s 22(1) Created On 21/06/2024 9:23 AM

## Case Details

Case Title	Complaint		
Case Type	Complaint		
Primary Topic	Provider Service		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	s 47G(1)(a)
Site Name	s 47G(1)(a)

## Case Notes

Created By s 22(1) Created On 21/06/2024 9:36 AM

Note Subject Complaint

Proof of Identity (POI) confirmed.  
Participant called the National Customer Service Line (NCSL) to say that her provider is constantly asking for payslips.  
Participant has read in various google searches that this is not required and participant is reporting to both Centrelink and Workforce Australia.  
Participant has offered to provide her contract and rosters and even advised can call her employer, but they are insisting on payslips and does not feel comfortable provider this to them.  
Participant was looking for more concrete information from the department that states that she does not need to provide payslips and direct the provider to it.  
CSO advised it is not mandatory to provide payslips, but we do suggest as has been offered by the participant to provide some type of evidence to the provider which should be sufficient along with the reporting to Centrelink and Workforce Australia.  
CSO checked the guidelines and dewr.gov.au and google but nothing in regard to not providing payslips that we could direct to the participant as written evidence to support this.

CSO also checked with CSO Support and they also reached out and looked for some evidence to provide, however it was advised that as it is not mandatory to provide the payslips there is not guidelines or written documents that we can provide to direct this to the provider.

CSO advised participant of the same but advised that we can record feedback in regard to this and as the first step of the complaints process is we suggest speaking to the Site Manager of the provider by calling the general number for Busy at Work and ask to speak to the Site Manager of the s 47G(1)(a) office and we the department can follow up with a phone call to participant within 3 business days (25/06/2024) to see if all has been resolved and if not we can provide advice on what the next step can be.

CSO advised all providers have their own complaints and resolution processes and speaking to the Site Manger if willing to may resolve the issue much quicker and advise the Site Manager has spoken to the department who acknowledge that payslips are not a mandatory requirement.

Participant understood and will call the Site Manager to see if this can be resolved.

NFA

<b>Created By</b>	s 22(1)	<b>Created On</b>	25/06/2024 11:27 AM
<b>Note Subject</b>	Participant Dissatisfaction follow up call		
ESO made outbound call to participant on 25/06/2024 at 11:25am to s 47F(1) Participant did not answer. Voice mail was left. Email sent to participant.			

**Case Topics**

Provider Service > Inappropriate or inadequate service

Provider requesting evidence > Payslips / Employment Evidence

**Note Proof of Identity**

<b>Note POI ID</b>	NPOI-000000703608		
<b>Created By</b>	s 22(1)	<b>Created On</b>	21/06/2024 9:36 AM
<b>POI Completed?</b>	Yes		
<b>Note POI ID</b>	NPOI-000000710843		
<b>Created By</b>	s 22(1)	<b>Created On</b>	25/06/2024 11:27 AM
<b>POI Completed?</b>	No		



# Case Report

Case Number: CAS-1642199-K9H8Q5

## Agent Details

Created By s 22(1) Created On 27/06/2024 9:54 AM

## Case Details

Case Title	Email: complaint - provider asking for payslips		
Case Type	Complaint		
Primary Topic	Provider requesting evidence		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Other
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	s 47G(1)(a)
Site Name	s 47G(1)(a)

## Case Notes

Created By s 22(1) Created On 27/06/2024 10:27 AM

Note Subject Email: complaint - provider asking for payslips

s 22(1)

.Email Received from the Participant in Digital Services Contact Centre (DSCC) mailbox on 26/06/2024 (attached to CRM). Email included the following: Provider is s 47G(1)(a), consultant s 47F(1) recently started moving from WFA online to be with provider starting part-time work 1/07/2024. Provider is blackmailing/demanding they provide payslips so the provider can earn commission/bonus. Provider refusing to do phone appointments unless they provide payslips. Attending appointments after 1/07/2024, will affect employment resolution options - transfer back to WFA online, force provider to do phone appointments or send invoice to provider for list income due to attending appointments. POI has NOT been confirmed in email chain, no phone number provided to make outbound contact. Employment Service Officer (ESO) sent Outbound Email to Participant 27/06/2024 (attached to CRM). Email included the following: Complaint recorded. Provider can ask for payslips, but participant does not have to provide them. Paid work is a valid excuse for not attending appointment - try to advise provider before appointment if

possibleComplaint optionsCannot return to WFA online - only allowed 12 months on WFA online, cannot return once with provider

**Case Topics**

Provider requesting evidence > Payslips / Employment Evidence

**Note Proof of Identity**

Note POI ID	NPOI-000000716777		
Created By	s 22(1)	Created On	27/06/2024 10:27 AM
POI Completed?	s 22(1)		



# Case Report

Case Number: CAS-1644133-C5H7J8

## Agent Details

Created By s 22(1) Created On 27/06/2024 11:47 PM

## Case Details

Case Title	Complaint/Transfer - Better Servicing/Provider feedback		
Case Type	Complaint		
Primary Topic	Provider requesting evidence		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	Max Employment
Site Name	Launceston

## Case Notes

Created By s 22(1) Created On 27/06/2024 11:53 PM

Note Subject Complaint/Transfer - Better Servicing/Provider feedback

Participant contacted the National Customer Service Line (NCSL) to request a better servicing transfer and provide feedback regarding: Staff Behaviour Participant was unhappy as the provider has been continually requesting payslips, which is making the participant uncomfortable, and they do not wish to provide this The participant has provided their employers contact details, but not given permission for the employer to release the payslips Customer Service Officer (CSO) advised Participant of the Provider's feedback process and the NCSL Complaints Process. Has complainant spoken to Site Manager (or attempted to): The participant has requested a different Employment Consultant because of this, however they are always assigned the same persons there a payment suspension: No Outcome Requested: Participant wished to provide feedback and complete a Better Servicing transfer CSO determined that Participant has no outstanding compliance or re-engagement requirements and is eligible for Workforce Australia Services (PRO6) PARTICIPATION PROFILE – Activity Tested? FTAT COMPLIANCE HISTORY – Source's payments are currently suspended? In warning zone etc.? No INCIDENT REPORT? No REFERRAL HISTORY – Has source transferred under Better Servicing more than once recently? Does Source have a Dual Referral? No JOB REFERRAL DETAILS – Has provider recently referred Source to a job? No EMPLOYMENT FUND – Has provider made appropriate spending commitments? Yes HEAD AGREEMENT

SEARCH – Does the Participant have a current Wage Subsidy? No CSO actioned transfer, gave the Participant details of the appointment and site phone number and advised of non-attendance consequences. No further action

**Case Topics**

Provider requesting evidence > Payslips / Employment Evidence

Provider Service > Dissatisfied with Employment Consultant allocated by Provider

**Note Proof of Identity**

Note POI ID	NPOI-000000719624		
Created By	s 22(1)	Created On	27/06/2024 11:53 PM
POI Completed?	Yes		





# Case Report

Case Number: CAS-1644418-Q4B2W6

## Agent Details

Created By s 22(1) Created On 28/06/2024 11:10 AM

## Case Details

Case Title	Email: provider asking for payslips		
Case Type	Complaint		
Primary Topic	Provider requesting evidence		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Other
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	CVGT Employment
Site Name	Kyneton

## Case Notes

Created By s 22(1) Created On 28/06/2024 11:32 AM

Note Subject Email: provider asking for payslips

s 22(1)

.Email Received from the Participant in Digital Services Contact Centre (DSCC) mailbox on 06/06/2024 (attached to CRM). Email included the following: JSID advised, name of provider not advised. Provider asking for payslips. Has permanent part time job. Payment on hold. Wants to report provider and have payment re-installed. POI has NOT been confirmed in email chain, no phone number provided to make outbound contact. Employment Service Officer (ESO) sent Outbound Email to Participant 28/06/2024 (attached to CRM). Email included the following: Providers can ask for payslips, but not required to supply them. Contact NCSL to escalate complaint if payment placed on hold for not supplying payslips.

## Case Topics

Provider requesting evidence > Payslips / Employment Evidence

Note Proof of Identity			
Note POI ID	NPOI-000000720202		
Created By	s 22(1)	Created On	28/06/2024 11:32 AM
POI Completed?	s 22(1)		



# Case Report

Case Number: CAS-1644433-D9Z8Y1

## Agent Details

Created By s 22(1) Created On 28/06/2024 1:13 AM

## Case Details

Case Title	Provider Complaint		
Case Type	Complaint		
Primary Topic	Provider Service		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	s 47G(1)(a)
Site Name	s 47G(1)(a)

## Case Notes

Created By s 22(1) Created On 28/06/2024 1:28 AM

Note Subject Provider Complaint

Participant called the Contact Centres Branch (CCB) Proof of Identity confirmed. Participant: Participant is dissatisfied with their previous provider s 47G(1)(a) contacted via phone (27/06/2024) while the participant while driving, participant advised they didn't feel comfortable driving on the phone and disconnected the call, s 47G(1)(a) kept calling another 2 times afterwards s 47G(1)(a) consultants s 22(1) and s 22(1) contacted their provider asking for the participant's payslips from March 24th to current date (s 22(1) contacted via phone and s 22(1) contacted via email) Participant has been removed from their services since 03/06/2024 and doesn't understand why they are still being contacted and requesting information from their employer While the participant was under their services they had an appointment booked for either 3pm or 3:45 pm but was contacted at 5:18pm from a private number and was the participant didn't answer as it was past 5pm and from a private number their payments we're placed on hold Participant never felt supported while under the services and is wanting someone to speak to the provider to tell them they are in the wrong and for them to stop contacted the participant Participant has an appointment to speak to the RM (regional manager) to discuss their complaint and concerns Employment Service Officer (ESO): The provider shouldn't be contacted the participant as they've since left their services Participant has the right to raise a formal complaint - ESO explained the formal complaints

process and advised that CCB wouldn't contact the provider to tell them what they've done wrong but to start a conversation with the manager and participant to discuss the concerns. As the participant has an appointment with the RM to have that discuss first and if the participant isn't satisfied with the outcome or doesn't receive a call to contact back to discuss going through with the formal complaint. Participant understood. No Further Action Required.

**Case Topics**

Provider requesting evidence > Payslips / Employment Evidence

Provider Service > Unprofessional behaviour by Provider

Provider Service > Inappropriate or inadequate service

Provider Service

**Note Proof of Identity**

Note POI ID NPOI-000000720181

Created By s 22(1)

Created On

28/06/2024 1:28 AM

POI Completed? Yes



# Case Report

Case Number: CAS-1644943-N6H4Z0

## Agent Details

Created By s 47F(1) Created On 28/06/2024 3:41 AM

## Case Details

Case Title	Provider Complaint		
Case Type	Complaint		
Primary Topic	Provider requesting evidence		
Self-Harm Indicated	No	Abusive Language Used	No
Record Status	Problem Solved		

## Interaction Details

Receipt Method	CSL Telephone
Source Type	Job Seeker
Target Type	Employment Services Provider

## Customer Details

Customer Name	s 47F(1)
Job Seeker ID	
Organisation Name	s 47G(1)(a)
Site Name	s 47G(1)(a)

## Case Notes

Created By s 22(1) Created On 28/06/2024 3:46 AM

Note Subject Provider Complaint

Participant called the Contact Centres Branch (CCB) Proof of Identity confirmed. Participant: Participant is on an exemption and is still being contacted by their provider asking for payslips Employment Service Officer (ESO): Provider shouldn't be getting contacted by their provider as they are on an exemption - the provider can ask for payslips if the participant wasn't on an exemption but doesn't need to supply them if they don't wish to Participant can speak to the SM regarding their concerns ESO can request from manage to get an approval for a transfer Participant can raise a formal complaint if they wish Participant advised they will just ignore the calls from their provider and if it continues they will go see the SM to discuss further No Further Action Required.

## Case Topics

Provider requesting evidence > Payslips / Employment Evidence  
Provider Service > Inappropriate or inadequate service  
Provider requesting evidence

Note Proof of Identity			
Note POI ID	NPOI-000000720946		
Created By	s 22(1)	Created On	28/06/2024 3:46 AM
POI Completed?	Yes		





# State Network Weekly Email

**SAVE THIS DOCUMENT ON YOUR DRIVE BEFORE EDITING**

**DO NOT OVERWRITE THIS VERSION**

Message template – please use the format below for your messaging, do not include tables

The Provider Content and Engagement team is in the process of updating the input form to remove some duplication of effort/unnecessary information. We appreciate your patience while this occurs.

## For Action

**Enter Item Title - Targeted Compliance Framework – Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests**

**Program: Workforce Australia Services**

Continuing the Compliance team's ongoing program assurance activity following identification and subsequent removal of demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue points towards a clients PBAS target.

Additionally, the Compliance team regularly identifies cases where a provider appointment has been scheduled for the primary purpose of obtaining payslips, proof of employment or medical certificates. Provider appointments must not be booked for the primary purpose of requesting proof of employment or medical certificates.

Providers must ensure that the compellable requirements are not set, and Targeted Compliance Framework (TCF) is not used for the purpose of obtaining medical evidence or payslips.

Providers have been reminded through the [Provider Portal](#) that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

The Compliance team have also consistently identified, and subsequently removed demerits for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

### The Assurance Activity

As part of this new assurance activity when the Compliance team identifies cases where the TCF has been applied for provider appointments that were scheduled for



inappropriate reasons or where Job Referral tasks have been set incorrectly providers will be asked for reasons for why these bookings and requests have been made.

Individual responses for each client must be provided. A blanket explanation will not be accepted.

Providers will be asked to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Advice on the correct application of the above activities and actions can be found on the [Provider Portal](#).

If your provider has any questions or issues, the Compliance team are happy for the State Network to forward queries directly or providers can contact the Compliance team via Question manager using the topic of *Targeted Compliance Framework* and the Question Summary being *Inappropriate TCF application of Provider Appointments Job Referrals and Evidence requests*.

### Action

**By COB Day, 5 July 2024:**

1. Email your provider using the 'Provider Email' template available at - **O:\National Business\Targeted Compliance Framework\TCF Non-Compliance Weekly Data>Email Template**
2. Attach the individual Provider Data spreadsheet available at - **O:\National Business\Targeted Compliance Framework\TCF Non-Compliance Weekly Data\Provider Data 3 JUNE - 14 JUNE**
3. Please Bcc or forward your email to [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)
4. We ask that **Providers reply by - 12 JULY** - directly to [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au).
5. If they send to you, please forward as soon as you're able to [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au).

**Contacts:** s 22(1)

, [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)



# State Network Weekly Email

**SAVE THIS DOCUMENT ON YOUR DRIVE BEFORE EDITING**

**DO NOT OVERWRITE THIS VERSION**

Message template – please use the format below for your messaging, do not include tables

The Provider Content and Engagement team is in the process of updating the input form to remove some duplication of effort/unnecessary information. We appreciate your patience while this occurs.

## For Action

**Enter Item Title - Targeted Compliance Framework – Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests**

**Program: Workforce Australia Services**

Continuing the Compliance team's ongoing program assurance activity following identification and subsequent removal of demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue points towards a clients PBAS target.

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### The Assurance Activity

As part of this new assurance activity when the Compliance team identifies cases where the TCF has been applied for provider appointments that were scheduled for

inappropriate reasons or where Job Referral tasks have been set incorrectly providers will be asked for reasons for why these bookings and requests have been made.

Individual responses for each client must be provided. A blanket explanation will not be accepted.

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- Correctly booking and resulting Job Referral tasks,

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If your provider has any questions or issues, the Compliance team are happy for the State Network to forward queries directly or providers can contact the Compliance team via Question manager using the topic of *Targeted Compliance Framework* and the Question Summary being *Inappropriate TCF application of Provider Appointments Job Referrals and Evidence requests*.

### Action

**By COB Day, 18 June 2024:**

1. Email your provider using the 'Provider Email' template available at - **O:\National Business\Targeted Compliance Framework\TCF Non-Compliance Weekly Data>Email Template**
2. Attach the individual Provider Data spreadsheet available at - **O:\National Business\Targeted Compliance Framework\TCF Non-Compliance Weekly Data\Provider Data 20 MAY - 31 MAY**
3. Please Bcc or forward your email to [jcompliance@dewr.gov.au](mailto:jcompliance@dewr.gov.au)
4. Once you have received the "Provider Explanation" data please return this directly to [jcompliance@dewr.gov.au](mailto:jcompliance@dewr.gov.au) as soon as you're able.

**Contacts:** s 22(1)

[jcompliance@dewr.gov.au](mailto:jcompliance@dewr.gov.au)

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests - GLOBAL SKILLS  
**Date:** Wednesday, 12 June 2024 9:13:00 AM  
**Attachments:** [Global Skills - 20 - 31 May .xlsx](#)  
[image001.jpg](#)

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Dear s 22(1)

The Compliance Teams is commencing a new ongoing program assurance activity.

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

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Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

As part of the new assurance activity, where the Compliance Team identifies cases where the TCF has been applied for provider appointments that were scheduled for inappropriate reasons or where Job Referral Tasks have been set incorrectly, we will be asking for reasons for why these bookings and requests have been made. We ask that individual responses for each client be provided. A blanket explanation will not be accepted.

We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral tasks,
- Please provide your responses no later than **7 June 2024** directly to: [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services:

[Workforce Australia Services \(ecsnaccess.gov.au\)](https://ecsnaccess.gov.au).

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Kind regards

s 22(1)  
 Delivery and Employer Engagement Officer

Sydney, South East NSW/ACT | NSW/ACT State Office  
 Workforce Australia Provider Support Division  
 Australian Government Department of Employment and Workplace Relations

*Please note, I work part time and am out of the office on Tuesdays.*

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The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

s 22(1)

Question/issue	Provider Response
Requesting payslips/med certs.	

s 22(1)

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** s 47G(1)(a) - Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
 [SETC=OFFICIAL]  
**Date:** Tuesday, 11 June 2024 12:33:49 PM  
**Attachments:** s 47G(1)(a)

---

Good afternoon s 22(1)

The Compliance team as part of their ongoing program assurance has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

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Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

As part of the new assurance activity, where the Compliance Team identifies cases where the TCF has been applied for provider appointments that were scheduled for inappropriate reasons or where Job Referral Tasks have been set incorrectly, we will be asking for reasons for why these bookings and requests have been made. We ask that individual responses for each client be provided. A blanket explanation will not be accepted.

We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral tasks,

Please provide your responses no later than **25 June 2024** directly to:

[jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services:

[Workforce Australia Services \(ecsnaaccess.gov.au\)](https://ecsnaaccess.gov.au).

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Regards,

s 22(1)

**Senior Delivery and Engagement Officer**

Workforce Australia Provider Support Division | Bendigo Regional Office  
Australian Government Department of Employment and Workplace Relations  
Phone s 22(1) | Mobile s 22(1)

[www.dewr.gov.au](http://www.dewr.gov.au)



Incident date	JSID	State	Site	Provider
s 22(1)				

11/01/2024	s 47F(1)	NSW	s 47G(1)(a)	s 47G(1)(a)
s 22(1)				

Event	Question/issue
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s 22(1)

Provider Appointment Failure to Attend	Requesting payslips/med certs.
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s 22(1)

Provider Response

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
s 22(1)  
**Subject:** VVFT - Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
[SEC=OFFICIAL]  
**Date:** Friday, 10 May 2024 11:21:34 AM  
**Attachments:** s 47G(1)(a)

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Good morning s 22(1)

The Compliance Teams is commencing a new ongoing program assurance activity.

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

Additionally, we regularly identify cases where a provider appointment has been scheduled for the primary purpose of obtaining payslips or proof of employment or medical certificates. Provider appointments must not be booked for the primary purpose of requesting proof or employment or medical certificates. Providers must ensure that the compellable requirements are not set and Targeted Compliance Framework is not used for the purpose of obtaining medical evidence or payslips.

Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

As part of the new assurance activity, where the Compliance Team identifies cases where the TCF has been applied for provider appointments that were scheduled for inappropriate reasons or where Job Referral Tasks have been set incorrectly, we will be asking for reasons for why these bookings and requests have been made. We ask that individual responses for each client be provided. A blanket explanation will not be accepted.

We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral

tasks,

- Please provide your responses no later than **15 May 2024** directly to:  
[jcompliance@dewr.gov.au](mailto:jcompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services:

[Workforce Australia Services \(ecsnaccess.gov.au\)](https://ecsnaccess.gov.au).

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Regards,

s 22(1)

**Senior Delivery and Engagement Officer**

Workforce Australia Provider Support Division | Bendigo Regional Office  
Australian Government Department of Employment and Workplace Relations  
Phone s 22(1) | Mobile s 22(1)

[www.dewr.gov.au](http://www.dewr.gov.au)

Incident date	JSID	STATE	Site	Provider
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s 22(1)

23/04/2024	s 47F(1)	VIC	s 47G(1)(a)	s 47G(1)(a)
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s 22(1)

Event	Question/issue
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s 22(1)

Provider Appointment Failure to Attend	Requesting payslips/med certs
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s 22(1)

Provider response



**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** s 47G(1)(a) - Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
**Date:** Wednesday, 19 June 2024 6:13:40 PM  
**Attachments:** s 47G(1)(a)  
[image001.jpg](#)

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Good afternoon s 22(1)

Continuing the Compliance Team's ongoing TCF application assurance activity.

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

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Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

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We ask that individual responses for each client be provided. A blanket explanation will not be accepted.

We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting of voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral tasks,
- Please provide your responses no later than **24 June 2024** directly to:  
[jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services:

[Workforce Australia Services \(ecsnaaccess.gov.au\)](https://ecsnaaccess.gov.au).

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Kind regards

s  
22(1)

Senior Delivery and Engagement Officer  
Workforce Australia Provider Support Division | WMER, NWMER

Employment and Workforce Group | Victoria State Office  
Australian Government Department of Employment and Workplace Relations  
s 22(1)

[www.dewr.gov.au](http://www.dewr.gov.au)

Incident date	JSID	State	Site	Provider
19/04/2024	s 47F(1)	VIC	s 47G(1)(a)	s 47G(1)(a)
13/03/2024	s 47F(1)	VIC	s 47G(1)(a)	s 47G(1)(a)

Event	Question/issue	Provider Response
Provider Appointment Failure to Attend	Requesting payslips/med certs.	
Provider Appointment Failure to Attend	Requesting payslips/med certs.	

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1) ; s 22(1)  
**Subject:** SALV 3 June - 14 June Data Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
**Date:** Monday, 8 July 2024 10:54:31 AM  
**Attachments:** [Salvation Army 3 -14 June .xlsx](#)

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Continuing the Compliance Team's ongoing TCF application assurance activity.

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

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Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

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- Correct booking and providing of complete information, and resulting of Job Referral tasks,
- Please provide your responses no later than **12 July 2024** directly to:  
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Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services:

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As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Kind regards

s 22(1)

**Senior Delivery and Engagement Officer**

**Workforce Australia Provider Support Division | Victoria**

**Employment and Programs Group**

**Australian Government Department of Employment and Workplace Relations**

s 22(1)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Incident date	JSID	State	Site	Provider
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s 22(1)

18/04/2024	s 47F(1)	NSW	The Salvation Army Employment Plus TORONTO	The Salvation Army Employment Plus
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s 22(1)

s 22(1)

12/06/2024	s 47F(1)	QLD	The Salvation Army Employment Plus INDOOROOPILLY	The Salvation Army Employment Plus
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s 22(1)



Event	Question/issue	Provider Response
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s 22(1)

Provider Appointment Failure to Attend	Requesting payslips/med certs.	
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s 22(1)

s 22(1)

Activity Failure to Attend	Requesting payslips/med certs.	
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s 22(1)

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1) s 22(1)  
**Subject:** SALV 3 June - 14 June Data Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
**Date:** Monday, 8 July 2024 10:54:31 AM  
**Attachments:** [Salvation Army 3 -14 June .xlsx](#)

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Continuing the Compliance Team's ongoing TCF application assurance activity.

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[jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)

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Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Kind regards

s 22(1)

**Senior Delivery and Engagement Officer**

**Workforce Australia Provider Support Division | Victoria**

**Employment and Programs Group**

**Australian Government Department of Employment and Workplace Relations**

s 22(1)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Incident date	JSID	STATE	Site
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s 22(1)

30/04/2024	s 47F(1)	VIC	The Salvation Army Employment Plus EPPING
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s 22(1)

Provider	Event	Question/issue
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s 22(1)

The Salvation Army Employment Plus	Provider Appointment Failure to Attend	Requesting payslips/med certs
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s 22(1)

**Provider response**

s 22(1)

**From:** s 22(1)  
**To:** s 22(1)  
**Cc:** s 22(1)  
**Subject:** VEC Inappropriate TCF application of Provider Appointments, Job Referrals and Evidence requests  
**Date:** Wednesday, 12 June 2024 10:18:45 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[WORKSKIL\\_AUSTRALIA - 20 - 31\\_May\\_.xlsx](#)

OFFICIAL: Sensitive

Good mornings 22(1)

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

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Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

As part of the new assurance activity, where the Compliance Team identifies cases where the TCF has been applied for provider appointments that were scheduled for inappropriate reasons or where Job Referral Tasks have been set incorrectly, we will be asking for reasons for why these bookings and requests have been made. We ask that individual responses for each client be provided. A blanket explanation will not be accepted.

We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral tasks,
- Please provide your responses no later than **21 June 2024** directly to: [jscompliance@dewr.gov.au](mailto:jscompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services: [Workforce Australia Services \(ecsnaaccess.gov.au\)](https://ecsnaaccess.gov.au).

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

Thank you and kind regards

s 22(1)  
Delivery and Engagement Officer

South Australia State Office – Karna Country  
 Workforce Australia Provider Support Division  
 Australian Government Department of Employment and Workplace Relations  
 s 22(1)  
[dewr.gov.au](https://dewr.gov.au)  
 Ally

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.





OFFICIAL: Sensitive

Incident date	JSID	State	Site	Provider
s 22(1)				

17/05/2024	s 47F(1)	WA	WORKSKIL AUSTRALIA GOSNELLS	WORKSKIL AUSTRALIA LTD.
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s 22(1)

Event	Question/issue	Provider Response
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s 22(1)

Provider Appointment Failure to Attend	Requesting payslips/med certs	
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s 22(1)

Incident date	JSID	STATE	Site
17/04/2024	s 47F(1)	WA	WORKSKIL AUSTRALIA MIRRABOOKA

s 22(1)

Provider	Event	Question/issue
WORKSKIL AUSTRALIA LTD.	Provider Appointment Failure to Attend	Requesting payslips/med certs

s 22(1)

Provider response

From: s 22(1)  
To: s 22(1)  
Cc: s 22(1)  
Subject: TCF - inappropriate TCF application or provider appointments, also remedies and evidence requests  
Date: Friday, 10 May 2024 5:11:18 PM  
Attachments: WORKFORCE AUSTRALIA LTD 22 APSTII - 3 MAY.svs  
sbs001.svs

Re: s 22(1)

The Compliance Team is commencing a new ongoing program assurance activity.

The Compliance team has identified and subsequently removed demerits for **voluntary activities** being recorded as **mandatory provider appointments**. For example: compellable Provider Appointments being booked for voluntary activities such as group activities, Jobs Clubs, mentoring sessions, information sessions, resume workshops and other similar activities that could be used to accrue Points towards a clients PBAS target.

Additionally, we regularly identify cases where a provider appointment has been scheduled for the primary purpose of obtaining payslips or proof of employment or medical certificates. Provider appointments must not be booked for the primary purpose of requesting proof of employment or medical certificates. Providers must ensure that the compellable requirements are not set and Targeted Compliance Framework is not used for the purpose of obtaining medical evidence or payslips.

Providers are reminded that compellable provider appointments must only be scheduled for the purpose of providing ongoing one on one support to clients.

We have also consistently identified, and subsequently removed demerits, for incomplete or inappropriate Job Referral tasks that clients have failed to act on. For example, Job Referrals not containing all required information, such as employer phone numbers, contact names and addresses.

As part of the new assurance activity, where the Compliance Team identifies cases where the TCF has been applied for provider appointments that were scheduled for inappropriate reasons or where Job Referral Tasks have been set incorrectly, we will be asking for reasons for why these bookings and requests have been made. We ask that individual responses for each client be provided. A blanket explanation will not be accepted. We also require Providers to familiarise themselves with TCF requirements in relation to:

- Correctly booking and resulting provider appointments,
- Correctly booking and resulting Job Referral tasks,

Attached is a spreadsheet with appointments that the Compliance team has identified as being incorrectly or inappropriately booked or resulted by your organisation.

To reduce and correct these actions please make sure:

- All staff are aware of the correct booking and resulting voluntary activities,
- Correct booking and providing of complete information, and resulting of Job Referral tasks,
- Please provide your responses no later than **15 May 2024** directly to: [scompliance@dewr.gov.au](mailto:scompliance@dewr.gov.au)

Advice on the correct application of the above activities and actions can be found on the Provider Portal, Workforce Australia Services: [Workforce Australia Services \(econnect.gov.au\)](https://workforceaustralia.gov.au)

As stated above this will be an ongoing weekly program assurance activity. The Compliance team will review the returned data and ongoing sourced data on a continuous basis, the expectation is that the data should trend down on a continual basis.

Please contact the DEWR Compliance Team via Question Manager, using the Targeted Compliance Framework tag if you require further information.

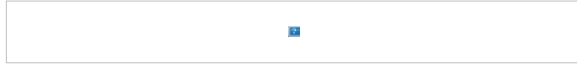
Thank you and kind regards

s 22(1)  
Delivery and Engagement Officer

South Australia State Office – Kaurna Country  
Workforce Australia Provider Support Division  
Australian Government Department of Employment and Workplace Relations

s 22(1)  
[dewr.gov.au](https://dewr.gov.au)

Aby



The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.



**Australian Government**  
**Department of Employment  
and Workplace Relations**

Our Ref: ES-22-0042

s 22(1)

Ms Karen Rainbow  
Chief Executive Officer – Employment Services  
Serendipity (WA) Pty Ltd  
s 22(1)

**By Email:** s 22(1)

Dear Ms Rainbow,

**Notice of Direction and Request for Information  
Workforce Australia Services Deed of Standing Offer 2022-2028**

I refer to the Workforce Australia Services Deed of Standing Offer 2022-2028 between the Commonwealth of Australia, as represented by the Department of Employment and Workplace Relations (ABN 96 584 957 427) (the **Department**) and Serendipity (WA) Pty Ltd (ABN 64 0262 160 614) (**your organisation**) executed on 23 March 2022 (the **Deed**), and to the separate contract formed when the Department issued your organisation a Work Order under clause 9.1 of the Deed on 1 July 2022 (the **Head Licence**).

Unless indicated otherwise, capitalised terms in this Notice have the same meaning(s) given to them in the Deed.

**Background**

The Department has recently undertaken a review of complaints received from Participants serviced by your organisation which suggests that employees of your organisation are currently engaging in behaviours that may be in breach of the Deed and the Workforce Australia Guidelines (the **Guidelines**).

In some instances, the Department has previously referred complaints to your organisation where Participants have reported that, in requesting payslips from them, Employment Consultants employed by your organisation are threatening the use of the Targeted Compliance Framework if Participants do not comply with the request to produce payslips.



Further, the Department holds evidence of this behaviour recorded by Employment Consultants in the Department IT Systems. This evidence suggests that Employment Consultants employed by your organisation are booking appointments for Participants with the intention of compelling them to provide payslips, recording demerits if the Participant does not supply the requested payslips and subsequently removing the demerits once payslips have been provided.

The Department has issued multiple communications to Providers via the Provider Portal, in June 2023 and again in April 2024, outlining that Providers are not to engage in this type of behaviour.

As you are aware, demerits are only to be applied if a Participant commits a Mutual Obligation Failure without a Valid Reason. Moreover, the Deed obliges your organisation to act in fairly and reasonably towards Participants and in a manner that does not bring the Services into disrepute.

Your organisation may ask Participants for pay slips if required. However, Participants are under no obligation to provide this information and must not be threatened or penalised in any way should they decline to supply them.

### **Program Assurance Activity**

Based on the above information, pursuant to clause 49.1 of the Deed, the Department has commenced a Program Assurance Activity in relation to your organisation's conduct in obtaining payslips. To assist the Department in undertaking the Program Assurance Activity, pursuant to clause 50.2 of the Deed, the Department is seeking additional information from your organisation as outlined in Attachment A.

The Department requires your organisation to provide the information outlined in Attachment A by 2 August 2024.

### **Direction**

The Department hereby directs your organisation, in accordance with clause 22.1(b) of the Deed, to take the following steps:

- a) immediately notify staff within your organisation that:
  - a. they cannot:
    - i. use, or threaten to use, the Targeted Compliance Framework; or
    - ii. withhold, or threaten to withhold, Employment Fund support, in order to pressure any Participant to supply payslips; and
  - b. while they may ask Participants for their payslips, Participants can decline the request and no adverse action must be taken against any Participant; and
- b) within 5 Business Days, provide evidence to the Department that demonstrates that this direction has been communicated to your organisation's staff, including how and when.

Please note that the Department may take formal action under the Deed if your organisation fails to comply with this direction, and/or its performance against this direction is less than satisfactory. The Department will do so in keeping with the scope and scale of the relevant failure to comply.

The Department takes these complaints very seriously, and any future complaints received by the Department in relation to the conduct identified above or similar conduct, will be investigated by the Department as a matter of priority.

The Department reserves all of its rights under the Deed and at law in relation to the matter.

If you have any questions regarding this letter, please reach out to your Provider Lead, s 22(1) on s 22(1) or s 22(1) .

Yours sincerely

s 22(1)

s 22(1)

Assistant Secretary

Quality Assurance and Risk Management Branch

5 July 2024

**Attachment A**

Clause 50.2 of the Workforce Australia Services Deed outlines that where the department is undertaking Program Assurance Activities, Providers must in accordance with any request by the department, provide assistance to the department to undertake any activities.

**Request for Information**

1. In relation to the complaints from Participants outlined in Attachment B, your organisation has previously been notified of these complaints by the Department. While the Department has been notified of the outcome of the complaint, it now requires your organisation to provide further detail on the steps taken by your organisation at the time of the complaint, including:
  - what rectification actions your organisation took with its employees as a result of the complaint; and
  - what, if any, organisational changes your organisation implemented in response to the complaint.
  
2. The Department has reviewed data recorded by your organisation in the Department's IT Systems regarding Participant appointments that include comments that indicate appointments are being set for the Participant for the purpose of obtaining payslip information and that demerits are being applied inappropriately. For each of the appointments referred to at Attachment C, your organisation is required to provide the following information:
  - an explanation as to why the appointment was set;
  - an explanation as to why the consultant applied a demerit and made the comment relating to the requirement for a payslip to be provided, and
  - what rectification actions your organisation has taken to address the behaviours identified through this review.

**Request for Documentary Evidence**

1. Provide any Documentary Evidence that supports your organisation's response to the information provided in Attachment B and Attachment C.



**Australian Government**  
**Department of Employment  
and Workplace Relations**

Our Ref: ES-22-0031

s 22(1)

s 22(1)

s 47G(1)(a)

**By Email:** s 22(1)

Dear s 22(1)

**Notice of Direction and Request for Information  
Workforce Australia Services Deed of Standing Offer 2022-2028**

I refer to the Workforce Australia Services Deed of Standing Offer 2022-2028 between the Commonwealth of Australia, as represented by the Department of Employment and Workplace Relations (ABN 96 584 957 427) (the **Department**) s 47G(1)(a)

Unless indicated otherwise, capitalised terms in this Notice have the same meaning(s) given to them in the Deed.

**Background**

The Department has recently undertaken a review of complaints received from Participants serviced by your organisation which suggests that employees of your organisation are currently engaging in behaviours that may be in breach of the Deed and the Workforce Australia Guidelines (the **Guidelines**).

In some instances, the Department has previously referred complaints to your organisation where Participants have reported that, in requesting payslips from them, Employment Consultants employed by your organisation are threatening the use of the Targeted Compliance Framework, and also in some cases, threatening to withhold funding from the Employment Fund, if Participants do not comply with the request to produce payslips.

Further, the department holds evidence of this behaviour recorded by Employment Consultants in the Department IT Systems. This evidence suggests that Employment Consultants employed by your organisation are booking appointments for Participants with the intention of compelling them to provide payslips, recording demerits if the Participant does not supply the requested payslips and subsequently removing the demerits once payslips have been provided.

The Department has issued multiple communications to Providers via the Provider Portal, in June 2023 and again in April 2024, outlining that Providers are not to engage in this type of behaviour.

As you are aware, demerits are only to be applied if a Participant commits a Mutual Obligation Failure without a Valid Reason. Moreover, the Deed obliges your organisation to act in fairly and reasonably towards Participants and in a manner that does not bring the Services into disrepute.

Your organisation may ask Participants for pay slips if required. However, Participants are under no obligation to provide this information and must not be threatened or penalised in any way should they decline to supply them.

### **Program Assurance Activity**

Based on the above information, pursuant to clause 49.1 of the Deed, the Department has commenced a Program Assurance Activity in relation to your organisation's conduct in obtaining payslips. To assist the Department in undertaking the Program Assurance Activity, pursuant to clause 50.2 of the Deed, the department is seeking additional information from your organisation as outlined in Attachment A.

The department requires your organisation to provide the information outlined in Attachment A by 18 July 2024.

### **Direction**

The Department hereby directs your organisation, in accordance with clause 22.1(b) of the Deed, to take the following steps:

- a) immediately notify staff within your organisation that:
  - a. they cannot:
    - i. use, or threaten to use, the Targeted Compliance Framework; or
    - ii. withhold, or threaten to withhold, Employment Fund support, in order to pressure any Participant to supply payslips; and
  - b. while they may ask Participants for their payslips, Participants can decline the request and no adverse action must be taken against any Participant; and
- b) within 5 Business Days, provide evidence to the department that demonstrates that this direction has been communicated to your organisation's staff, including how and when.

Please note that the Department may take formal action under the Deed if your organisation fails to comply with this direction, and/or its performance against this direction is less than satisfactory. The Department will do so in keeping with the scope and scale of the relevant failure to comply.

The Department takes these complaints very seriously, and any future complaints received by the Department in relation to the conduct identified above or similar conduct, will be investigated by the Department as a matter of priority.

The Department reserves all of its rights under the Deed and at law in relation to the matter.

If you have any questions regarding this letter, please reach out to your Provider Lead, s 22(1) on s 22(1) or s 22(1) .

Yours sincerely  
s 22(1)

Assistant Secretary  
Quality Assurance and Risk Management Branch  
20 June 2024

**Attachment A**

Clause 50.2 of the Workforce Australia Services Deed outlines that where the department is undertaking Program Assurance Activities, Providers must in accordance with any request by the department, provide assistance to the department to undertake any activities.

**Request for Information**

1. In relation to the complaints from Participants outlined in Attachment B, your organisation has previously been notified of these complaints by the Department. While the department has been notified of the outcome of the complaint, it now requires your organisation to provide further detail on the steps taken by your organisation at the time of the complaint, including:
  - what rectification actions your organisation took with its employees as a result of the complaint; and
  - what, if any, organisational changes your organisation implemented in response to the complaint.
  
2. The department has reviewed data recorded by your organisation in the Department's IT Systems regarding Participant appointments that include comments that indicate appointments are being set for the Participant for the purpose of obtaining payslip information and that demerits are being applied inappropriately. For each of the appointments referred to at Attachment C, your organisation is required to provide the following information:
  - an explanation as to why the appointment was set;
  - an explanation as to why the consultant applied a demerit and made the comment relating to the requirement for a payslip to be provided, and
  - what rectification actions your organisation has taken to address the behaviours identified through this review.

**Request for Documentary Evidence**

1. Provide any Documentary Evidence that supports your organisation's response to the information provided in Attachment B and Attachment C.



**Australian Government**  
**Department of Employment  
and Workplace Relations**

Our Ref: ES-22-0036

s 22(1)

s 22(1)

s 47G(1)(a)

**By Email:** s 22(1)

Dear s 22(1)

**Notice of Direction and Request for Information  
Workforce Australia Services Deed of Standing Offer 2022-2028**

I refer to the Workforce Australia Services Deed of Standing Offer 2022-2028 between the Commonwealth of Australia, as represented by the Department of Employment and Workplace Relations (ABN 96 584 957 427) (the **Department**) and s 47G(1)(a)

Unless indicated otherwise, capitalised terms in this Notice have the same meaning(s) given to them in the Deed.

**Background**

The Department has recently undertaken a review of complaints received from Participants serviced by your organisation which suggests that employees of your organisation are currently engaging in behaviours that may be in breach of the Deed and the Workforce Australia Guidelines (the **Guidelines**).

In some instances, the Department has previously referred complaints to your organisation where Participants have reported that, in requesting payslips from them, Employment Consultants employed by your organisation are threatening the use of the Targeted Compliance Framework if Participants do not comply with the request to produce payslips.



Further, the Department holds evidence of this behaviour recorded by Employment Consultants in the Department IT Systems. This evidence suggests that Employment Consultants employed by your organisation are booking appointments for Participants with the intention of compelling them to provide payslips, recording demerits if the Participant does not supply the requested payslips and subsequently removing the demerits once payslips have been provided.

The Department has issued multiple communications to Providers via the Provider Portal, in June 2023 and again in April 2024, outlining that Providers are not to engage in this type of behaviour.

As you are aware, demerits are only to be applied if a Participant commits a Mutual Obligation Failure without a Valid Reason. Moreover, the Deed obliges your organisation to act in fairly and reasonably towards Participants and in a manner that does not bring the Services into disrepute.

Your organisation may ask Participants for pay slips if required. However, Participants are under no obligation to provide this information and must not be threatened or penalised in any way should they decline to supply them.

### **Program Assurance Activity**

Based on the above information, pursuant to clause 49.1 of the Deed, the Department has commenced a Program Assurance Activity in relation to your organisation's conduct in obtaining payslips. To assist the Department in undertaking the Program Assurance Activity, pursuant to clause 50.2 of the Deed, the department is seeking additional information from your organisation as outlined in Attachment A.

The Department requires your organisation to provide the information outlined in Attachment A by 31 July 2024.

### **Direction**

The Department hereby directs your organisation, in accordance with clause 22.1(b) of the Deed, to take the following steps:

- a) immediately notify staff within your organisation that:
  - a. they cannot:
    - i. use, or threaten to use, the Targeted Compliance Framework; or
    - ii. withhold, or threaten to withhold, Employment Fund support, in order to pressure any Participant to supply payslips; and
  - b. while they may ask Participants for their payslips, Participants can decline the request and no adverse action must be taken against any Participant; and
- b) within 5 Business Days, provide evidence to the Department that demonstrates that this direction has been communicated to your organisation's staff, including how and when.

Please note that the Department may take formal action under the Deed if your organisation fails to comply with this direction, and/or its performance against this direction is less than satisfactory. The Department will do so in keeping with the scope and scale of the relevant failure to comply.

The Department takes these complaints very seriously, and any future complaints received by the Department in relation to the conduct identified above or similar conduct, will be investigated by the Department as a matter of priority.

The Department reserves all of its rights under the Deed and at law in relation to the matter.

If you have any questions regarding this letter, please reach out to your Provider Lead, s 22(1) on s 22(1) or s 22(1) .

Yours sincerely  
s 22(1)

Assistant Secretary  
Quality Assurance and Risk Management Branch  
3 July 2024

**Attachment A**

Clause 50.2 of the Workforce Australia Services Deed outlines that where the Department is undertaking Program Assurance Activities, Providers must in accordance with any request by the Department, provide assistance to the Department to undertake any activities.

**Request for Information**

1. In relation to the complaint outlined in Attachment B, your organisation has previously been notified of this complaint by the Department. While the Department has been notified of outcome of this complaint, it now requires your organisation to provide further detail on the steps taken by your organisation at the time of the complaint, including:
  - what rectification actions your organisation took with its employees as a result of the complaint; and
  - what, if any, organisational changes your organisation implemented in response to the complaint.
  
2. The department has reviewed data recorded by your organisation in the Department's IT Systems regarding Participant appointments that include comments that indicate appointments are being set for the Participant for the purpose of obtaining payslip information and that demerits are being applied inappropriately. For each of the appointments referred to at Attachment C, your organisation is required to provide the following information:
  - an explanation as to why the appointment was set;
  - an explanation as to why the consultant applied a demerit and made the comment relating to the requirement for a payslip to be provided, and
  - what rectification actions your organisation has taken to address the behaviours identified through this review.

**Request for Documentary Evidence**

1. Provide any Documentary Evidence that supports your organisation's response to the information provided in Attachment B and Attachment C.



**Australian Government**  
**Department of Employment  
and Workplace Relations**

Our Ref: ES-22-0018

s 22(1)

s 22(1)

s 47G(1)(a)

**By Email:** s 22(1)

Dear s 22(1)

**Notice of Direction and Request for Information  
Workforce Australia Services Deed of Standing Offer 2022-2028**

I refer to the Workforce Australia Services Deed of Standing Offer 2022-2028 between the Commonwealth of Australia, as represented by the Department of Employment and Workplace Relations (ABN 96 584 957 427) (the **Department**), and s 47G(1)(a)

Unless indicated otherwise, capitalised terms in this Notice have the same meaning(s) given to them in the Deed.

**Background**

The department has recently undertaken a review of complaints received from Participants serviced by your organisation which suggests that employees of your organisation are currently engaging in behaviours that may be in breach of the Deed and the Workforce Australia Guidelines (the **Guidelines**).

Participants have reported that, Employment Consultants employed by your organisation are threatening the use of the Targeted Compliance Framework, if Participants do not comply with the request to produce payslips.

Further, the department holds evidence of this behaviour recorded by Employment Consultants in the Department IT Systems. This evidence suggests that Employment Consultants employed by your

organisation are booking appointments for Participants with the intention of compelling them to provide payslips, recording demerits if the Participant does not supply the requested payslips and subsequently removing the demerits once payslips have been provided. The department has identified a significant increase in this type of activity occurring within your organisation since February 2024.

The department has issued multiple communications to Providers via the Provider Portal, in June 2023 and again in April 2024, outlining that Providers are not to engage in this type of behaviour.

As you are aware, demerits are only to be applied if a Participant commits a Mutual Obligation Failure without a Valid Reason. Moreover, the Deed obliges your organisation to act fairly and reasonably towards Participants and in a manner that does not bring the Services into disrepute.

Your organisation may ask Participants for pay slips if required. However, Participants are under no obligation to provide this information and must not be threatened or penalised in any way should they decline to supply them.

### **Program Assurance Activity**

Based on the above information, pursuant to clause 49.1 of the Deed, the Department has commenced a Program Assurance Activity in relation to your organisation's conduct in obtaining payslips. To assist the Department in undertaking the Program Assurance Activity, pursuant to clause 50.2 of the Deed, the Department is seeking additional information from your organisation as outlined in Attachment A.

The Department requires your organisation to provide the information outlined in Attachment A by 25 July 2024.

### **Direction**

The Department hereby directs your organisation, in accordance with clause 22.1(b) of the Deed, to take the following steps:

- a) immediately notify staff within your organisation that:
  - a. they cannot:
    - i. use, or threaten to use, of the Targeted Compliance Framework; or
    - ii. withhold, or threaten to withhold, Employment Fund support, in order to pressure any Participant to supply payslips; and
  - b. while they may ask Participants for their payslips, Participants can decline the request and no adverse action must be taken against any Participant; and
- b) within 5 Business Days, provide evidence to the department that demonstrates that this direction has been communicated to your organisation's staff, including how and when.

Please note that the Department may take formal action under the Deed if your organisation fails to comply with this direction, and/or its performance against this direction is less than satisfactory. The Department will do so in keeping with the scope and scale of the relevant failure to comply.

The Department takes these complaints very seriously, and any future complaints received by the Department in relation to the conduct identified above or similar conduct, will be investigated by the Department as a matter of priority.

The Department reserves all of its rights under the Deed and at law in relation to the matter.

If you have any questions regarding this letter, please reach out to your Provider Lead, s 22(1) on s 22(1) or s 22(1)

Yours sincerely  
s 22(1)

Assistant Secretary  
Quality Assurance and Risk Management Branch  
27 June 2024

**Attachment A**

Clause 50.2 of the Workforce Australia Services Deed outlines that where the department is undertaking Program Assurance Activities, Providers must in accordance with any request by the department, provide assistance to the department to undertake any activities.

**Request for Information**

1. The department has reviewed data recorded by your organisation in the Department's IT Systems regarding Participant appointments that include comments that indicate appointments are being set for the Participant for the purpose of obtaining payslip information and that demerits are being applied inappropriately. For each of the appointments referred to in Attachment B, your organisation is required to provide the following information.
  - an explanation as to why the appointment was set;
  - an explanation as to why the consultant applied a demerit and made the comment relating to the requirement for a payslip to be provided.
  - what rectification actions your organisation has taken to address the behaviours identified through this review.

**Request for Documentary Evidence**

1. Provide any Documentary Evidence that supports your organisation's response to the information provided in Attachment B.



## Provider Portal Notice - Outcome Payments - Requesting Payslips from Clients

When claiming Pay Slip Verified Outcomes (PSVOs), providers are reminded that while they may ask clients for pay slips, clients are under no obligation to provide them. In addition, providers must seek the client's permission to contact their employer directly for pay slips.

It is inappropriate for any Workforce Australia Services provider to harass, bully or threaten clients into handing over information about their employment. This includes threatening or applying payment suspensions or demerits under the Targeted Compliance Framework, compelling clients to supply payslips or evidence of employment.

Should the Department become aware of specific instances where providers harass, bully or threaten clients to hand over information about their employment (through channels such as the National Customer Services Line), these will be thoroughly investigated and raised directly with providers. Providers are reminded that it is a contractual requirement to act in good faith towards clients at all times and provide services in a manner that does not bring the program, provider or department into disrepute.

**Site:** Workforce Australia Services

**Content Author Team:** Progress and Outcome Payments    **Content Author Branch:** Funds and Payments Branch





## Provider Requests for Pay Slips

### Meeting mutual obligation requirements

Providers must not request pay slip evidence or any other evidence of employment, such as time sheets from participants, to verify why they could not meet a requirement or as proof of a personal circumstance.

Providers must not utilise the Targeted Compliance Framework to obtain pay slips by creating Provider Appointments or other compellable requirements for the sole purpose to ask for evidence of employment.

Providers should ensure that participants who are engaged in paid work understand their requirement to report earnings to Services Australia as part of their fortnightly reporting.

Providers must also:

- Explain to participants the process for reporting paid work hours via the Workforce Australia Online Platform so that their paid work contributes towards their points target.
- For regular scheduled paid work, have the participant or provider record a "Personal Event – Working Casual/Regular" in the Job Seeker Calendar.
- Be flexible when setting appointments for those in paid work. Where practical, use phone appointments or alternate between phone and face to face
- Not book Provider Appointments that conflict with known hours of paid work.

### Outcome payments

The Declared Hours Report (SUB559) has recently become available to providers again. Providers are able to access this report to verify any client declared hours of work in their fortnightly report to Services Australia.

Where earnings/hours are not able to be verified via Services Australia, the provider may claim an Outcome Payment using payslip evidence. The provider may ask the participant for this evidence, but they are under no obligation to supply pay slip evidence, or providers may contact the employer, but only if they have the participant's permission to do so.

**Site:** CDP, DES, Workforce Australia - CTA, Workforce Australia - EST, Workforce Australia - TTW, Workforce Australia Services

**Content Author Team:** Compliance    **Content Author Branch:** Access & Participation Branch

Provider Portal > Displaynews

Date: 23/6/2023



## Provider Requests for Medical certificates or Payslips

Participants are under no obligation to supply medical or pay slip evidence to providers, to verify why they could not meet a requirement or as proof of a personal circumstance. Only Services Australia can ask for these.

Providers must not utilise the Targeted Compliance Framework to obtain medical certificates or payslips by creating Provider Appointments for the sole purpose to ask for medical or payslip evidence.

### Medical Certificates

If a participant contacts you before a requirement's start time or due date to tell you they cannot meet the requirement because they are unwell, and you accept the illness is genuine, you should record this in the IT system and you must reschedule the requirement.

If you do not accept that their illness is genuine, based on what you know of their circumstances, you should tell them that you do not accept the reason they have given, that their requirement has not been rescheduled, and that they are still expected to meet or attend the requirement at the originally scheduled time.

If they do not then attend or complete the requirement, the standard compliance workflows should be followed. Attempt to contact them before close of business to discuss the non-compliance. If they provide a different reason for the failure, this reason should be assessed on its own merits given what you know about them and their circumstances.

### Payslips

Where earnings/hours are not able to be verified via Services Australia, the provider may claim an Outcome Payment using payslip evidence. The provider may ask the participant for this evidence, or they may contact the employer if they have the participant's permission to do so. Participants are under no obligation to supply payslip evidence.

Providers should ensure that participants engaged in paid work understand their requirement to report earnings to Services Australia as part of their fortnightly reporting. Providers should also:

- tailor requirements, including the participant's Points Target, to take into consideration a participant's paid work,
- ensure that other requirements are not scheduled during the participant's hours of work,
- explain the process for reporting paid work hours via the Workforce Australia Online Platform so that their paid work contributes towards their points target.

# Provider Requests for Payslips

## Meeting mutual obligation requirements

Providers must not request pay slip evidence or any other evidence of employment, such as time sheets from participants, to verify why they could not meet a requirement or as proof of a personal circumstance.

Providers must not utilise the Targeted Compliance Framework to obtain pay slips by creating Provider Appointments or other compellable requirements for the sole purpose to ask for evidence of employment.

Providers should ensure that participants who are engaged in paid work understand their requirement to report earnings to Services Australia as part of their fortnightly reporting.

Providers must also:

- Explain to participants the process for reporting paid work hours via the Workforce Australia Online Platform so that their paid work contributes towards their points target.
- For regular scheduled paid work, have the participant or provider record a "Personal Event – Working Casual/Regular" in the Job Seeker Calendar.
- Be flexible when setting appointments for those in paid work. Where practical, use phone appointments or alternate between phone and face to face
- Not book Provider Appointments that conflict with known hours of paid work.

## Outcome payments

The Declared Hours Report (SUB559) has recently become available to providers again. Providers are able to access this report to verify any client declared hours of work in their fortnightly report to Services Australia.

Where earnings/hours are not able to be verified via Services Australia, the provider may claim an Outcome Payment using payslip evidence. The provider may ask the participant for this evidence, but they are under no obligation to supply pay slip evidence, or providers may contact the employer, but only if they have the participant's permission to do so.

## Provider Requests for Medical certificates or Pay Slips

**Description:** Providers are reminded that the Targeted Compliance Framework should not be used to obtain medical evidence or pay slips from participants.

**Summary of Update:** Participants are under no obligation to supply medical or pay slip evidence to providers.

### Content:

Participants are under no obligation to supply medical or pay slip evidence to providers, to verify why they could not meet a requirement or as proof of a personal circumstance. Only Services Australia can ask for these.

Providers must not utilise the Targeted Compliance Framework to obtain medical certificates or pay slips by creating Provider Appointments for the sole purpose to ask for medical or pay slip evidence.

### Medical Certificates

If a participant contacts you before a requirement's start time or due date to tell you they cannot meet the requirement because they are unwell, and you accept the illness is genuine, you should record this in the IT system and you must reschedule the requirement.

If you do not accept that their illness is genuine, based on what you know of their circumstances, you should tell them that you do not accept the reason they have given, that their requirement has not been rescheduled, and that they are still expected to meet or attend the requirement at the originally scheduled time.

If they do not then attend or complete the requirement, the standard compliance workflows should be followed. Attempt to contact them before close of business to discuss the non-compliance. If they provide a different reason for the failure, this reason should be assessed on its own merits given what you know about them and their circumstances.

### Payslips

Where earnings/hours are not able to be verified via Services Australia, the provider may claim an Outcome Payment using payslip evidence. The provider may ask the participant for this evidence, or they may contact the employer if they have the participant's permission to do so. Participants are under no obligation to supply payslip evidence.

Providers should ensure that participants engaged in paid work understand their requirement to report earnings to Services Australia as part of their fortnightly reporting. Providers should also:

- tailor requirements, including the participant's Points Target, to take into consideration a participant's paid work,
- ensure that other requirements are not scheduled during the participant's hours of work,
- explain the process for reporting paid work hours via the Workforce Australia Online Platform so that their paid work contributes towards their points target.