



Australian Government

Guideline:

New Employment Services Trial (NEST)- Activity Management

This Guideline outlines the requirements for setting up and managing Activities. Requirements for Work for the Dole Activities, PaTH Internships and National Work Experience Programme (NWEP) Activities are set out in full in their respective Activity specific Program Guidelines.

Participating in Activities helps Participants to improve their skills, motivation and dependability so they can find and keep a job. Activities can also develop a Participant's ability to take directions from a Supervisor, work independently, communicate effectively, and work as part of a team.

The new employment services trial is designed to encourage providers to innovate and deliver activities and services that support diverse pathways to employment. Trial Providers are strongly encouraged to make full use of this flexibility to develop and deliver custom activities tailored to Participants' needs in addition to the formal Activities detailed in this Guideline.

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Changes from the previous version (Version 4.1)

Policy changes:

New definitions for Provider Sourced Voluntary Work and Participant Sourced Voluntary Work and clarification of Providers role and obligations

Wording changes:

Streamlining of document, removal of duplication.

Additional information on COVID-19 requirements.

Clarification on insurance arrangements for Participants

Page 18 & 30 Minor update on Launch into Work

Related documents and references

[New Employment Services \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#)

[New Employment Services \(NEST\) Points Based Activation Guideline](#)

[New Employment Services \(NEST\) Managing the National Work Experience Programme Activities Guideline](#)

[New Employment Services \(NEST\) Work for the Dole Guideline](#)

[New Employment Services \(NEST\) Managing PaTH Internships Guideline](#)

[New Employment Services \(NEST\) Employment Fund General Account Guideline](#)

[New Employment Services \(NEST\) Targeted Compliance Framework: Mutual Obligations Failure Guideline](#)

[New Employment Services \(NEST\) Servicing Participants with Challenging Behaviour Guideline](#)

[Insurance Reader's Guide](#)

[Privacy Guideline](#)

[How people access NEIS and participate in NEIS Training Guideline](#)

[New Employment Services Trial Deed 2019-2022](#)

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1. Interaction with Digital Participants

Digital Participants will predominantly self-service via a digital employment services platform, though may occasionally be in need of additional support — such as to undertake an approved Activity. The Department of Education, Skills and Employment's (the Department's) Digital Services Contact Centre may allocate Digital Participants to Trial Providers to provide, Broker, Purchase or arrange an appropriate Activity as necessary, where the Trial Provider has indicated they have Activities available, or are willing to find/facilitate Activities for Digital Participants.

Digital Participants will not form part of the Trial Provider's Caseload. The management of the Digital Participant's Job Plan and Mutual Obligation Requirements (including in respect of the Targeted Compliance Framework) will remain the responsibility of the Digital Participant and the Digital Services Contact Centre.

Further detail regarding the process for notifying the Digital Services Contact Centre of available Activities or the Trial Provider's willingness to find/facilitate Activities for Allocated Digital Participants, and the requirements for referral and commencement of allocated Digital Participants will be made available at a later date following further consultation with Trial Providers.

Digital Training for Digital Participants

If the Department directs the Provider to provide Digital Training for a Participant, the Provider must provide Digital Training to that Participant in accordance with the New Employment Services Trial Deed 2019-2022 (the Deed).

The [Requirements for Digital Training delivery](#) supporting document sets out the requirements for Trial Providers in relation to delivering Digital Training and claiming payment under the Deed.

2. Identifying suitable Activities for Participants

Activities can generally be undertaken at any time where the Trial Provider thinks it will be of benefit to the Participant, help support the Participant to progress towards employment, and appropriate for the Participant's individual circumstances and capacity. A broad range of Activities designed to improve a Participant's employment prospects can be included within a Participant's Job Plan at any time.

The types of Activities which can be undertaken include:

- Work for the Dole - refer to the [Work for the Dole Guideline](#)
- PaTH Internships - refer to the [Managing PaTH Internships Guideline](#)
- PaTH Industry Pilots - see Youth Jobs PaTH Information on the Provider Portal
- National Work Experience Programme - see the [Managing National Work Experience Programme Activities Guideline](#)
- Work Experience (Other) PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Launch into Work program pre-employment projects

- Voluntary Work
- Part-time employment
- Study or training
- Skills for Education and Employment (SEE) program - [see the Department of Education, Skills and Employment Website](#)
- Australian Defence Force Reserves – refer to information on the Defence Reserves Support Website
- New Business Assistance with NEIS – see [New Business Assistance with NEIS](#) information on the Provider Portal other government programs – including state government programs and ‘Exploring Being My Own Boss’ Workshops
- Department approved non-government programs and other Activities designed to improve a Participant’s employment prospects
- non-vocational interventions or assistance including drug or alcohol treatments
- non-vocational preventative health interventions and assistance More information on these Activities is provided in the [Activity specific section](#) of this Guideline.

For information on Activation Requirements see the [New Employment Services \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#) and the [Points Based Activation System Guideline](#).

For information regarding which activities can contribute towards a Progress Fee for Enhanced Services Participants, please refer to the [Enhanced Services Provider Payments and Vacancies Guideline](#).

(Deed references: Clause 105, 108, 109, 110, 111, 115, 116, 117, 118, 119)

3. Sourcing Activities for Participants

Trial Providers can provide the Activities themselves or Broker or Purchase Activities from an Activity Host Organisation.

Brokering occurs when an Activity is sourced through an Activity Host Organisation without any payment.

In the case of Launch into Work Placements, Trial Providers may arrange (not provide, Purchase or Broker) Launch into Work Placements hosted by a Launch into Work Organisation.

In the case of PaTH Industry Pilots, Trial Providers may arrange (not provide, Purchase or Broker) placement in an Industry Pilot hosted by a PaTH Industry Pilot Provider.

Trial Providers remain responsible for ensuring that all Activities are delivered in accordance with the Deed regardless of whether the Trial Provider delivers the Activity itself or the Activity is externally hosted by an Activity Host Organisation, CTA Provider, PaTH Industry Pilot Provider, or a Launch into Work Organisation.

Activity Host Organisations must not:

- have engaged in illegal operations or promote or condone any form of unlawful conduct
- be associated with the sex industry

- promote or condone gambling that the Department deems inappropriate
- promote or condone any form of violence, self-harm or suicide
- promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- provide any other service that is likely to bring the Participant, the Provider or the Department into disrepute.

If the Trial Provider Purchases an Activity it must do so under a Subcontract compliant with clause 50 of the Deed, or an Activity Host Organisation Agreement.

A Participant with a Points Requirement may source their own Voluntary Work. Refer to the [Points Activation System Guideline](#) for information about Participant Sourced Voluntary Work.

Activity Host Organisation Agreements

This section applies to Provider Sourced Voluntary Work Activities, NWEPP Placements and Work Experience (Other) Placements. Work for the Dole and PaTH Internship arrangements are specified in their separate [Guidelines](#).

This section does not apply to Participant Sourced Voluntary Work Activities. Refer to NEST Points Based Activation System Guideline for further information on Participant Sourced Voluntary Work.

If the Trial Provider Brokers or Purchases the Activity it must do so under an Activity Host Organisation Agreement or Subcontract (where appropriate), even where there is a pre-existing relationship between the Participant and Activity Host Organisation.

Activity Host Organisation Agreements between Trial Providers and Activity Host Organisations ensure that both parties understand their rights and obligations. The Activity Host Organisation Agreement must be signed by the Participant, Provider and Activity Host Organisation prior to the Participant commencing in the Activity.

Trial Providers and Activity Host Organisations must discuss and document the Activity Host Organisation obligations, including:

- details of the proposed Activity and its associated tasks
- the Participant's needs and capabilities
- details of the Supervision being provided
- details of the contact person for daily evidence to be sent to, for example QR codes and passcodes will be sent to Self-Reporting Evidence Recipients so Participants can self-report their attendance
- how Participant attendance will be reported for those that have been assessed as not being capable of recording their own attendance and support that should be provided should a Participant request their Supervisor record attendance on their behalf (i.e. via the Supervisor App).
- stakeholders and their roles — in particular those who are best placed to manage associated risk
- work health and safety and incident reporting.

The [NEST Work Experience Activity Agreement](#) template for NWEPP Placements and Work Experience (Other) Placements can be found on the Provider Portal. This

template must be used for any NWE Placement or Work Experience (Other) Placement.

The Activity Host Organisation Agreement templates for Voluntary Work and Work for the Dole can be found on the Provider Portal. In relation to Voluntary Work, Trial Providers must enter into an agreement for Provider Sourced Voluntary Work (but not in relation to Participant Sourced Voluntary Work. While Trial Providers may use their own agreement for Voluntary Work or Work for the Dole Activities, they must ensure that the topics in the Department's template agreement are covered in their agreement and must include, word for word, any clauses specified by the Department, for example on displacement and work health and safety.

(Deed references: Clause 105, 109, 110, 113 and 114).

4. Commencing and managing a Participant in an Activity

Section 4 does not apply to Participant Sourced Voluntary Work Activities. Refer to [NEST Points Based Activation System Guideline](#) for further information on Participant Sourced Voluntary Work.

When identifying appropriate Activities for Participants, Trial Providers must ensure the Activity benefits the Participant, assists in helping the Participant progress towards employment, and takes into account the Participant's individual circumstances and capacity.

Before commencing a Participant into an Activity, Providers should:

- identify and appropriately take into account the Participant's Mutual Obligation Requirements.
- identify and appropriately take into account the individual needs of the Participant, including:
 - education, experience, skills, and age
 - capacity to undertake an Activity
 - strengths as well as any barriers they have to participating
 - the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting ability to participate in Activities
 - preferences and employment goals, where possible
 - any other matters that the Provider considers relevant to the Participant's circumstances
 - ensure Activities do not place unreasonable demands on the Participant
 - consider and seek out Activities that will help Participants overcome or manage any vocational and non-vocational barriers.
- identify if the Participant is eligible to participate in the Activity, where relevant
- explain to the Participant when to commence an Activity and the consequences of not commencing an Activity on time
- if the Participant has a Points Requirement, explain the level of Activity credit they will receive to reduce their Points Target (see [Points Based Activation System Guideline](#) for further information)
- identify the frequency of contact with the Participant while they are participating in the Activity. The frequency, timing and duration of this contact

will be negotiated between the Provider and the Participant and should match the Participant's needs.

A Provider must, in consultation with the Participant, update a Participant's Job Plan with information about the selected Activity.

Where required, the Job Plan must also include the number of hours each fortnight a Participant is required to undertake in an Activity. This applies to any Activity. See the [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#) for more information.

Once a Participant has commenced an Activity, the Trial Provider must support them to meet the terms of their Job Plan by:

- meeting with or contacting Participants to obtain feedback on their progress and resolving issues that may arise
- providing or ensuring adequate supervision of the Activity to maintain the general health and welfare of all Participants
- ensuring that work health and safety standards are upheld, where relevant
- ensuring that Participants have adequate safety equipment and clothing for the Activity, where relevant
- ensuring that Participants are provided with all things necessary for participation in Activities, including materials, equipment, on-site services and facilities (such as toilets) and training
- ensuring that Participants are benefiting from the Activity, enhancing their employment prospects and are not being exploited
- minimising disruptions where a Participant is attending an Activity (e.g. arranging Trial Provider appointments outside Activity times where possible)
- monitoring the Participants' progress, attendance, behaviour and satisfaction with the Activity
- ensuring that Participants understand their requirement to record or report their own attendance at Activities (or if they are unable to report their own attendance — such as in the case of participation in the SEE or AMEP programs — that there are arrangements in place for the training provider to report on the Participants' behalf)
- keeping an accurate record of attendance for approved Activities.

Participants will generally be required to source their own transport to and from an Activity. In some instances, Trial Providers will be required to, or may choose to, arrange transport or provide support through the Employment Fund or Group Based Work for the Dole Fees to assist Participants to and from an Activity in cases where:

- a Participant does not have access to a vehicle or does not have a driver licence, or alternative transport options such as public transport are not available
- the Activity is at an isolated location
- access to the Activity is along an unsealed road or track
- the Activity has a residential or overnight accommodation component (please note Activities involving residential or overnight accommodation require the Department's prior written approval).

If Trial Providers are transporting Participants to and/or from an Activity, this must be included in the risk assessment of the Activity. Please refer to the [New](#)

[Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#) for more information.

Setting up Activities in the Department's IT Systems



Documentary Evidence: Trial Providers must identify and create all of their Activities in the Activity Management component of the Department's IT Systems, with the exception of the creation of Non-Government Programs, some Other Government Programs, PaTH Industry Pilots and Launch into Work Activities, which are created by the Department.

When creating Activities, Trial Providers must identify if there is any evidence required from the Participant to verify attendance at the Activity. Where evidence is required, this will be a QR code or passcode the Participant must scan using the Job Seeker App or record on the jobactive website (Please note, a number of Activities are not scheduled in the Calendar in the Department's IT Systems. For example attendance of Participants placed in the SEE program will be verified by attendance reports supplied by the SEE training Provider).

Trial Providers will need to enter recipient details when creating the Activity so the evidence is automatically sent to the Self-Reporting Evidence Recipient to make available for the Participant. The Department's IT Systems will create unique passcodes or QR codes for each Activity each day. The Activity Supervisor or Trial Provider will need to make these details available to Participants who participate in the Activity as they will need to input the code to have their attendance marked off.

Where Activities are Off-Calendar, including online study and SEE, no schedule is created. See section in this document [Scheduling Activity Participation in the Calendar](#).

Otherwise, Trial Providers must create schedules of daily Activity participation when creating Activities to identify the start and end dates, and days and times, an Activity will run for groups of Participants. Schedules can exist for different locations for the same Activity and multiple schedules at different times for different groups. Trial Providers place a Participant's details against an Activity when the Participant is referred to the Activity. Trial Providers must also include Activity Host Organisation details when setting up Activities and course identifiers (for study or training placements). Trial Providers can link a Participant to a schedule which will populate their Calendar with the daily Activity requirements they must meet.

This will give each Activity a unique Activity ID and assist Trial Providers in identifying and managing a Participant's placement.

Where there are multiple Participants undertaking Activities for the same organisation, Trial Providers should create a single Activity record and place the Participants with the same organisation into that single Activity.

A separate Activity should be created for each unique Activity that is being undertaken by a Trial Provider's Participants. An Activity is considered unique where the tasks being undertaken are not the same as an existing Activity, or are undertaken under different circumstances.

For example, Participants doing similar Provider Sourced Voluntary Work with different organisations would be considered to be doing different Activities and each should have a separate activity created in the Department's IT Systems. Correspondingly, a single Work for the Dole project being completed across multiple host organisations would be considered to be a single Activity and separate records would not need to be created.

For Participants who do not have a Points Requirement but are doing part-time work Activities, the Department's IT Systems automatically creates a part-time work Activity and places the Participant into that Activity when the Participant declares hours of employment to Services Australia. However, if the Trial Provider has already manually placed the Participant into a part-time work Activity, the Department's IT Systems will not create the activity automatically. When a Trial Provider manually places a Participant without a Points Requirement into a part-time work Activity, this will be the Activity recorded in the Activity Management component of the Department's IT Systems.

Because paid employment is not scheduled in the Calendar the Participant or the Trial Provider should enter paid employment as a Personal Event so that any conflict is avoided.

Participants with a Points Requirement, see the [Points Based Activation System Guideline](#) for information about Participants with a Points Requirement undertaking Paid Work, including part-time work and Participant Sourced Voluntary Work.

EST Activities



Documentary Evidence: EST Providers will create all EST Courses in the Activity Management component of the Department's IT Systems and record Participant attendance at EST Courses via the Supervisor App where the Participant requests they do so as they are unable to record their own attendance.

EST Providers will enter all EST Course details into Activity Management, including the type of EST Course (i.e. whether it is a Training Block One or Two Course, and whether or not it has an industry-specific focus), the name of the EST Course supervisor, address, and scheduled dates and attendance times for the EST Course.

Providers can search for and view EST Courses and refer Participants who are EST Eligible into these EST Courses through Activity Management.

Providers must not refer Participants from their caseload to an EST Course delivered by an EST Provider that is the Trial Provider's Own Organisation or a Related Entity.

CTA Activities

CTA Providers will create all CTA Courses in the Activity Management component of the Department's IT Systems and record Participant attendance at CTA Courses via the Supervisor App where the Participant is unable to record their own attendance.

CTA Providers will enter all CTA Course details into Activity Management, including the name of the CTA Course contact, address, and scheduled dates and times for the CTA Course.

Trial Providers can search for and view CTA Courses in their Trial Employment Region, and can refer Participants who are CTA Eligible into these CTA Courses through Activity Management.

Scheduling Activity Participation in the Calendar

Trial Providers must schedule Participant Activity requirements in the Participants Electronic Calendar in the Department's IT Systems. This includes all:

- Activities, except Off-Calendar Activities such as:
 - Education and Training where the course is delivered online, or that portion of the course is delivered online; or
 - Where it is a requirement that the Participant resides with the Host Organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves; or
 - Employment and work experience activities where the hours are irregular and are organised directly between the Participant and the employer or host; or
 - Where the Department's IT Systems does not support scheduling of the activity.
- Workshops, training and other activities delivered by the Trial Provider to Participants.

Trial Providers must schedule the individual dates, days, start and end times and breaks of Activities.

Requirements cannot be scheduled unless the corresponding Job Plan code is in the Participant's Job Plan and within the recorded date range.

Where requirements are scheduled, these will be visible to Participants in their Calendar to allow them to record their own attendance.

For a Participants without a Points Based Requirement, Trial Providers must use job seeker Personal Events to schedule the days and times of paid employment, unless the Participant has created Personal Events for paid employment. Participants with a Points Based Requirement may also choose to schedule their days and times of paid employment, but it is not a requirement for either the Trial Provider or Participant to do so.

See the [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#) and the [Points Based Activation System Guideline](#) for more information.

Recording and Monitoring Attendance at Activities

Participants generally have responsibility for recording and/or reporting their own attendance at Activities. Trial Providers will assess a Participants capability to record their own attendance at Activities; where the Participant is capable, they will have the 'Personal Responsibility to Report and Record Attendance' Job Plan code in their Job Plan.

Participants will scan a QR code or record a passcode via the Job Seeker App or through the jobactive website to record their attendance at an Activity. If an Activity

runs for more than 4 hours, the Participant will need to record both codes for attendance for the whole requirement.

Where a QR code or passcode is not required, such as at individually based Activities, Participants are still required to record and verify their attendance using the Job Seeker App or jobactive website by confirming they have attended and participated for the duration.

Where hours are not required to be scheduled (see [Scheduling Activity Participation in the Calendar](#)), Trial Providers must manually record the hours completed each month.

Where Participants are not able to digitally record their own attendance, they are still responsible for reporting their attendance. This may involve a Participant calling their Trial Provider to request they record their attendance, or asking the Activity Supervisor at their requirement to ensure their attendance is recorded on their behalf.

If attendance at a compulsory activity is not recorded by the end of the day, the Participant's Income Support Payment will be automatically suspended.

Attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by Participants or by Trial Providers following confirmation of attendance.

Note that under the SEE contract, SEE training Providers are only required to report hours of attendance fortnightly to the program. They will discuss with referring Trial Providers how regularly they must supply the attendance records.

There will be some Activities where there is no Documentary Evidence for recording attendance required to be kept by Trial Providers.



System step: For Participants unable to record attendance at Activities, Trial Providers must use the Calendar to record the Participant's attendance in the Department's IT Systems by the end of the day. This must be done for every day that the Participant is required to participate.

Assistance with Non-Work for the Dole Activity Costs

Some costs associated with Activities may be reimbursed through the Employment Fund. See the [New Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#).

(Deed references: Clause: 120)

Record keeping



Documentary Evidence: The Trial Provider must keep records of attendance for each Participant who participates in relevant Activities in accordance with the Deed.

Where Participants record their own attendance at Activities via the Participant App or the jobactive website, this will count as Documentary Evidence for Participant attendance.

Where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, Documentary Evidence is not required to be kept.

The Trial Provider must make sure that Supervisors are aware that they are required to notify the Trial Provider of any misconduct that has occurred at Activities on the day of the event.

Trial Providers need to record Participants' attendance at Activities where the Participant has reported their attendance to them, there are issues with the online dashboard or Supervisor App for the Participant to record their attendance directly or the Trial Provider has taken responsibility for monitoring and recording attendance on the day of the Activity.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).



Documentary Evidence: For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia, or paid work hours reported as Job Search Related tasks by either the Participant or the Trial Provider, is acceptable Documentary Evidence. This information will automatically populate into the Job Seeker Personal Summary Screen (Job Seeker Information – View Declared Earnings).



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of payslips or Employer payroll summaries (for part-time work), if the Trial Provider is not using the employment hours declared to Services Australia.

Additionally, Documentary Evidence for self-employment can include:

- a Profit and Loss Statement
- a signed and dated written statement from an accountant
- and/or registered bookkeeper
- copies of records from the Australian Taxation Office and/or a tax return statement
- a Business Activity Statement.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of signed training notice or signal notice (for Defence Force Reserves).



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of invoices for services or a letter of acceptance into a program (for non-vocational interventions).



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of Activity Host Organisation Agreements for NWE, Work Experience (Other) Placements, Work for the Dole, and Provider Sourced Voluntary Work.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of risk assessment documentation for the NWE, Work Experience (Other) and Provider Sourced Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.



System step: Participants are expected to record and report their attendance at EST Activities, though EST Providers may also record daily attendance of Participants participating in EST Courses using the Supervisor App where the Participant requests they do so on their behalf. Providers can view attendance records in the Participant's Calendar.

For further information on recording Participants' attendance and participation hours, see the Participant Personal Responsibility Module available in the Learning Centre.

Completing Activities



System step: At the completion of an Activity the Trial Provider must input into the Department's IT Systems the relevant details, including:

- recording an Activity placement end reason and end date for Participant placement records
- final attendance information for Participants where relevant
- for EST only, include a placement rating in the field provided in order to assess, from the Trial Provider's perspective, the relevant impact the EST Course had on the Participant. The rating should be completed at the next meeting with the Participant as soon as possible after their completion of EST. Selection of a placement rating is mandatory when the Provider updates the exit reason to 'successfully completed' in Activity Management. Trial Providers can update the rating after the initial assessment to account for observed changes in a Participants skills.



System step: For study or training activities, Trial Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).

For Participants who have participated in and completed a CTA Course, Trial Providers will receive an individually tailored Career Pathway Plan and an up to date résumé at the Warm Handover Meeting with a CTA Provider. The CTA Provider will upload the Career Pathway Plan and Résumé against the relevant Activity Placement in the Department's IT Systems.

5. Managing risks with Activities

Insurance coverage for Participants

The Department purchases personal accident insurance and combined public and/or product liability insurance to cover Participants undertaking approved Activities. The Department's insurance policy covers injury only. It does not provide cover for Participants who contract illnesses, including COVID-19. For further exclusions see the [Insurance Reader's Guide](#) and insurance policies on the Provider Portal.

(Deed references: Clause 43, 44 and 45)

Sourcing additional insurance coverage

If alternative insurance is in place, Trial Providers can still deliver Activities where tasks are excluded under the Department's policies.

Trial Providers can confirm the Activity Host Organisation, CTA Provider, PaTH Industry Pilot Provider Launch into Work Organisation has appropriate insurance coverage, or where coverage is insufficient, the Trial Provider can decide to purchase additional insurance.

For information on using the Employment Fund to purchase additional insurance, please refer to the Using the [Employment Fund General Account Guideline](#).

As an alternative to purchasing insurance, the Trial Provider could consider modifying the tasks in the proposed Activity so that no part of the Activity would be excluded under the Department's insurance coverage.

(Deed references: Clause 44, 45 113)

Ensuring Work Health and Safety measures are in place

This section applies to Provider Sourced Voluntary Work Activities, NWEPP Placements, Work Experience (Other) Placements, PaTH Internships, PaTH Industry Pilots and Launch into Work Placements.



Work Health and Safety content: The Trial Provider must ensure that there is a safe system of work in place and ensure that the Activity Host Organisation, PaTH Industry Pilot Provider or Launch into Work Organisation is aware of and understands the need to comply with relevant work health and safety requirements (in accordance with clause 71, 113 of the Deed).



Work Health & Safety content: Prior to placing any Participants in an approved Activity, Trial Providers must ensure a number of requirements are met, including that the delivery of the Activity is permitted by the relevant state and territory and is in line with the advice provided by local health authorities. Host Organisations must have COVID-Safe plans (or similar) in place in accordance with the requirements specified by the relevant state and territory before an Activity can proceed. It is important for Trial Providers to also consider individual circumstances in relation to COVID-19 when conducting risk assessments to determine whether the Activity is suitable before making any referrals.

Trial Providers must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at the Activity location. Participants are to be provided with all things necessary to undertake their Activity safely, including but not limited to, appropriate and adequate:

- training and supervision
- personal protection equipment and clothing
- on-site facilities (for example, access to drinking water and toilets)
- processes for reporting any work health and safety issues and any other concerns.

Trial Providers must consult, coordinate and cooperate as appropriate with Activity Host Organisations, PaTH Industry Pilot Providers, Launch into Work Organisations

and the Department, to ensure that any work health and safety issues in relation to an Activity are appropriately managed.

(Deed references: Clause 71, 113)

Conducting risk assessments

This section applies to Provider Sourced Voluntary Work Activities, NWEPP Placements, Work Experience (Other) Placements, PaTH Internships and Launch into Work Placements.

Further information on conducting Risk Assessments is at [Attachment A](#), with an example template included at [Attachment B](#).

The Trial Provider must ensure a Competent Person conducts and documents a risk assessment before an Activity commences. It is a requirement that COVID-19 safety requirements be addressed as part of any risk assessment. If the Trial Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

The risk assessment is to:

- identify potential risks and hazards associated with the tasks that will be undertaken during the Activity
- identify if the Activity is suitable for the relevant Participant/s, including identifying any risks that may arise from a Participant's personal circumstances.

The risk assessment should take into account the role of the Activity Host Organisation or Launch into Work Organisation and the tasks the Participants will be undertaking, with regard to the following factors:

- the nature of the tasks to be undertaken
- the Participants personal circumstances (that is, working capabilities, any health or other personal issues and level of experience)
- the level of supervision
- the nature of the risk
- the cause of the risk
- consequences of an incident.

In undertaking the risk assessment, the Trial Provider must consider the working environment, including whether the placement is:

- in a non-public area (such as a private residence worksite with a trades person)
- with a sole trader (such as a butcher or hairdresser who operates from a small shop or private residence) working alone with another person
- with alternative hours of work (for example, early starts, night work)
- working in a labour hire environment in one or more different workplaces.

For example, the Trial Provider will need to consider the risks of placing a Participant with medical needs in a remote location Activity and ensure this is a suitable placement for the Participant.

Trial Providers must review risks regularly and take appropriate action on those risks where required. The Provider and Activity Host Organisation or Launch into Work

Organisation must determine and implement appropriate methods to mitigate the identified risks after conducting the risk assessment.

Where a risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Trial Provider and/or the Activity Host Organisation or Launch into Work Organisation, the Trial Provider must not refer job seekers to the Activity.



Documentary Evidence: Trial Providers have the discretion to determine how they document their risk assessments.



Documentary Evidence: The Provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The Provider must provide these Records to the Department on request.

(Deed references: Clause 109, 110, 111, 112 and 113)

Supervision requirements

This section applies to Provider Sourced Voluntary Work Activities, NWEPP Placements and Work Experience (Other) Placements.



Work Health and Safety content: Trial Providers must make sure the Activity is well supervised to protect the health, welfare and safety of Participants and others.

There must be a higher level of Supervision where contact with children, the elderly, or other people from vulnerable groups are involved. This may mean there needs to be a higher ratio of Supervisors to Participants.

The Provider must ensure that all relevant Personnel and Supervisors:

- are fit and proper persons to be involved in the Activities
- have a high level of skill or knowledge and training or experience for the Activity in which they are engaged
- have a high level of skill or knowledge and training or experience working with, training and supervising people in such Activities
- have relevant work health and safety training
- have had checks as specified in Clauses 8 and 114 of the Deed and have met any additional statutory requirements before being given responsibility for the Supervision of Participants

Supervisors (whether engaged by the Provider or an Activity Host Organisation) must notify the Provider of Participants non-compliance at Activities no later than at the end of the relevant day.

The Employment Fund can be used to pay for Supervisor costs, if the costs are associated with the literal supervision of Participants on the Activity and not for any other tasks or services already paid for under the Deed. See the Using the Employment Fund General Account Guideline for further information on what can be claimed through the Employment Fund.

(Deed references: Clause 8, 109, 114 and 120)

Conducting background checks

This section applies to Provider Sourced Voluntary Work Activities, NWEF Placements, Work Experience (Other) Placements, PaTH Internships, PaTH Employability Skills Training, PaTH Industry Pilot Placements, Launch into Work Placements and the New Enterprise Incentive Scheme.

For the purpose of this Guideline, 'checks' refers to criminal records checks, Working with Children checks and/or Working with Vulnerable People checks.

Trial Providers must establish whether the nature of an Activity requires Participants and/or Supervisors to have checks. Activities that require checks include those where:

- legislation requires checks to be conducted
- the Activity is subject to industry standards or legal requirements that an Activity can only be carried out by people who have not been convicted of particular crimes
- the Activity is specified by the Department as requiring checks
- the Participant or Supervisor will have regular or unsupervised contact with Children, the elderly or other classes of vulnerable people.

Unless notified otherwise by the Department, the Provider must arrange for any checks to be completed before allowing the Participant to participate in the Activity. With the exception of EST, PaTH Industry Pilots, Launch into Work Placements, the Trial Provider must also arrange for any necessary checks before allowing a Supervisor to participate in the Activity. EST, PaTH Industry Pilot Providers and Launch into Work Organisations are responsible for arranging checks for Supervisors on these programs.

Trial Providers should contact the relevant organisation in their state or territory to have checks completed. Checks must be completed in line with the relevant state and territory rules and regulations.

Checks may take some time to complete. Where required, Trial Providers should identify interim Activities for Participants awaiting the outcomes of the checks.

Trial Providers should take appropriate action once the checks are completed. Where checks show that Participants or Supervisors must not do particular Activities, alternative Activities should be undertaken.

The results of checks are personal and confidential. Trial Providers must not disclose the information to other parties unless given permission by the Participant or Supervisor. Check results must be handled in accordance with the requirements outlined in Clauses 37 and 38 of the Deed. Additional information regarding disclosure of information and privacy considerations can be found in the Privacy Guideline.

If checks are required for Activities in the future, Trial Providers must ensure the checks conducted are still valid. Further checks must be conducted where required or where an initial check is no longer valid.

Trial Providers can seek Reimbursement through the Employment Fund for costs associated with Participant checks for Activities. Costs associated with checks for

Supervisors cannot be claimed through the Employment Fund. See the [New Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#).

(Deed references: Clause 8, 37, 38, 114 and 120)

6. Managing incidents that occur on Activities



Work Health and Safety content: If a Participant or member of the public is injured during an Activity, the Trial Provider should, first and foremost, encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. The Supervisor must try and protect other Participants from unnecessary trauma where possible.

When must an Incident be reported?



Work Health and Safety content: As outlined in the Insurance Reader's Guide, if an incident results in the death or serious injury of a Participant, the Supervisor must immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory.



The Trial Provider must notify, as outlined in the Insurance Reader's Guide, within 24 hours, and as soon as possible, of any incident and/or near miss that occurs during an Activity, (including in respect of Participant Sourced Voluntary Work where the Provider becomes aware of such an incident), including those that result in accident, injury or death of:

- any Participant (including where the incident occurred while the Participant was travelling to or from an Activity)
- any Personnel involved in the delivery or supervision of the Activity
- members of the general public.

All Incidents – both Personal Accident and Public and Products Liability



Documentary Evidence: Trial Providers must advise the Department of any incident that occurs in the method outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time). Forms for Host Organisations to notify Trial Providers of WHS Incidents are available on the Insurance page of the Provider Portal. Forms for Trial Providers to complete to notify the Department of any public and products liability incidents are also available on the Insurance page of the Provider Portal.

- A WHS Employment Assistance Program Incident Report must be completed by the Host when an incident involves a Participant's accident, injury or death and submitted as outlined in the Insurance Reader's Guide.
- A public and products liability claim form/incident report is used when a third party alleges a Participant has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a Participant. Misconduct is defined as being something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by Participants may require the

Trial Provider to lodge a Non-Compliance Report. Please refer to the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failure Guideline](#) for system steps in completing a Non-Compliance Report for misconduct.

It is important that Participants have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Trial Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by Participants regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Reader's Guide](#).

(Deed references: Clause 44, and 113.6)

Incident Recording Requirements in the Department's IT Systems



System step: The Trial Provider must complete the 'Job Seeker - WHS Incident' screen in the Department's IT Systems, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the Trial Provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the department, including the relevant State Office contact.

The Trial Provider is able to report any instances of misconduct or threatening behaviour on the 'Participant Incident Report' screen of the Department's IT Systems, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Reader's Guide](#) and [Servicing Participants with Challenging Behaviours Guideline](#).

7. Approved Activity-specific information

When determining whether an Activity is appropriate for a Participant, Providers need to consider whether the Activity:

- benefits the Participant
- will assist in progressing the Participant towards employment
- takes into account the Participant's individual circumstances and capacity.

This section provides information specific to each Activity as well as a brief description.

For information relating to Work for the Dole Activities, see the [New Employment Services Trial \(NEST\) Work for the Dole Guideline](#). For information relating to PaTH Internships, see the [New Employment Services Trial \(NEST\) Managing PaTH Internships Guideline](#). For information relating to the NWEF, see the [New Employment Services Trial \(NEST\) Managing National Work Experience Activities Guideline](#). For information on how each Activity is treated for Participants with a Points Requirement, see the [Points Based Activation System Guideline](#).

Work Experience (Other) Placements

Work Experience (Other) Placements allow Enhanced Services Participants who may not be job-ready to undertake short term, unpaid, observational work experience placements to build soft skills and gain a better understanding of how workplaces operate.

Under Work Experience (Other) Placements, the Trial Provider may provide or Broker up to a maximum of 4 weeks of unpaid work experience.

Work Experience (Other) Placements can occur in for-profit and not-for-profit organisations (referred to as Activity Host Organisations) and do not need to have a likelihood of an outcome of paid Employment.

A Work Experience (Other) Placement is not Employment, training, an apprenticeship, or other similar scheme.

Work Experience (Other) Placements:

- are voluntary
- are for Enhanced Services Participants aged 15 years and over regardless of whether or not they are in receipt of an Income Support Payment
- do not attract the Approved Program of Work Supplement
- must only be up to a maximum of 50 hours a fortnight and involve a maximum duration of 4 weeks total participation time
- must not exceed 8 hours per day
- not include participation on a public holiday
- are observational only and cannot involve productive work
- are not Employment, and do not, in themselves, entail creating an Employment arrangement
- may be arranged even where there is no prospect of future employment with the Activity Host Organisation
- must not be approved if an organisation has downsized its workforce in the previous 12 months (that is, through redundancies or termination) and the proposed Activities involve the same tasks as those performed by the employees made redundant
- must not be used as a stop-gap measure while an organisation is undertaking recruitment exercises, or as a way of meeting ad-hoc needs in lieu of creating paid Employment opportunities

- must not, in whole or in part, involve work which would have been undertaken by a paid worker if the Work Experience (Other) Placement had not taken place
- must be ended where the Activity Host Organisation offers a paid employment position to the Participant
- must be ended if an organisation downsizes its workforce at the time of hosting a placement

Trial Providers must ensure that each Work Experience (Other) Placement:

- is not an Employment relationship under the relevant Commonwealth, state or territory legislation
- meets Commonwealth, state or territory legislation including work, health and safety laws and anti-discrimination laws



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Activity attendance information has been recorded by the Participant, entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, offline records are not required to be kept.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of Work Experience Activity Agreement for Work Experience (Other) Placements.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of risk assessment documentation for Work Experience (Other) and Provider Sourced Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.

PaTH Employability Skills Training (EST)

Overview of EST

EST gives young Participants the opportunity to enhance their employability through targeted training.

Participating in EST helps young Participants understand employer expectations of potential new employees in a recruitment process and the workplace. EST consists of 2 training blocks with different content focuses:

- Training Block 1 – EST Courses (workplace skills) equip Participants with pre-employment skills and prepare them to meet the expectations of Employers. This type of EST Course covers the 10 Core Skills for Work in the Core Skills for Work Developmental Framework (2013).
- Training Block 2 – EST Courses (job search skills) focus on job preparation and equip young Participants with advanced job hunting skills, career development interview skills and the opportunity to participate in industry awareness experiences. These experiences will provide Participants with an insight into the tasks and duties of different industries.
- Job seekers can participate in one or both blocks, in any order, depending on their needs.

Referring Participants to EST Activities

A Participant is EST Eligible if they are aged between 15 and 24 years receiving an Income Support Payment and have Mutual Obligation Requirements. Trial Providers can refer eligible Participants to an EST Course from day one in Enhanced Services.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over 3 weeks for Participants with a full-time Mutual Obligation Requirement and 15 hours per week over 5 weeks for Participants with a part-time Mutual Obligation Requirement.

Participants with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work should be referred to EST courses run for 15 hours per week over 5 weeks, however they may volunteer to undertake more than 15 hours per week of EST.

Trial Providers should ensure they refer Participants to EST Courses with sufficient lead time to meet the required minimum numbers (8 referrals for regional, 10 referrals for non-regional). Where a referral is made to an EST Course less than 5 days before the commencement date, Trial Providers should confirm in the Department's IT Systems that the minimum referrals have been met and, if they have not, contact the EST provider to confirm the Course will be going ahead.

Trial Providers must ensure a current phone number and email address are recorded on the Participant's the Department's IT Systems profile at the time of referral to enable EST Trial Providers to make contact with Participants prior to the training.

When making a referral to EST, Trial Providers must discuss the training with Participants, and determine if the Participant should be referred to a Training Block 1 Course, a Training Block 2 Course, or both types of EST Courses. When discussing EST referral with Participants, Trial Providers should communicate information about the course content and benefits of attending. To facilitate these conversations, an EST Participant fact sheet is available on the Provider Portal.

Participants must only undertake each type of EST Course once, and may undertake them in any order. Exceptions may be made with Departmental approval for Participants who have participated but did not achieve the required learning outcomes. Where the Department gives approval, Trial Providers can re-enrol Participants once more, with a different EST Provider.

Participants may participate in an EST Course before participating in a PaTH Internship, however, this is not mandatory. For information relating to PaTH Internship eligibility, refer to the Managing PaTH Internships Guideline.

When the Participant participates in an EST Course, the EST Provider gives the Participant a written assessment, either electronically or in hard copy, of their employability skills, assessed against the relevant learning outcomes for the EST Course. Participants can use the assessment to promote themselves to Employers for PaTH Internships, other work experience opportunities or Employment. The Trial Provider should also receive a copy of this assessment.

Collaborating with EST Providers

Trial Providers must collaborate with EST Providers to ensure Participants are referred to suitable EST Courses and, where relevant, the industry specialisation aligns with the Participants' aspirations. Trial Providers should be aware that some EST Providers deliver EST Courses that have been tailored for particular Participant cohorts (e.g. Indigenous and or culturally and linguistically diverse). EST Courses for Participants with part-time Mutual Obligation Requirements should be negotiated with EST Providers where there is a need.

EST Providers are required to work with Employers and industry groups to assist Trial Providers to identify PaTH Internship opportunities.

Participants in EST are subject to the Targeted Compliance Framework (TCF). To assist EST Providers to manage attendance, a direct contact number for the referring Trial Provider site should also be available in the Department's IT Systems.

Career Transition Assistance (CTA)

Overview of CTA

CTA is an activity for mature-age people, 45 years and over, to help them identify and articulate transferable skills, increase job readiness and target job search to local industries and available jobs. CTA will also help to address Participants' functional IT skills, so that they can confidently apply for jobs online, and develop the basic IT skills required in many workplaces.

Participation in CTA is for 75 hours (including a minimum of 50 hours in small group settings) over an 8 week period.

Referring Participants to CTA

All Participants aged 45 years and over, and registered with a Trial Provider are eligible to participate in CTA. Participation in CTA is voluntary, and where an eligible Participant elects to participate in CTA they are to be considered suitable for referral unless one or more of the below factors is present:

- a significant non-vocational issue that needs to be addressed as a priority before they can benefit from CTA, or
- the Participant has already commenced a CTA Course during their current Period of Service and the Participant is being serviced by the same Trial Provider.



System step: The Department's IT Systems will identify if a Participant is CTA Eligible. Trial Providers are able to view a list of CTA Eligible Participants via the CTA Eligibility Widget in the Department's IT Systems.

Trial Providers should determine if the CTA Eligible Participant would benefit from referral to CTA. Where it is identified that a Participant would benefit from CTA, the Trial Provider should make every effort to refer the Participant to available CTA Elements as quickly as possible.

Trial Providers should consider discussing a referral to CTA with those Participants who feel they would benefit from it. Participants electing to participate in CTA will be able to choose their CTA Provider from those delivering services in their region.

Trial Providers are required to refer Participants to the CTA Provider chosen by the Participant.

To make a referral to CTA, Trial Providers must search for CTA Activities and refer the CTA Eligible Participant/s into these Activities through Activity Management.

NEST Trial Providers should not 'placement confirm' Participants in CTA. It is the responsibility of the CTA Provider to placement confirm Participants in the department's IT system.

On the same Business Day the CTA Provider receives a referral, the CTA Provider will arrange an Initial Meeting with the Participant to occur within 5 Business Days.



System step: To refer a Participant into a CTA Course, Trial Providers must search for and view CTA Courses, and must place CTA Eligible Participants into these CTA Course through Activity Management.



System step: When referring a Participant into a CTA Course, the Trial Provider must include a schedule for the Participant's attendance in the Activity. The CTA Provider will have included a schedule(s) against the CTA Course. The Trial Provider should select and modify the schedule in the Participant's calendar as necessary to meet the Participant's needs.

Working with the CTA Provider

Trial Providers will need to work with CTA Providers to facilitate placements and receive information about the Participant throughout their time in the program.

Trial Providers will need to be available for a Warm Handover Meeting with the Participant and CTA Provider within 5 Business Days of the Participant's completion of CTA.

The purpose of the Warm Handover Meeting is to discuss the Participant's next steps following completion of CTA including, pursuing employment and work experience opportunities. As part of this meeting, the CTA Provider must have uploaded on the Department's IT Systems, a copy of the Participant's updated résumé and Career Pathway Plan. The CTA Provider will also offer the Participant two future Contacts to occur within 3 months of the completion of CTA.

Trial Providers should not exit Participants from CTA. It is the responsibility of the CTA Provider to exit Participants in the Department's IT Systems.



System step: At the Warm Handover Meeting, the CTA Provider will be required to specify the details of the two future contacts with the Participant. Trial Providers should use these details to book Third Party Appointments for the Participant and issue formal notification of the appointment/s.

CTA Agreement between the Trial Provider and CTA Provider

A CTA Agreement must be completed, signed and dated by a CTA Provider and Trial Provider prior to commencing referrals of CTA Eligible Participants to CTA. A template agreement is available on the Provider Portal for Trial Providers to use, however, the CTA Agreement should in most cases be initiated by the CTA Provider.

Where Trial Providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement are covered in their agreement and must include, word for word, any specified clauses in the Department's template agreement.

Where a Participant has been referred to CTA by the CTA Trial Providers' Own Organisation or Related Entity, a CTA Agreement is not required.



Documentary Evidence: Trial Providers **must** retain written evidence (either hard copy or soft copy) of the CTA Agreement and any agreed changes.

Work for the Dole

Work for the Dole is designed to help Participants gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for Participants to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Participants must be 18 years and older, on Income Support Payment and have a Mutual Obligation Requirement.

For information on Work for the Dole Activities, see the [Work for the Dole Guideline](#).

PaTH Industry Pilots

The Youth Jobs PaTH Industry Pilots (Industry Pilots) aim to increase the take up and more effective use of employment services by employers through industry-led pre-employment pathways.

Industry Pilots will use a combination of existing government programs, particularly elements of Youth Jobs PaTH, combined with other supports to connect employers, Trial Providers and job seekers through tailored pathways to employment. Industry Pilots may include elements of pre-employment training, Youth Jobs PaTH Internships or (NWEF placements. For information on managing these specific elements of an Industry Pilot, please also read the Managing PaTH Internship Guideline and Managing NWEF Activities Guideline.

Where an Industry Pilot involves an NWEF placement or PaTH Internship, Trial Providers and the host business will be eligible to receive relevant payments associated with these placements, just as they would for any other eligible placement or internship.

For information on PaTH Industry Pilots, see [Youth Jobs PaTH](#) information on the Provider Portal.

Participation

Participation in an Industry Pilot is voluntary and Participants will not be subject to the TCF regarding their participation in an Industry Pilot.

Participants must be aged 15 to 24 years (dependent on activity).

Participants must meet eligibility requirements for any elements of Youth Jobs PaTH or other activity that are included in the Industry Pilot they are participating in.

The length varies depending on the pathway/industry and is different for each pilot.

Placing a Participant into a pre-employment project

Pre-screening

The Department will notify Trial Providers of the Industry Pilots, their locations and Activity codes. Trial Providers are encouraged to connect with Pilot Providers and screen their caseload for Participants who may be suitable and eligible to participate in an Industry Pilot. Referrals to an Industry Pilot must be made through the Pilot Provider's relevant referral process.

Trial Providers must ensure that all Participants they refer meet the relevant Industry Pilot requirements outlined by the Pilot Provider. Trial Providers should ensure Participants are provided with details of the Industry Pilot and requirements from the Pilot Provider, including attendance at information sessions, interviews where required and an understanding of the industry and positions available. The Pilot Provider will use further screening and selection activities to identify preferred Participants, invite them to commence in the Industry Pilot, and advise the Trial Provider of their selection.

Where a Trial Provider has determined that a Participant is suitable and interested in participating in an Industry Pilot, the Trial Provider should record the details of the Pilot Provider's pre-screening process in the Department's IT Systems using an Informal Activity. The Trial Provider should add the details into the participants Job plan using a Voluntary Free Text code and then—using the Job seeker calendar—place the participant into the Informal Activity with days of attendance scheduled as appropriate.

Acceptance and referral

After completing the pre-screening process Pilot Providers will advise Trial Providers of the Participant's acceptance into the Industry Pilot. Once participants are accepted into the Industry Pilot, Providers must refer the Participant to the Industry Pilot using the relevant Activity ID. Each Industry Pilot Activity ID is available on the Provider Portal.

If it is a requirement of the Industry Pilot, Trial Providers must ensure that any employer-required checks (e.g. police check, drug and alcohol screening, working with children checks etc.) are conducted prior to the Participant commencing in the Industry Pilot. Risk assessments must also be finalised prior to any PaTH Internship or NWEF placements commencing as part of the Industry Pilot.

Participation in an Industry Pilot must be included as a voluntary Activity in the Participant's Job Plan. Trial Providers must record this Activity in the Job Plan using the free text code, and include the relevant Activity details, such as information about the Pilot Provider and dates and hours of participation.



System step: A PaTH Industry Pilot Activity Type has been created in the Department's IT Systems. The Department will provide the relevant Activity ID to Trial Providers. Once the Participant has been accepted into an Industry Pilot, Trial Providers can refer the Participant into the Activity using the relevant Activity ID. Trial Providers must also refer Participants to elements within the Industry Pilot

pathway using current processes for placing a Participant into the Activity, e.g. PaTH Internships, EST and NWEP.



System step: For Participants undertaking an Industry Pilot, use of the Calendar is not required. However, Providers are encouraged to use the Calendar to ensure conflicting appointments aren't scheduled, by creating a personal event for the Participant using the 'working casual / regular' event type.

Activity management

Trial Providers should ensure that appointments, interviews, job search or other Activities are not scheduled for Participants whilst they are participating in an Industry Pilot. If it is absolutely necessary for a Participant to attend an appointment, Trial Providers should discuss this with the Pilot Provider and Participant.

Trial Providers are expected to support Participants to successfully participate in and complete the Industry Pilot.

Each Industry Pilot Provider will outline any additional requirements to support participation in an Industry Pilot – e.g. transport costs; clothing etc. Referring Participants to an Industry Pilot is contingent on accepting the terms and conditions of the Industry Pilot and meeting these requirements must be managed in a timely manner by Trial Providers, so Participants and employers are not adversely affected.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) in relation to participation in elements of an Industry Pilot (such as a PaTH Internship or NWEP Placement) in accordance with the Deed and relevant guideline requirements.

PaTH Business Placement Partnerships

Path Business Placement Partnerships connect Participants to employers with workforce needs using Youth Jobs PaTH and existing programs.

Participants must be aged 15 to 24 years (dependent on activity).

Participants must meet eligibility requirements for any elements of Youth Jobs PaTH or other activity that are included in the industry pilot pathway they are participating in.

Launch into Work Placements

Launch into Work is a program which supports Participants to increase their skills, experience and confidence through participation in pre-employment projects that provide training, work experience and mentoring, tailored to a specific job and business. The Launch into Work Organisation is required to commit to employing all suitable Participants who successfully complete the Placement.

Placing a Participant into a pre-employment project

The Department will notify Trial Providers if there is a Launch into Work pre-employment project planned in the Trial Employment Region and invite them to a project briefing session with the Launch into Work Organisation.

The briefing session will involve the Launch into Work Organisation providing an overview of the employment opportunities to be filled by the project, the screening and selection process and the pre-employment project. Following the briefing session, Trial Providers will screen their caseload for candidates who may be suitable for the project and working for the employer, and refer them to an information session with the Launch into Work Organisation.

Trial Providers should send a list of potentially suitable and interested candidates (in keeping with the Launch into Work Organisation's requirements) to the contact person by the designated referral cut-off date. Trial Providers must ensure candidates have the details of the information session, know what they need to take with them, and have a basic understanding of the employer and positions available. The Launch into Work Organisation will use further screening and selection activities to identify their preferred Participants and invite them to commence a Launch into Work Placement.

If it is a requirement of the Launch into Work project, Trial Providers must ensure that any employer-required checks (e.g. police check, drug and alcohol screening, working with children checks etc.) are conducted prior to the Placement commencing. Risk assessments must also be finalised prior to the Placement commencing.

Participation in a Launch into Work Placement should be included as a voluntary Activity in the Participant's Job Plan. Trial Providers should record this Activity in the Job Plan using the ET64 Work Preparation activity code. Trial Providers should include the relevant Activity details, such as information about the Launch into Work Organisation, project dates and hours of participation.



System step: A Launch into Work Activity Type has been created in the Department's IT Systems. The Department will provide the relevant Activity ID to those Trial Providers with a job seeker on their caseload who is a Participant in a Launch into Work Placement. Trial Providers can then place an eligible Participant into the Launch into Work Placement using current processes for placing a Participant into any other Activity.



System step: For Participants undertaking a Launch into Work Placement, Trial Providers are encouraged to use the Calendar to ensure conflicting appointments aren't scheduled, by creating a personal event for the Participant using the 'working casual / regular' event type (note: even though participation in a project is not employment, this is the only available event type).

Activity Management

Trial Providers are expected to support Participants to successfully participate in and complete their Launch into Work Placement.

Trial Providers should ensure that appointments, interviews, job search or other Activities are not scheduled for Participants whilst they are participating in a project. If it is absolutely necessary for a Participant to attend an appointment, Trial Providers should discuss this with the Launch into Work Organisation and Participant.

Trial Providers are expected to support Participants with transport costs to attend the project and for their first month of employment.

Expectations for other financial contributions will be outlined at the information session. Trial Providers should make themselves aware of any financial contribution required, and that this is coordinated in a timely manner. Referral of a Participant to a Launch into Work Placement is contingent on the Trial Provider's agreement to make the financial contributions specified at the briefing session.

Voluntary Work

Voluntary Work develops vocational and non-vocational skills in a not-for-profit community organisation. All Participants may undertake Provider Sourced Voluntary Work where requirements have been met.

Participants with a Points Requirement can undertake either Provider Sourced Voluntary Work or Participant Sourced Voluntary Work.

Participant Sourced Voluntary Work will be primarily self driven and reported by the Participant. Trial Providers should, if aware that Participants are undertaking Participant Sourced Voluntary work, discuss with the Participant that the Participant Sourced Voluntary Work is of benefit and contributes to improved employment prospects. Where appropriate Trial Providers should encourage Participants to diversify their job search efforts where the Participant Sourced Voluntary Work is not, or stops, contributing to their employment prospects. See the [Points Based Activation System Guideline](#) for information about Participants with a Points Requirement undertaking Participant Sourced Voluntary Work.

Voluntary Work must only be undertaken in a not-for-profit community organisation.

Voluntary Work must not:

- be undertaken in the Participant's own home
- involve working for the Participant's or a family member of the Participant's own organisation
- primarily promote a particular religious or political view
- involve violence towards people or property damage
- undertake tasks which would normally be done by a paid employee, including a casual or part-time paid employee
- reduce hours usually worked by a paid employee or reduce customary overtime of an existing worker.

Voluntary Work can be conducted in an Activity Host Organisation's place of business where all other requirements specified in the Deed have been met.

Provider Sourced Voluntary Work must:

- be of benefit to the Participant and the local community and offer no financial gain to the volunteer organisation (also referred to as an Activity Host Organisation)
- provide the Participant with the opportunity to gain vocational and non-vocational skills that will directly improve their Employment prospects

- provide opportunities that will develop or enhance a Participant's ability to work as part of a team, take directions from a Supervisor, work independently, communicate effectively, and become more motivated and dependable.

Provider Sourced Voluntary Work must not exceed 26 weeks' duration, unless the Trial Provider determines this is the best participation option under the circumstances.

Voluntary Work options to meet Mutual Obligation Requirements

If a Participant undertakes Voluntary Work, Services Australia is not required to approve the Activity Host Organisation. If a Participant aged 55 and over is undertaking Voluntary Work, or doing Voluntary Work combined with paid work to fully meet their Mutual Obligation Requirements, Services Australia will need to assess the Activity and organisation before commencement.

Participants 55 years of age and over can meet their full-time Mutual Obligation Requirements by participating in paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances.

- If the Participant is aged 55 to 59 years and in their first 12 months of receiving an Income Support Payment, they can fully meet their Mutual Obligation Requirements by participating in 30 hours per fortnight of:
 - paid work; or
 - a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the Participant is aged 55 to 59 years and has been receiving an Income Support Payment for more than 12 months, they can fully meet their Mutual Obligation Requirements by participating in 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the Participant is aged 60 years up to (but not including) the Pension Age, they can fully meet their Mutual Obligation Requirements by participating in 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Activity attendance information has been recorded by the Participant, entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, offline records are not required to be kept.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of risk assessment documentation for the NWEF, Work Experience (Other) and Provider Sourced Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of Activity Host Organisation Agreements for Work for the Dole, and Provider Sourced Voluntary Work.

Part-Time Employment

Part-time employment is work that is not on a permanent, full-time basis and can include work on a casual or temporary basis and self-employment.

Unlike other Activity types, Trial Providers are not required to create a separate Activity record for part-time employment being undertaken by a Participant without a Points Requirement and can instead use a paid work Activity that has been pre-created by the Department. For more information refer to [Setting up Activities in the Department's IT Systems](#).

See the [Points Based Activation System Guideline](#) for information about Participants with a Points Requirement undertaking Paid Work, including part-time employment.



Documentary Evidence: For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia, or paid work hours reported as Job Search Related tasks under PBAS by either the Participant or the Trial Provider, is acceptable Documentary Evidence. This information is available from the Case Summary Screen (Job Seeker Information – View Declared Earnings).



Documentary Evidence: For Participants without a Points Based Requirement, Trial Providers **must** retain evidence (either hard copy or soft copy) of payslips or Employer payroll summaries (for part-time work), if the Trial Provider is not using the employment hours declared to Services Australia.

Additionally, Documentary Evidence for self-employment can include:

- a Profit and Loss Statement
- a signed and dated written statement from an accountant
- and/or registered bookkeeper
- copies of records from the Australian Taxation Office and/or a tax return statement
- a Business Activity Statement.

Training and study

Training and study provides Participants with the opportunity to learn skills and gain qualifications that will improve their employment prospects.

Participants must be 15 years and over.

The Trial Provider will need to determine whether training is in the best interest of the Participant, and identify an eligible course, before referring a Participant to training.

Courses should be for a duration of 12 months or under and in areas of high skills demand.

Participants can undertake study or training at any time as long as it meets the requirements of an Approved Short Course. The New Employment Services Trial (NEST) Job Plan and Mutual Obligation Requirements Guideline outlines the definition of an Approved Short Course.

Non-accredited training — such as pre-employment training — may also be undertaken, where the Trial Provider determines it will be in the best interests of the Participant.

Study and training can be funded through the Employment Fund in accordance with the [New Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#).



Documentary Evidence: Where study is undertaken online, Trial Providers can request documentary evidence from Participants of the online hours that they complete.



Documentary Evidence: Trial Providers must retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Participants are recording their own attendance, Documentary Evidence is not required to be kept.



Documentary Evidence: Trial Providers must retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).

Skills for Education and Employment program (SEE)

The SEE program provides initial, basic and advanced accredited English language training as well as basic and advanced literacy and numeracy training.

Participant must be of working age, have capacity to benefit, and be registered with Services Australia and have work rights.

The SEE program:

- provides up to 650 hours of free training
- can be undertaken part-time (10 to 19 hours per week) or full-time (20 to 25 hours per week)
- must be completed over no more than a 2 year period.

Trial Providers must enter information relating to SEE program placements into the Activity Management component of the Department's IT Systems to ensure that Participants receive the fortnightly \$20.80 Language, Literacy and Numeracy Supplement (where eligible).

For additional information on the SEE program and participant eligibility, refer to the [Department of Education, Skills and Employment Website](#).



System step: To refer an eligible job seeker to the SEE program, follow the steps set out in the relevant referral Task Card in the Learning Centre.

Adult Migrant English Program (AMEP)

The AMEP provides accredited English language tuition to eligible migrants and humanitarian entrants. The AMEP helps Participants to learn foundational English language skills to enable them to settle and confidently participate in Australian society.

Participants must be 18 years or over (15-17 years in specific circumstances), a permanent resident of Australia or hold an eligible temporary visa or be a citizen who previously held an eligible visa.

Due to the [streamlining services for refugees measure](#), refugee Participants with Mutual Obligation Requirements commence in employment services 6 months following their arrival in Australia (after 12 months from 1 January 2020). As a result, Participants eligible for AMEP will generally already be connected to an AMEP provider before commencing in Enhanced Services. Trial Providers therefore will not be required to make a referral to the program for these Participants, but record their participation in the Department's IT Systems.

For more information on the AMEP, please visit the [Department of Home Affairs website](#).

Australian Defence Force Reserves (Defence Reserves)

Defence Reserves is only available to Participants who can meet the enlistment and ongoing standards required by the Defence Reserves.

Defence Reservists receive a daily allowance to cover their costs while in training. The amount of this allowance varies. All Defence Reserves allowances are tax free and not considered to be income under the Social Security Act 1991.

Further information on Defence Reserves is available by calling Defence Reserves Support - General Enquiries on 1800 803 485 or from the [Defence Reserves Support website](#) (at <http://www.defencereservessupport.gov.au/>).



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of signed training notice or signal notice (for Defence Force Reserves).

Exploring Being My Own Boss Workshop

Exploring Being My Own Boss Workshop gives people a taste of what self-employment means for them.

Participants must be 18 years and over, not in employment (for 15 hours or more each week) or full time education/training and be able to attend the workshop full-time.

Participants who participate in an Exploring Being My Own Boss Workshop with their NEIS Provider may be able to undertake a 'complementary placement' to help them determine if self-employment is for them.

A 'complementary placement' is a:

- NWEPP Placement
- Work Experience (Other) Placement.

A Trial Provider may be asked by a NEIS Provider to place an eligible Participant into a 'complementary placement' Activity.

The Participant must meet the eligibility requirements for the Activity and the Trial Provider must meet the requirements outlined in relevant Guidelines and the Deed for placing a Participant into the Activity.

Non-vocational assistance and Interventions

Non-vocational assistance and Interventions can be undertaken to assist Participants to manage or overcome non-vocational barriers to employment, where a Trial

Provider determines it is in the best interests of the Participant. Participation is Voluntary.

Examples of non-vocational assistance include:

- parenting courses
- careers counselling
- cultural services and
- personal development courses.

Examples of Interventions include:

- drug or alcohol addiction treatments (including rehabilitation)
- counselling services
- disability Intervention
- medical or health-related services.

A Participant may participate in any of the above programs at any time.

For drug or alcohol treatment, Trial Providers must update the Participant's Job Plan with the NV07 code as a voluntary activity.

Where the Participant is in preventative health treatment/s, Trial Providers must update the Participant's Job Plan with the NV14 code as a voluntary activity.



Documentary Evidence: Trial Providers **must** retain evidence (either hard copy or soft copy) of invoices for services or a letter of acceptance into a program (for non-vocational interventions).

Funding of any of the above Activities through the Employment Fund is subject to the New Employment Services Trial (NEST) Using the [Employment Fund General Account Guideline](#).

Other government programs

Participants can undertake other government programs or other Activities, including other Australian Government, state or territory, or local government programs, if the Trial Provider agrees.

Participants must be 15 years and over. Eligibility is dependent on the specific activity. Placements vary in length and participation is at the discretion of Trial Providers.

Other government programs should not duplicate services Trial Providers are contracted to deliver under the Deed.

For example, Participants may undertake programs such as Exploring Being My Own Boss Workshops, NEIS Assistance, NEIS Training and Defence Reserves.

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. NEIS Participants exit Enhanced Services to begin NEIS Assistance. For those NEIS Participants who choose to remain on their current payment, their participation in NEIS Assistance will fully meet their Mutual Obligation Requirements.

Other government programs that Participants can participate in vary between jurisdictions. Trial Providers can contact their relevant state, territory or local government for up-to-date information on their range of programs available.

Before referring a Participant to an Other Government Program, Trial Providers should satisfy themselves that there is a safe system of work in place, including that the relevant program is complying with work health and safety requirements relevant to the jurisdiction in which the program occurs. Trial Providers must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at the program location.

Vocational Training and Employment Centres

Vocational Training and Employment Centres (VTEC) support Indigenous Participants into sustainable employment. VTEC is an opt-in program that connects Indigenous Participants with guaranteed jobs and brings together the support services necessary to prepare Participants for long term employment.

VTECs need to ensure that Participants have a genuine interest in working in the field of the job and will be offered employment based around their skillsets and interests. Participants who are actively participating in VTECs will be fully meeting their Mutual Obligation requirements.

VTEC is open to all Indigenous Participants, and Trial Providers should contact their nearest VTEC and work together to undertake an informal assessment of the Participant's suitability for the available jobs.



System step: To record a VTEC placement, Trial Providers should use the 'Vocational Training and Employment Centres' Activity Sub Type, available under the 'Other Government Programs' Activity in the Activity section of the Department's IT Systems. When the participation schedule in VTEC is not known, Trial Providers are not required to use the Calendar.

The Try, Test and Learn Fund

The Try, Test and Learn (TTL) Fund is administered by the Department of Social Services (DSS) and trials new or innovative approaches to assist vulnerable people into stable, sustainable employment. Each TTL Fund project primarily targets individuals in one or more priority groups, which generally includes people receiving income support.

A Participant's participation in an employment-focused TTL Fund project is considered an other government program Activity.

Trial Providers are encouraged to familiarise themselves with locally run projects that may assist their Participants to improve their employability. As eligibility requirements for each project may differ, Trial Providers should discuss any potential Participants with the relevant delivery organisation prior to referral.

DSS has published a factsheet which lists the projects available across regions and more information is available on the [DSS website](#).

Local Jobs Program -

Recognising that every Employment Region has been impacted by COVID-19 in varying ways and levels, the Local Jobs Program (LJP) aims to place people in appropriate employment or training opportunities as efficiently as possible as the labour market recovers.

The LJP operates in 1 trial region, Mid North Coast, New South Wales.

Participation in a Local Jobs Program Activity is voluntary.

Trial Providers should update Local Jobs Program Activity Referrals in the Department's IT Systems when a Participant leaves or completes a Local Jobs Program Activity.

For more information on the Local Jobs Program, refer to the [Local Jobs Program Guideline](#).

Department approved non-government programs

Participants can undertake Department approved non-government programs or other Activities designed to improve their Employment prospects at any time if the Trial Provider agrees.

Programs are approved by the Department for an initial 12 months but have rolling intakes and varying durations.

Participant eligibility is dependent on the specific activity.

Some non-government programs have been approved by the Department using the following principles:

- the program must have a demonstrated ability to, or high likelihood of, assisting Participants to move into sustainable work during the program or upon completion
- the program must comprise of more than just the delivery of a training course and any training must be vocational (preferably accredited) or directed at increasing Participant employability
- the program must not be undertaken by a Trial Provider or an entity related to a Trial Provider
- the program must not duplicate services Trial Providers are contracted to deliver under the Deed.

The Department will notify Trial Providers of programs that are assessed as approved non-government programs via the Provider Portal. Activities will be created by the Department in the Department's IT Systems for each approved non-government program.

Approval of a non-government program does not constitute approval of any costs associated with the operation of the program. Trial Providers are responsible for determining whether any costs involved with Participants participating in the program meet Employment Fund principles. Refer to the [New Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#).



Work Health and Safety content: Before referring a Participant to an approved non-government program, Trial Providers should satisfy themselves that there is a safe

system of work in place, including that the relevant program is complying with work health and safety requirements relevant to the jurisdiction in which the program occurs. Trial Providers must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at the program location.



System step: When claiming Department approved non-government program costs through the Employment Fund, the Activity ID for which the claim is being made must be recorded in the comments field of the Employment Fund commitment in the Department's IT Systems. Please refer to the Using the Employment Fund General Account Guideline.

Further information to support this policy and the application form, can be found on the [Department's website](#) or on the Participation and Compliance Framework page of the Provider Portal.

National Work Experience Programme (NWEP)

NWEP provides Participants with the opportunity to gain experience and confidence, while demonstrating skills to potential employers. Participants must be 17 years and older, registered with a Provider, on income support payment and have a Mutual Obligation Requirement.

For more information on managing NWEP Activities, see the [Managing National Work Experience Programme Activities Guideline](#).

New Business Assistance with NEIS

NEIS supports people with a business idea to start and run a viable small business.

Participants must be 18 years and older and have a valid business idea.

For more information on NEIS, see the [New Business Assistance with NEIS](#) information on the Provider Portal.

PaTH Internships

Voluntary work trials for Participants aged 17-24 to gain and show skills to a potential employer, and for a business to see if the young person is the right fit. For more information on PaTH Internships, see the New Employment Services Trial (NEST) Managing PaTH Internships Guideline.

8. Summary of required Documentary Evidence



Documentary Evidence: Setting up Activities in the Departments IT System

- Trial Providers must identify and create all of their Activities in the Activity Management component of the Department's IT Systems, with the exception of the creation of Non-Government Programs, some Other Government Programs, PaTH Industry Pilots and Launch into Work Activities, which are created by the Department. When creating Activities, Trial Providers must identify if there is any evidence required from the Participant to verify attendance at the Activity.



Documentary Evidence: EST Providers

- EST Providers will create all EST Courses in the Activity Management component of the Department's IT Systems and record Participant attendance at EST Courses via the Supervisor App where the Participant requests they do so as they are unable to record their own attendance.

**Documentary Evidence:** Record keeping

- The Trial Provider must keep records of attendance for each Participant who participates in relevant Activities in accordance with the Deed. Where Participants record their own attendance at Activities via the Participant App or the jobactive website, this will count as Documentary Evidence for Participant attendance.
- Where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, Documentary Evidence is not required to be kept.
- The Trial Provider must make sure that Supervisors are aware that they are required to notify the Trial Provider of any misconduct that has occurred at Activities on the day of the event.
- Trial Providers need to record Participants' attendance at Activities where the Participant has reported their attendance to them, there are issues with the online dashboard or Supervisor App for the Participant to record their attendance directly or the Trial Provider has taken responsibility for monitoring and recording attendance on the day of the Activity.
- Trial Providers must retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).
- For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia, or paid work hours reported as Job Search Related tasks by either the Participant or the Trial Provider, is acceptable Documentary Evidence. This information will automatically populate into the Job Seeker Personal Summary Screen (Job Seeker Information – View Declared Earnings).
- Trial Providers must retain evidence (either hard copy or soft copy) of payslips or Employer payroll summaries (for part-time work), if the Trial Provider is not using the employment hours declared to Services Australia.
- Additionally, Documentary Evidence for self-employment can include:
 - a Profit and Loss Statement
 - a signed and dated written statement from an accountant
 - and/or registered bookkeeper
 - copies of records from the Australian Taxation Office and/or a tax return statement
 - a Business Activity Statement.
- Trial Providers must retain evidence (either hard copy or soft copy) of signed training notice or signal notice (for Defence Force Reserves).
- Trial Providers must retain evidence (either hard copy or soft copy) of invoices for services or a letter of acceptance into a program (for non-vocational interventions).
- Trial Providers must retain evidence (either hard copy or soft copy) of Activity Host Organisation Agreements for Work for the Dole, and Voluntary Work.

- Trial Providers must retain evidence (either hard copy or soft copy) of Activity Host Organisation Agreements for the NWEP and Work Experience (Other) Placements.
- Trial Providers must retain evidence (either hard copy or soft copy) of risk assessment documentation for the NWEP, Work Experience (Other) and Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.

**Documentary evidence:** Completing Activities

- Trial Providers must retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).
- For Participants who have participated in and completed a CTA Course, Trial Providers will receive an individually tailored Career Pathway Plan and an up to date résumé at the Warm Handover Meeting with a CTA Provider. The CTA Provider will upload the Career Pathway Plan and Résumé against the relevant Activity Placement in the Department's IT Systems.

**Documentary Evidence:** Conducting Risk Assessments

- Trial Providers have the discretion to determine how they document their risk assessments.
- Trial Providers must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The Provider must provide these Records to the Department on request.

**Documentary Evidence:** All Incidents – both Personal Accident and Public and Products Liability

- Trial Providers must advise the Department of any incident that occurs in the method outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time).

**Documentary Evidence:** Work Experience (Other) Placements

- Trial Providers **must** retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Activity attendance information has been recorded by the Participant, entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, offline records are not required to be kept.
- Trial Providers **must** retain evidence (either hard copy or soft copy) of Work Experience Activity Agreement for the NWEP and Work Experience (Other) Placements.
- Trial Providers **must** retain evidence (either hard copy or soft copy) of risk assessment documentation for the NWEP, Work Experience (Other) and Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.

**Documentary Evidence:** Activity Management

- Trial Providers must retain evidence (either hard copy or soft copy) in relation to participation in elements of an Industry Pilot (such as a PaTH Internship or NWEP Placement) in accordance with the Deed and relevant guideline.

**Documentary Evidence:** Voluntary Work

- Trial Providers must retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Activity attendance information has been recorded by the Participant, entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, offline records are not required to be kept.
- Trial Providers must retain evidence (either hard copy or soft copy) of risk assessment documentation for the NWEF, Work Experience (Other) and Voluntary Work which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity.
- Trial Providers must retain evidence (either hard copy or soft copy) of Activity Host Organisation Agreements for Work for the Dole, and Voluntary Work.



Documentary Evidence: Part-Time Employment

- For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia, or paid work hours reported as Job Search Related tasks under PBAS by either the Participant or the Trial Provider, is acceptable Documentary Evidence. This information is available from the Case Summary Screen (Job Seeker Information – View Declared Earnings).
- For Participants without a Points Based Requirement, Trial Providers must retain evidence (either hard copy or soft copy) of payslips or Employer payroll summaries (for part-time work), if the Trial Provider is not using the employment hours declared to Services Australia.

Additionally, Documentary Evidence for self-employment can include:

- a Profit and Loss Statement
- a signed and dated written statement from an accountant
- and/or registered bookkeeper
- copies of records from the Australian Taxation Office and/or a tax return statement
- a Business Activity Statement.



Documentary Evidence: Training and study

- Where study is undertaken online, Trial Providers can request documentary evidence from Participants of the online hours that they complete.
- Trial Providers must retain evidence (either hard copy or soft copy) of timesheets or other records of attendance. Where Participants are recording their own attendance, Documentary Evidence is not required to be kept.
- Trial Providers must retain evidence (either hard copy or soft copy) of statements of attainment or similar (for accredited education).



Documentary Evidence: Australian Defence Force Reserves

- Trial Providers must retain evidence (either hard copy or soft copy) of signed training notice or signal notice (for Defence Force Reserves).



Documentary Evidence: Non-vocational assistance and Interventions

- Trial Providers must retain evidence (either hard copy or soft copy) of invoices for services or a letter of acceptance into a program (for non-vocational interventions).

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Deed 2019-2022 (the Deed).

In this Guideline, references to Trial Provider means a New Employment Services Trial Provider, and references to Participants means Enhanced Services Participants as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Trial Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.