



# Points Based Activation System (PBAS)

This module gives providers the information they need to support participants to meet their mutual obligations using the Points Based Activation System (PBAS).

- ≡ Welcome
- ≡ Overview
- ≡ Meeting mutual obligations with PBAS
- ≡ Setting a points target
- ≡ Guiding participants' tasks and activities
- ≡ Monitoring progress towards a points target
- ≡ Summary

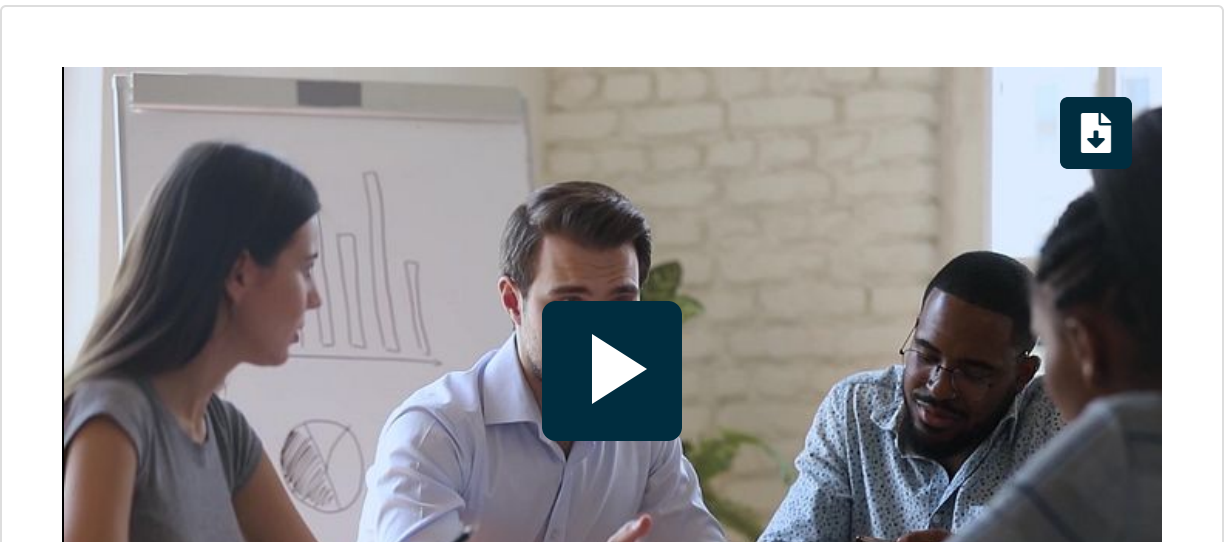
# Welcome

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Participants in Workforce Australia Services have been assessed or have chosen to seek tailored support from a provider to help them move towards employment.

Your knowledge and expertise in understanding the participant's circumstances, including their strengths, interests, and barriers to employment, will enable you to provide tailored servicing.





## Learning outcomes

As a result of doing this training, you will be able to:

- describe the Points Based Activation System (PBAS) and explain its purpose
- describe your own and the participant's role in relation to PBAS
- describe how participants can meet their mutual obligation requirements through PBAS
- evaluate a participant's personal circumstances and barriers to employment and determine the participant's points target
- analyse a participant's employment readiness to guide the tasks and activities a participant can choose to undertake to meet their points target
- support the participant in managing their mutual obligation requirements, by referring them to relevant activities and supporting them to self-manage and record their participation efforts through PBAS
- assess the quality of a participant's job search efforts submitted to meet their points requirement.


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**This module doesn't show you how to use the department's IT system. There is separate IT training that helps you do that. You will be better prepared to do the IT training if you do this module first.**

The module has been designed using research-based training methods. It presents you with new information, and supports you to practise using it. It gives you the opportunity to check your understanding and to apply your new knowledge.

Each lesson follows a similar format and includes:

- definitions
- descriptions of your role and responsibilities
- process diagrams
- scenarios
- activities
- feedback
- quiz questions
- links to cheat sheets and other resources.

 This training module (the Module) is provided to assist Workforce Australia Employment Services Providers (Providers) realise the objectives of Workforce Australia Services in providing employment services under the Workforce Australia Employment Services Providers Deed of Standing Offer 2022 – 2028 (the Deed). The Module is made available to Providers solely for the purpose of receiving training from the Commonwealth to assist in their performance of their obligations under the Deed. Providers may not use the Module for any other purpose than receiving training from the Commonwealth.

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Next up - Overview

[GET STARTED](#)

# Overview

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In this lesson you will discover what the Points Based Activation System (PBAS) is, how participants use the PBAS to meet their mutual obligation requirements, your role and how you support and monitor participants as they progress towards meeting their points target.



Encourage participants to build their skills to support their pathway to employment

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## What is the Points Based Activation System (PBAS)?

The PBAS provides participants with choice and flexibility in the way they manage their mutual obligation requirements in return for their income support.

In Workforce Australia, meeting a points target is one of the core mutual obligation requirements for a participant. Under the PBAS, participants are encouraged to actively engage and participate in tasks and activities to build their skills to support their pathway to employment.

It also allows you, as the provider, to build a positive relationship with the participant that focuses on activation owned by the participant in the first instance, rather than relying on compliance.

## **Role of providers**

As a provider, you will play an important role in encouraging the participant to engage and own their individual pathway to employment. You will provide expert one-on-one guidance to support them in addressing their employment barriers and leveraging their strengths.

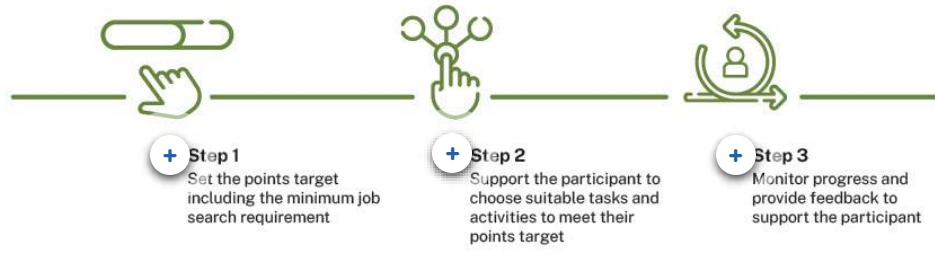
You will be required to use your understanding of a participant's personal circumstances and barriers to employment to set an individually tailored points target.

You are responsible for identifying and creating a range of tasks and activities for participants, ensuring they understand the options available to them and guiding their choice.

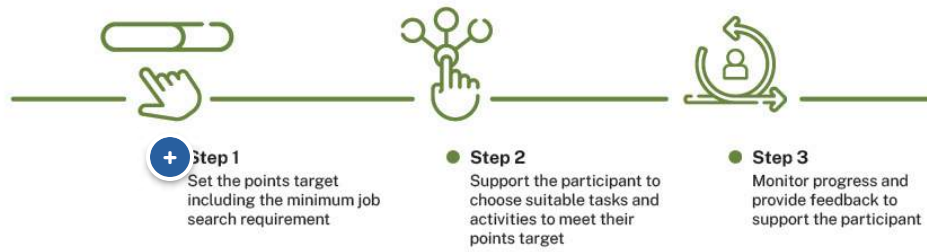
You also play a key role in supporting the participant to manage their participation and reporting online through the PBAS. If the participant is not able to manage their own participation and reporting online, you will report on their behalf. You are encouraged to work with participants to improve their digital capability skills which may help them self-manage their PBAS reporting in the future.

## **Steps to support participants to use the PBAS**

The following PBAS diagram illustrates the 3 key steps a provider must undertake to support participants to use the PBAS to meet their points target.

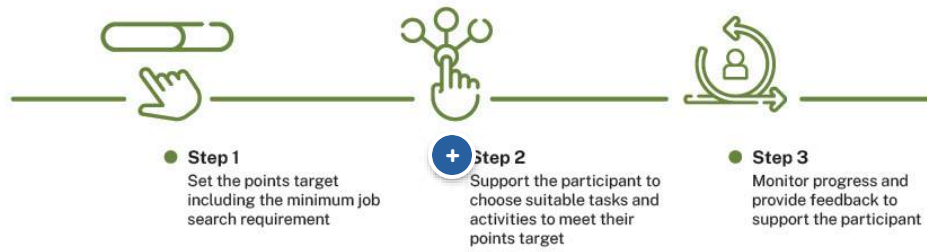






## Step 1

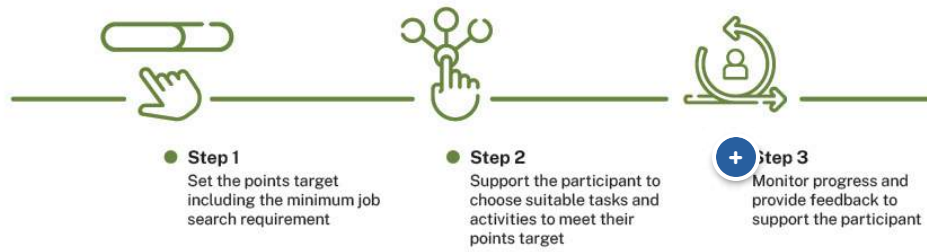
- Maximum of 100 points (due on the same day each month, the due date is displayed on the participant's homepage)
- Assess a participant's personal circumstances and barriers to employment and determine the points target, including the minimum job search requirement



## Step 2

- Ensure the participant understands the tasks and activities available to them
- Guide the participant to choose tasks and activities that will build their skills or overcome employment barriers

Tasks and activities have a points value, more intensive activities attract more points.



### Step 3

- Ensure the participant is reporting sufficient points to meet their target
- Support the participant if they cannot report their own participation

If there is a change in the participant's circumstances, review and adjust the points target.

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The lessons that follow will help you understand and be able to carry out these steps.

CONTINUE

# Meeting mutual obligations with PBAS

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A participant's mutual obligation requirements must reflect their individual circumstances and be tailored to them.

For example, a participant's requirements will be affected by their family and caring responsibilities, age and/or assessed work capacity.

The participant's points target must also be tailored to the individual. As a provider, you will do this by adjusting their points target.

You will be required to use your understanding of a participant's personal circumstances and employment barriers to set an individually tailored points target for the participant.

This can be done by applying a points credit to reduce the target at the start of a reporting period, or at any time throughout a reporting period.

Participants will have a maximum points target of **100 points** if there are no adjustments made.

Once the points target is determined, participants must complete a range of tasks and activities to meet their target and report sufficient points by the end of their monthly reporting period.

Each participant will have their own reporting period. For most participants, their reporting period commences on the day that they agree to their first job plan during their period of unemployment.

As part of meeting their points target, participants will generally need to complete a minimum of 4 job searches each month. A participant cannot meet their points target without completing this requirement.

Completing 4 job searches each month is a minimum requirement, however a participant could choose to meet their points target through job search alone.

You have the flexibility to tailor both the points target and the minimum job search requirement to reflect the individual circumstances of the participant.

The participant's points target and their job search requirement, if relevant, will be displayed on the participant's homepage.

## **A participant's homepage**

The image below is a provider's view of a participant's homepage. Click on the hotspots for more detail.

### Ashley Smith

Managed by DW9912 | (SID:42345679) | CRN:123456789A | Jobactive

Update profile

Participant summary

Personal details

Servicing and eligibility

Participation

Career profile

Compliance

Notifications

Placements

Payments and Outcomes



18 Apr to 17 May 2022

< Current period >



Points earned



Job seeker has 24 days to get 20 points. There are 10 points still not accounted for from their required job search.

Manage points target



Job searches



4 reported in total, 1 marked as unsatisfactory

Manage job searches



Reported history

Report points

Search reporting history

Date Type Publish

Added on 2 May 2021, 9:43am	✓ 5 points earned
Applied for a job - <b>Parnell Aerospace</b> Reported by Ashley Smith	
Reported on 28 Apr 2022, 3:02pm	✓ 20 points earned
Reported paid work - <b>Fourth Crown</b> Reported by provider (B23478)	
Applied for a job - <b>Lustern Publishing</b> Reported by Ashley Smith	0 points earned
Uploaded on 20 Apr 2022, 10:39am	✓ 5 points earned
Uploaded job application Reported by Ashley Smith	
Reported on 19 Apr 2022, 9:34am	✓ 5 points earned
Applied for a job - <b>Baldwin Museum of Science</b> Reported by provider (DW9912)	

<< Previous 1 2 3 4 5 6 7 Next >>



Obligations

✓ Job plan Approved on 1 June 2021	View job plan details
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FOR TRAINING PURPOSES ONLY

Home > Caseload > Ashley Smith

**ASHLEY SMITH**

Ashley Smith  
Managed by DW9912 | (SID:42345679) | CRN:123 456 789A | Inactive Update provider

Participant summary  
Personal details  
Servicing and eligibility  
**Participation**  
Career profile  
Compliance  
Notifications  
Placements  
Payments and Outcomes

**8 Apr to 17 May 2022** Current period

**Points earned**  
55 / 75  
Job seeker has 24 days to get 20 points. There are 10 points still not accounted for from their required job search.  
Manage points target

**Job searches**  
1 2 3 4  
4 reported in total  
1 marked as unsatisfactory  
Manage job searches

**Reported history** Report points

Search reporting history Date Type Points

Added on 2 May 2021, 9:43am <b>Applied for a job - Parmell Aerospace</b> Reported by Ashley Smith	✓ 5 points earned
Reported on 29 Apr 2022, 3:02pm <b>Reported paid work - Fourth Crown</b> Reported by provider (B23478)	✓ 20 points earned
Reported on 17 Apr 2022, 10:48am <b>Applied for a job - Luterne Publishing</b> Reported by Ashley Smith	0 points earned
Uploaded on 30 Apr 2022, 10:39am <b>Uploaded job application</b> Reported by Ashley Smith	✓ 5 points earned
Reported on 19 Apr 2022, 9:34am <b>Applied for a job - Baldwin Museum of Science</b> Reported by provider (DW9912)	✓ 5 points earned

<< Previous 1 2 3 4 5 6 7 Next >>

**Obligations**

✓ **Job plan**  
Approved on 1 June 2021 View job plan details

## 18 Apr to 17 May 2022

This is the participant's points reporting period. The participant must meet their points target by 17 May 2022.

The participant's next points reporting period will commence on 18 May 2022.

Home > Caseload > Ashley Smith

**Ashley Smith**  
Managed by DW9912 | (SID:42345679) | CRN:123 456 789A | Inactive Update profile

Participant summary  
Personal details  
Servicing and eligibility  
**Participation**  
Career profile  
Compliance  
Notifications  
Placements  
Payments and Outcomes

**18 Apr to 17 May 2022** Current period

**Points earned**  
55 / 75  
Job seeker has **24 days** to get **20 points**. There are 10 points still not accounted for from their required job search.  
Manage points target

**Job searches**  
1 2 3 4  
4 reported in total  
1 marked as unsatisfactory  
Manage job searches

**Reported history** Report points

Search reporting history Date Type Points

Added on 2 May 2021, 9:43am <b>Applied for a job - Parnell Aerospace</b> Reported by Ashley Smith	✓ 5 points earned	
Reported on 28 Apr 2022, 3:02pm <b>Reported paid work - Fourth Crown</b> Reported by provider (B23478)	✓ 20 points earned	
Applied for a job - Luxarne Publishing Reported by Ashley Smith	0 points earned	
Uploaded on 20 Apr 2022, 10:39am <b>Uploaded job application</b> Reported by Ashley Smith	✓ 5 points earned	
Reported on 15 Apr 2022, 9:34am <b>Applied for a job - Baldwin Museum of Science</b> Reported by provider (DW9912)	✓ 5 points earned	

« Previous 1 2 3 4 5 6 7 Next »

**Obligations**

✓ **Job plan**  
Approved on 1 June 2021 View job plan details

## Points earned

This shows how many points the participant has earned and still needs to earn to meet their points target.



Home > Caseload > Ashley Smith

**ASHLEY SMITH**

Ashley Smith  
Managed by DW9912 | (SID: 42345679) | CRN 123 456 789A | Inactive Update profile

Participant summary  
Personal details  
Servicing and eligibility  
**Participation**  
Career profile  
Compliance  
Notifications  
Placements  
Payments and Outcomes

**18 Apr to 17 May 2022** Current period

Points earned 55 / 75

Job seeker has **24 days** to get **20 points**. There are 10 points still not accounted for from their required job search.

Job searches 1 2 3 4

4 reported in total  
1 marked as unsatisfactory

Reported history Report points

Search reporting history Date Type Points

Added on 2 May 2021, 9:43am	Applied for a job - <b>Parmell Aerospace</b>	Reported by Ashley Smith	5 points earned
Reported on 28 Apr 2022, 3:02pm	Reported paid work - <b>Fourth Crown</b>	Reported by provider (B23478)	20 points earned
Reported on 19 Apr 2022, 10:46am	Applied for a job - <b>Luxeme Publishing</b>	Reported by Ashley Smith	0 points earned
Uploaded on 20 Apr 2022, 10:39am	Uploaded job application	Reported by Ashley Smith	5 points earned
Reported on 19 Apr 2022, 9:34am	Applied for a job - <b>Baldwin Museum of Science</b>	Reported by provider (DW9912)	5 points earned

Previous 1 2 3 4 5 6 7 Next

Obligations

Job plan  
Approved on 1 June 2021 View job plan details

## Job searches

This shows how many job searches have been reported by the participant towards their minimum job search requirement.

Home > Caseload > Ashley Smith

**Ashley Smith**  
Managed by DW9912 | (SID:42345679) | CRN:123 456 789A | Jobactive

Update profile

Participant summary

Personal details

Servicing and eligibility

**Participation**

Career profile

Compliance

Notifications

Placements

Payments and Outcomes

**18 Apr to 17 May 2022** < Current period >

**Points earned**  
55 / 75  
Job seeker has 24 days to get 20 points. There are 10 points still not accounted for from their required job search.  
Manage points target

**Job searches**  
1 2 3 4  
4 reported in total  
1 marked as unsatisfactory  
Manage job searches

**Reported history** Report points

Search reporting history

Date Type Priority

Added on 2 May 2021, 9:43am  
**Applied for a job - Parnell Aerospace**  
Reported by Ashley Smith  
5 points earned

Reported on 29 Apr 2022, 3:02pm  
**Reported paid work - Fourth Crown**  
Reported by provider (B23478)  
20 points earned

Reported on 19 Apr 2022, 10:46am  
**Applied for a job - Lutame Publishing**  
Reported by Ashley Smith  
0 points earned

Uploaded on 20 Apr 2022, 10:39am  
**Uploaded job application**  
Reported by Ashley Smith  
5 points earned

Reported on 19 Apr 2022, 9:34am  
**Applied for a job - Baldwin Museum of Science**  
Reported by provider (DW9912)  
5 points earned

<< Previous 1 2 3 4 5 6 7 Next >>

**Obligations**

**Job plan**  
Approved on 1 June 2021  
View job plan details

## Reported history

This provides a history of the tasks and activities that have been reported to earn points towards the participant's points target.

Home > Caseload > Ashley Smith

**Ashley Smith**  
Managed by DW9912 | (SID: 42345679) | CRN: 123 456 789A | Inactive

Update profile

Participant summary  
Personal details  
Servicing and eligibility  
**Participation**  
Career profile  
Compliance  
Notifications  
Placements  
Payments and Outcomes

**18 Apr to 17 May 2022** < Current period >

**Points earned**  
55 / 75  
Job seeker has 24 days to get 20 points. There are 10 points still not accounted for from their required job search.  
Manage points target

**Job searches**  
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**Reported history** Report points

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Reported on 28 Apr 2022, 3:02pm  
Reported paid work - **Fourth Crown**  
Reported by provider (B20478)  
20 points earned

Applied for a job - **Lustern Publishing**  
Reported by Ashley Smith  
0 points earned

Uploaded on 30 Apr 2022, 10:39am  
Uploaded job application  
Reported by Ashley Smith  
5 points earned

Reported on 19 Apr 2022, 9:34am  
Applied for a job - **Baldwin Museum of Science**  
Reported by provider (DW9912)  
5 points earned

<< Previous 1 2 3 4 5 6 7 Next >>

**Obligations**

Job plan  
Approved on 1 June 2021  
View job plan details

## Obligations

This provides participants with a copy of the job plan that has been approved.

## Check your understanding

False

The minimum job search requirement is 10 job searches each month

Participants cannot meet their points requirements through job search alone

**Points targets can only be tailored at the start of the monthly reporting period**

**The reporting period is the same for all participants**

**True**

**The maximum points target is 100 points**

**Each participant will have their own reporting period**

**To meet the points target, the minimum job search requirement must be met**

**You must tailor points targets to reflect the circumstances of each participant**

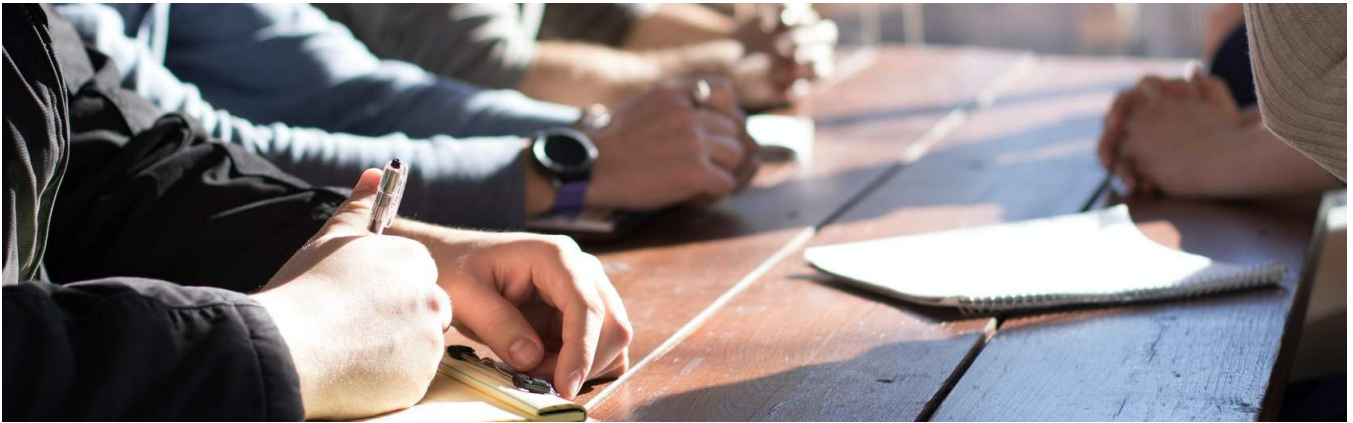
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**Next up - Setting a points target**

CONTINUE

# Setting a points target

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You must ensure that each participant has their own, individually tailored points target that reflects their ability and personal circumstances.

In your initial appointments with the participant, your responsibilities include:

- considering the participant's circumstances
- determining the points target and minimum job search for the participant
- ensuring that the participant understands what their points target is and that it can be tailored at any time if they have a change in circumstances.

To determine a points target, you must apply credits to recognise a participant's personal circumstances and labour market conditions. Click on each tab to learn more about each.

**PERSONAL CIRCUMSTANCES**

**LABOUR MARKET CONDITIONS**

Personal circumstances may include reduced work capacity, family and caring responsibilities, age or disability, mental health conditions and illness.

A credit of 40 points must be applied for participants with agreed circumstances. These circumstances include:

- Age (55 years and over)
- Principal carer parent
- Partial capacity to work (15-29 hours).

Additional credits can be applied to these cohorts if you assess that, based on the individual circumstances of the participant, a further adjustment is required. For example: You could apply 40 points for a principal carer parent and a further 10 points for short-term illness.

In addition to this, credits must also be applied for participants without the agreed circumstances above, to recognise their personal circumstances. Credits can be applied for multiple reasons that temporarily reduce an individual's capacity to meet their target, for example: other caring responsibilities, mental health conditions, short-term family emergency, or cultural beliefs.



## PERSONAL CIRCUMSTANCES

## LABOUR MARKET CONDITIONS

You must consider the participant in the local labour market and their skills and opportunities to get a job. This will include their access to broader labour markets with more employment opportunities including the availability of public or private transportation.

A credit of 20 points must be applied for participants in regions defined as being a disadvantaged labour market. A list of the regions is included in the 'Applying a Labour Market Credit' fact sheet on the provider portal.



To further adjust a participant's points target, credits can be applied in 5-point increments, in a single reporting period, or set to apply for points reporting periods totalling up to 6 months (i.e. 6 consecutive reporting periods).

The points target can only be lowered during a current reporting period. A points target cannot be increased within the same reporting period; an increase can only occur in the next reporting period to ensure the participant isn't disadvantaged.



## Back to Rose...

You met Rose in the Job Plan module where she agreed to her job plan, including the requirement to meet a points target. Now you must determine the level of her points target. If you need to be reminded about Rose or haven't completed the Job Plan module, view the video.



**Based on this information would you adjust Rose's points target?**

[Show me the model response](#)

In this scenario, you must determine whether Rose has any personal circumstances that may be a barrier to her participating in employment services on a full-time basis or gaining employment.

You also need to consider the conditions of the labour market in the area where Rose lives and whether she would need an adjustment to recognise difficult labour market conditions, including if she is required to travel to access opportunities.

Following discussions with Rose, she could receive a **personal circumstances credit** to reduce her points target as she has indicated that her inability to find employment and receiving rejections from employers has contributed to her declining mental health and her recent diagnosis of depression. Rose could receive a 20-point personal circumstances credit to reduce her points target while she concentrates on undertaking tasks and activities that help her build confidence and improve her English skills. This could include undertaking provider workshops on interview preparation or an English course like Skills for Education and Employment.

Rose lives in a capital city with good access to transport. Based on this information, she would not receive a labour market credit.

Let's assume Rose's points target would be reduced to 80 points. This could be set for a 2-month period, to allow Rose time to undertake available provider workshops and assess her suitability for the Skills for Education and Employment course.

## Knowledge check

These participants may have circumstances that require a reduction in their points target. Work out your answer and then click the button to reveal a model answer.

---

1

Sam, 49, has a reduced work capacity of 25 hours per week and is looking for office work. He lives in an employment region with poor labour market conditions where there are limited vacancies available.

**What do you think should be the type and amount of adjustment to tailor Sam's points target?**

**I'm ready to read the answer**

In this scenario, Sam's points target should be adjusted to recognise his reduced work capacity.

You should also consider that the labour market conditions in the employment region that he lives are poor. Have a think about whether he has access to broader labour markets, if he has access to transport and can travel to those areas, and whether the vacancies available are appropriate for Sam and his skill set.

Based on the information provided, Sam could get a personal circumstances credit of 40 points for his reduced work capacity and a labour market credit of 20 points if his opportunities for employment are limited. His points target would be 40 points for each reporting period. This could be set for 6 months given these conditions are not likely to change in the short term.

---

2

Daniel is 35 years old, a qualified mechanic, and is a principal carer for his 2 children. His children are now both in primary school and he is hoping to find part-time work to fit in with his caring responsibilities. He lives in an employment region with excellent labour market conditions.

**Should you tailor Daniel's points target based on his personal circumstances?**

Yes

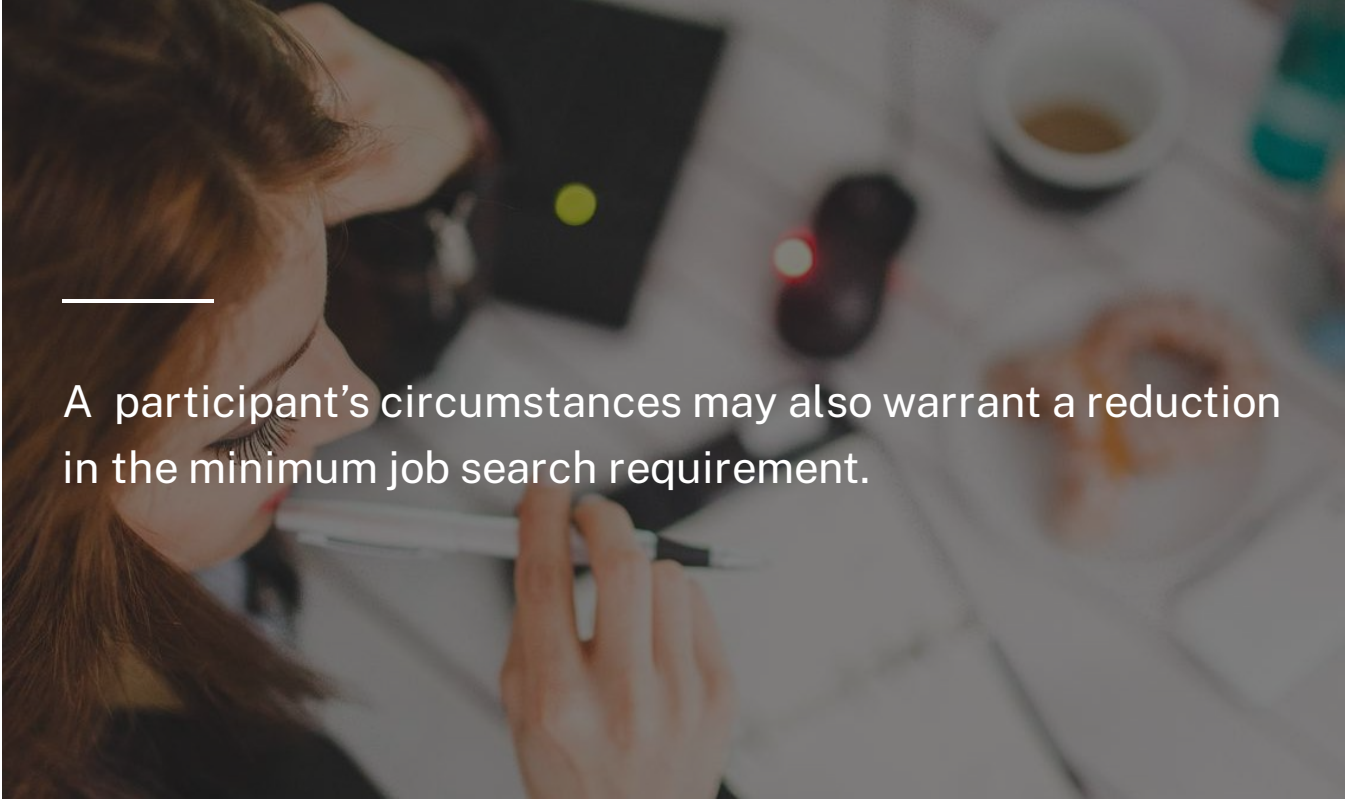
No

**I'm ready to read the answer**

The answer is **yes**. Daniel should receive a personal circumstances credit to recognise his caring responsibilities. He could get a personal circumstances credit of 40 points as a principal carer parent.

You should also consider whether to apply a labour market credit. Daniel would not receive a labour market credit as the employment region where he lives has excellent labour market conditions.

His points target would be 60 points.



A participant's circumstances may also warrant a reduction in the minimum job search requirement.

You need to consider whether to reduce a participant's minimum job search requirement from 4 to zero based on their personal circumstances, such as:

- a very limited labour market
- significant caring responsibilities
- undertaking an approved course for language, literary or numeracy issues
- participation in non-vocational activities.

If a participant has their minimum job search requirement reduced to zero they will still need to meet their points target in other ways.

For example, a participant can have a labour market credit of 20 points and a personal circumstances credit of 40 points and their minimum job search requirement reduced to zero. This participant's points target would be 40 points (100 - 60) and they do not have a minimum job search requirement to do within their 40 point target.

## Back to Rose...

You applied a personal circumstances credit of 20 points and Rose's points target was reduced to 80 points.

Based on the information you have learned about Rose, would you adjust Rose's minimum job search requirement?

I'm ready to see a model response

You could reduce her minimum job search requirement to 0 for a short-term period. This would allow her to undertake provider workshops or other activities to build her confidence in searching and applying for work, and focus on improving her mental health.

If Rose undertakes an approved course to improve her English, such as the Skills for Education and Employment program, she would not need to complete the minimum job search requirement.

## Check your understanding

1. How many points can be applied for a labour market credit?

- 5 points
- 20 points

40 points

100 points

SUBMIT

2. What are the points that can generally be applied as a personal circumstances credit?

---

5 points

20 points

40 points

100 points

SUBMIT

3. A participant's job search requirement can be reduced to:

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- Two
- Four
- Zero
- One

SUBMIT

4. A point credit can be applied in increments of:

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- 2 points

5 points

10 points

15 points

SUBMIT

5. Which of the following circumstances should be considered before applying a personal circumstances credit?

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Family responsibilities

Disability

Illness

All of the above



SUBMIT

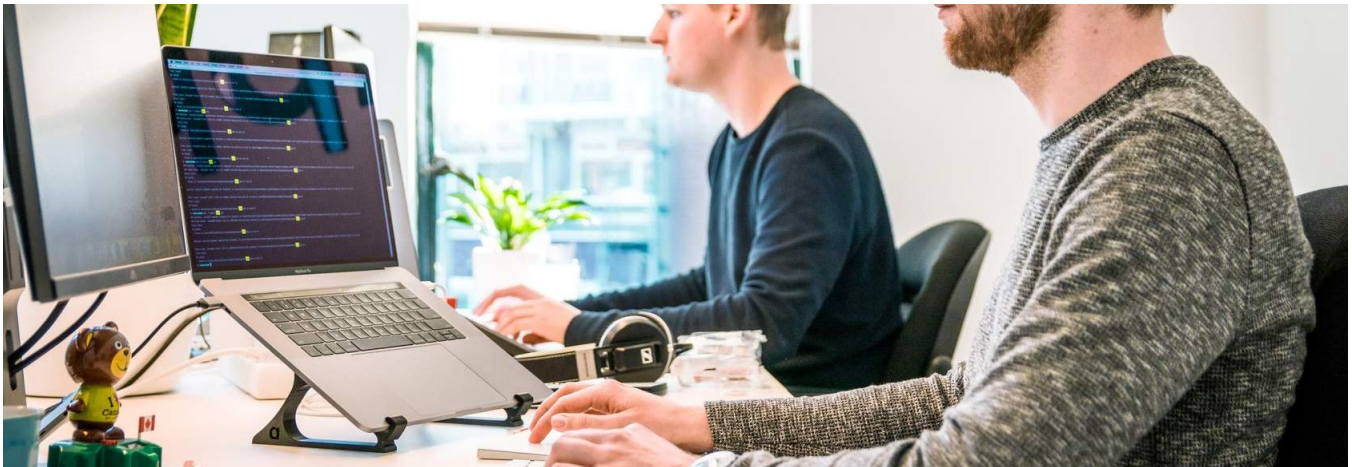
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Next up - Guiding participants' tasks and activities

CONTINUE

# Guiding participants' tasks and activities

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Once a participant has their own tailored points target, they can select and start undertaking tasks and activities to meet their target.

Tasks and activities that participants can choose from include:

- job searches
- job interviews
- commencing a job
- paid work
- study and training
- non-vocational activities
- work experience
- employment programs such as Work for the Dole or Employability Skills Training
- other government and non-government programs.

Your role is to consider a participant's strengths and employment barriers and provide guidance to them about suitable tasks and activities that they could do to meet their points target.

You are encouraged to find and deliver activities that support diverse pathways to employment that meet the needs of your participants. The image below shows how participants view tasks and activities on the department's IT system.

# Report and earn points

How you're tracking >

Report and earn points >

### [Apply for jobs online](#)

You can search and apply for jobs using the Workforce Australia website.

[Explore jobs](#)

### [Job application \(manual\)](#)

You can manually report a job application you submitted by filling in our form.

[Report a job application](#)

### [Job application \(by upload\)](#)

You can upload evidence of one or more job applications you submitted.

[Upload evidence](#)

### [Job interview](#)

You can report attending job interviews. You will need to provide details like employer's name and interview date.

[Report job interview](#)

### [Starting a job](#)

If you started a new job you can report your new role details to earn points.

[Report starting a job](#)

### [Volunteering](#)

You can report hours spent volunteering. You will need to provide details like the organisation's ABN.

[Report volunteering](#)

### [Study or training](#)

You can report studying or training you are currently attending. You will need to report attendance weekly.

[Report study or training](#)

### [Paid work](#)

You can report hours spent doing paid work. You may need to report hours on a weekly basis.

[Report paid work](#)

### [Profile is up to date?](#)

If you have no changes to make on your profile you can still get points. Simply make a declaration that no changes are needed!

[Make declaration](#)

### [Updating your profile](#)

You can update your profile to earn 5 points.

[View my profile](#)

All tasks and activities have a specific points value, with more intensive activities earning more points for the participant.

The points values assigned are based on the level of engagement and commitment required to complete the task or activity and the strength of the link to employment.

Participants will earn points by reporting the completion of a task or their attendance at an activity.

### **What is a task?** —

Tasks are generally short-term, such as job applications or starting a job, and participants will earn points when they report the completion of that task by using the Workforce Australia website or app.

### **What is an activity?** —

Activities have a longer duration and require a medium to high level of attendance and commitment from participants. Participants will generally gain points for activities when they report or confirm their attendance by using the Workforce Australia website or app. These include participation in a range of Workforce Australia employment programs such as Employability Skills Training and Work for the Dole.

- When an activity is scheduled in the participant's calendar, the participant will report their attendance at that activity on the day the activity was scheduled. Points will be awarded when the participant reports their attendance at the first day of the activity each week.
- When an activity is not scheduled in the participant's calendar, the participant will report their participation in the activity weekly.

While points are awarded following attendance of at least one day in a scheduled activity, participants are required to attend every day of the activity. If a participant is not regularly attending their activity, this could result in the need for a mandatory activity to be undertaken by the participant at the review point.


Once the participant reports a task or their attendance at an activity, they will be automatically allocated points towards their points target.

Refer to the 'reporting tasks and activities in PBAS' fact sheet on the provider portal for more information on when an activity is scheduled or not scheduled in the participant's calendar.

Following is an example of the points values for some tasks and activities.

Tasks and Activities	Points Values
Completing a job application Creating/updating their career profile	5 points
Paid work Participant sourced voluntary work	5 points for 5 hours (rounded up)
Counselling Drug and alcohol rehabilitation Self-help and support groups	15 points (per 1 hour session)
Work-related licences and qualifications (e.g. forklift licence/white card)	20 points
Attending a job fair	20 points

Tasks and Activities	Points Values
Attending a job interview Driver's licence attainment	25 points
Work for the Dole Observational Work Experience Provider sourced voluntary work	20 points per week (15 hours and over) 15 points per week (up to 15 hours)
Launch into Work	25 points per week
Skills for Education and Employment (only 15 hours and over) Adult Migrant English program	25 points per week (15 hours and over) 15 points per week (up to 15 hours)
Starting a job	50 points

 Check the *Points value for tasks and activities in the PBAS factsheet* for a complete list of tasks and activities and their points on the provider portal.

### Back to Rose...

Rose has a points target of **80 points** to meet this reporting period.

- She has a year 10 certificate and has had little work experience since leaving school. She wants to work with children.
- She speaks English as a second language and would like to improve her English skills and has recently been diagnosed with depression.

Using the list above, what tasks and activities could you suggest to assist Rose on her pathway to employment?

I'm ready to see the model response

The PBAS provides Rose with a lot of flexibility and choice as to what tasks and activities she can do to meet her monthly points target.

### Option 1

Rose could undertake the Skills for Education and Employment program to improve her English. If she does this program for 15 hours or more each week, she would earn 100 points over a 4-week period and she would not have a minimum job search requirement.

In this reporting period, Rose will earn 100 points. Rose would meet her points target of 80 points and be able to bank 20 points into her next reporting period.

### Option 2

Rose really wants to focus on getting work with the goal of working in childcare. She would also like to focus on her mental health and is regularly seeing a counsellor. Together you make a plan that includes applying for jobs that will build skills and experience linked to childcare and continuing her counselling sessions. Recognising that attending counselling sessions is a positive step for Rose, you further tailor her points target by applying an activity bonus of 15 points per session. During this reporting period she:

- applies for 4 job searches – 20 points
- attends 2 counselling sessions (1 hour each) – 30 points (15 points each)
- receives an activity bonus – 30 points (15 points per session).

In this reporting period Rose will earn 80 points.



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Participants will earn points by reporting the completion of a task or participation at an activity.

Once the participant reports a task or participation at an activity, they will be automatically allocated points towards their points target.

Participants will be sent reminders about meeting their points target, including their minimum job search requirement, via SMS or email and the homepage, **15 calendar days before** the end of their reporting period and again at 5 calendar days before the end of their reporting period.

The points values for certain tasks and activities can be tailored based on your understanding of the capacity of the participant. This is done by applying an activity bonus credit to reduce the participant's points target.

For example, you can apply an activity bonus credit to recognise the effort or significance of a task or activity, such as a long-term unemployed participant winning a job interview. A job interview is worth 25 points, but this participant may have required individual coaching sessions and planning given it has been a long time since having an interview. You can increase the points value to recognise this for an individual participant.

Further details on this can be found in the attachment to the guideline titled 'Points values for tasks and activities'.

## Knowledge check

What advice would you give participants about undertaking tasks and activities to meet their points target? Work out your answer and then click the button to reveal the model answer.

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1

Remember Daniel? He has a points target of 60 points and would like to find employment as a mechanic.

**Using the list above, what tasks and activities could you suggest to assist Daniel on his pathway to employment?**

**I'm ready to read about Daniel's options**

The PBAS provides Daniel with the flexibility and choice as to how he can meet his points target of 60 points.

Options that you could suggest include applying for jobs, attending a job fair, updating his career profile, or attending workshop activities to brush up on his resume or interview skills. If Daniel does secure a job interview or start a job, he can gain points for these tasks.

Daniel might decide to focus on applying for jobs and meet his 60 points target through 12 job searches.

---

2

Holly has a points target of 70 points this reporting period. She has successfully gained casual employment of 10 hours per week but is looking for full-time work.

What advice would you give to Holly about meeting her points target?

I'm ready to read about how Holly might do this

Great news for Holly. She can report her casual employment of 10 hours a week to earn points (10 hours a week = 10 points each week), gaining 40 points towards her points target of 70 points.

Holly is still receiving income support and will need to meet her points target, including minimum job search for this reporting period. Completing her minimum of 4 job searches will mean Holly will gain a further 20 points, leaving her 10 points needed to meet her target.

She could update her profile with her new part- time work, do an additional job search or select one of the online learning modules.

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Next up - Monitoring progress towards a points target

CONTINUE

# Monitoring progress towards a points target

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As a participant progresses through their monthly reporting period, you should monitor their progress, support them to meet their points requirement and ensure they are attending activities as required.

You should regularly discuss with the participant the tasks and activities they are undertaking to ensure that they are helping the participant and to plan for future steps.

You may also be required to support the participant to report their job search, tasks and activities, where needed.

For example, where the participant cannot report their own participation online you must do it for them, or in one-off situations where the participant is having connectivity issues and cannot report online.

For participants that are having difficulty reporting their participation online, you are encouraged to work with them to improve their digital literacy skills, and support them to gain the ability and confidence to self-report their tasks and activities using the PBAS.

If a participant does not meet their points target or minimum job search requirement without a valid reason by the end of their monthly reporting period, they may be subject to the Targeted Compliance Framework (TCF). This could affect their payments.

You also play a role in ensuring that the job applications submitted by a participant to meet their points target are satisfactory.

You should discuss a participant's job search efforts at regular appointments with them. You can also assess a sample of the participant's job search efforts to ensure they are of sufficient quality. This review should be submitted by no later than 5 business days after the end of a participant's points reporting period.

When assessing a participant's job search efforts, you should consider whether:

- the job/s are suitable to the participant's experience or education
- the application was good quality
- the participant is using a variety of methods to contact potential employers.

If you find the job application to be unsatisfactory, the participant will have the points earned from submitting that application (5 points) removed from their points target.

## Knowledge check

Have a go at assessing a participant's job search efforts . Work out your answer and then click the button to reveal the model answer.

Emma had a points target of 80 and had a job search requirement of 4 job searches.

When reviewing Emma's job applications, you noted that most applications had spelling mistakes and 2 of the 4 job searches were for positions that required specific medical qualifications that Emma did not have.

Using the information outlined above, would you deem these applications to be satisfactory?

Yes

No

I'm ready the answer

The 2 applications for jobs with specific medical requirements should be assessed as not satisfactory and the points gained through reporting these applications should be removed. In this case, Emma will lose 10 points. If Emma does not meet her points target for this reporting period, the TCF will apply and she will be subject to a reengagement requirement and will need to make up these points to meet the target. See the TCF training module for more information.

In this scenario you would also offer to support Emma in improving her applications. A discussion may uncover that Emma has difficulties with spelling and you may establish some extra support.

You would also discuss with Emma the fields and occupations that she is qualified for or has experience in, ensuring that her applications are more likely to be considered when reviewed by potential employers.

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Participants can bank excess points - up to half of their overall points target.



At the end of a reporting period, if a participant meets their points target, they can bank additional points they have received for the next reporting period. A participant can bank up to half of their overall points target.

Banking points encourages participants to do more than their points target and offers some additional flexibility in meeting their requirements and managing unexpected circumstances.

For example, if Emma had a points target of 80, she is able to bank up to 50 per cent of her points target (up to 40 points). Emma earned 90 points in her reporting period; she is able to bank 10 points to use in the next reporting period.

If Emma's points target is 80 points in her next reporting period, the 10 points from her points bank will be automatically applied at the start of her next reporting period and her points target will be reduced to 70.

## Check your understanding

True

**You must check the tasks and activities undertaken by participants are suitable**

**Points target can be tailored to reflect labour market conditions**

**If a job application is not of a good quality the participant will lose 5 points**

**Additional points can be banked for the next reporting period**

**False**

**You must not report tasks and activities on the participant's behalf**

**Job applications submitted by the participant are not assessed for quality**

**Participants can bank as many additional points as they like**

**Checking the quality of job applications is not your role**



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Next up - Summary

[CONTINUE](#)

# Summary

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## Let's recap

The PBAS provides participants with choice and flexibility in the way they manage their mutual obligation requirements in return for their income support. Under the PBAS, participants are encouraged to actively engage and participate in tasks and activities to build their skills to support their pathway to employment.

As a provider, you play an important role in encouraging the participant to engage and own their individual pathway to employment, ensuring that each participant has an individually tailored points target.

You will guide the participant to make choices about doing certain tasks and activities that will help them to get a job or support them to overcome any employment barriers.

You also play a key role in supporting the participant to manage their participation and reporting online. If the participant is not able to manage their own participation and reporting, you will report on their behalf.

As the participant progresses through their monthly reporting period, you will monitor their progress, support them to meet their points target and ensure they are attending their activities as required. If there is a change in the participant's circumstances, you must review and adjust the points target.



Congratulations! You've completed the course.

