



Australian Government

Workforce Australia

Workforce Australia – Webinar (8 June 2022) – Provider Payments, Employment Fund and Wage Subsidies Q&A

Category	Question	Comments
Outcomes	Was there mention of a partial 26 week outcome?	Yes. There will be 26 Week Partial Outcomes in Workforce Australia Services.
	Does a 26 week partial outcome count towards star ratings?	Star ratings won't apply in Workforce Australia Services; however the new Provider Performance Framework has a sustained employment module that includes 26 week partial outcomes.
	Can we still track for 26 week outcomes if we failed to obtain 12 week outcomes?	No. A 12 Week Outcome must be achieved in order to track for a 26 Week Outcome.
	Do you have to achieve a full 12 week outcome before you can achieve a full 26 week outcome?	No. A Full 26 Week Outcome can follow a Partial 12 Week Outcome and a Partial 26 Week Outcome can follow a Full 12 Week Outcome.
	You mentioned a more flexible Outcome Start date. Does this mean we'll be able to move the outcome start date ahead more weeks than we currently can in jobactive?	Yes. The Outcome Start Date can be set to any of the first 4 Services Australia fortnights beginning on or after, the Job Placement Start Date for the 4 Week Outcome (note the 4 and 12 Week Outcome Periods will have the same Outcome Start Date). For the 26 Week Outcome Period, the Outcome Start Date can be set to any of the first 8 Services Australia fortnights following achievement of the 12 Week Outcome.
	For recurring employment, does this apply when the unemployment period has reset as the Workforce Australia guidelines state: "Providers are not entitled to claim 12 and 26 Week Employment Outcomes for Recurring Employment. This means that if a Provider has claimed a 12 or 26 Week Employment Outcome for a	No. Recurring employment is where the Employment or Unsubsidised Self-Employment results in more than one Employment Outcome for a Participant with the same Employer during the same Period of Unemployment.



<p>Participant with an Employer, they cannot claim another 12 or 26 Week Employment Outcome with that same Employer, regardless of whether the Participant is working in a different position, unless a Significant Increase in Income has occurred"?</p>	
<p>Can you confirm if the Job Placement Start Date in a normal position is the first day of paid employment? The Job Placement Start Date has clarification around pre-existing employment, significant increase in income, trial/probationary period and volunteer work/work experience/unpaid work that leads to ongoing Employment but not a normal position.</p>	<p>Yes. The Deed of Standing Offer defines 'Job Placement' to mean a Vacancy or a position in an apprenticeship or a traineeship that is recorded or lodged on the Department's IT Systems by the Provider as being occupied by the Participant in accordance with this Deed.</p> <p>'Job Placement Start Date' means: (a) unless paragraphs (b) or (c) below apply, <u>the date on which the Participant first commences in a Job Placement;</u> (b) if the Job Placement includes an initial Paid Induction Period, either: (i) the day on which the Participant first commences in the Job Placement; or (ii) the first day of continuous Employment following the Paid Induction Period, whichever the Provider selects; or (c) if there is a Significant Increase in Income or a Significant Increase in Pre-Existing Employment in relation to the Job Placement, the date of the relevant significant increase which the Provider records on the Department's IT Systems, or as otherwise specified in any Guidelines or advised by the Department.</p>
<p>Currently Services Australia data from participant declarations is used for processing outcomes. Does the department intend to use single touch payroll data employers report to the ATO for outcome processing?</p>	<p>Single Touch Payroll data from the Australian Taxation Office is already used by Services Australia, however, there are limitations as hours-based information is not currently collected from businesses. For Participants receiving relevant Income Support Payments, the Department will continue to use earnings and hours information from Services Australia to calculate and track Outcomes. Where a Participant is not receiving relevant Income Support Payments, the Department will not be able to calculate and track Outcomes. Providers will need to claim these as Pay Slip Verified Outcomes.</p>
<p>Will Providers be able to claim self-employment outcomes in a simpler way to jobactive?</p>	<p>While the process for claiming Employment Outcomes for self-employment will be much the same in Workforce Australia Services, i.e. using Services Australia data or documentary evidence, there is one notable change from jobactive. Pay Slip Verified Outcomes will be available for all Participants in Workforce Australia Services regardless of whether they are receiving income support. jobactive Pay Slip Verified Outcomes are only available for Participants <u>not</u> on income support.</p>
<p>Will Pay Slip Verified Outcomes be available for Self-Employment?</p>	<p>Yes. Pay Slip Verified Outcomes will be available for Participants who are self-employed.</p>
<p>Does evidence for self-employed Outcomes need to be signed off by an accountant? Current</p>	<p>Where the Provider is not able to rely on system verified Outcomes, for example because the Participant is not in receipt of income support, the Provider will need to provide sufficient documentary evidence to support Outcomes.</p>

	<p>documentary evidence requires profit and loss statements from an accountant or similar. Will this still be a requirement? Also, we cannot take partial outcomes for job seekers who are self-employed. Will this be updated?</p>	<p>The documentary evidence requirements for self-employed Outcomes are aligned with current requirements under jobactive, i.e. dated documentary evidence must be obtained from the Participant and must be in one or more of the following forms:</p> <ul style="list-style-type: none"> • Sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the Participant’s business for the 4, 12 or 26 Week Period, • Signed and dated statement of earnings from an accountant and/or registered bookkeeper for the 4, 12 or 26 Week Period, or • Copy of records from the Australian Taxation Office (ATO) for the 4, 12 or 26 Week Period verifying that the Participant has an income as self-employed. <p>The records or statements provided should show that the Participant’s business has generated sufficient personal income (net of business expenses but including tax) to confirm the National Minimum Wage rate has been achieved, <u>and</u>:</p> <ul style="list-style-type: none"> • the Participant’s earnings are sufficient to achieve the required rate of income support reduction for earnings-based Outcomes, or • the Participant has worked the required hours each week/fortnight to meet hours-based Outcome requirements (such as a record of the Participant’s appointments or diary entries). <p>Partial Outcomes are available for self-employed Participants where requirements are met.</p>
	<p>Will employers still be able to directly give pay slip evidence etc to the provider or will all information need to be uploaded to their Workforce Australia account?</p>	<p>Yes. Providers may still work directly with Employers to obtain Pay Slip Verified Outcome documentary evidence where it is required. Only earnings and hours data from Services Australia will be used by Workforce Australia Online for Providers to calculate Employment Outcomes. There will be no link between Workforce Australia Online for Business and Workforce Australia Online for Providers in terms of using information to calculate Employment Outcomes.</p>
	<p>Will claims/payments still be archived and available? Will there be Qlik data for Workforce Australia?</p>	<p>Workforce Australia Online for Providers will not have a separate ‘archived outcomes’ screen. Outcome Payments will remain available to claim through the Outcome tracker, the provider will need to check the ‘Show Archive’ button on the Outcome Tracker search screen. Providers will be able to claim Outcome Payments for 12 months after the Provider’s Head Licence Completion Date, but the Job Placement must be entered into Workforce Australia Online for Providers within 56 days to start an Outcome tracking.</p> <p>Workforce Australia Providers will have access to a number of reports, including through Qlik. Reports will be progressively made available.</p>
<p>VLTU Bonus</p>	<p>Is there any additional info about the Very Long Term Outcome payment?</p>	<p>Please refer to clause 156 and Table 6 of Annexure B1 in the Workforce Australia Services Deed of Standing Offer.</p>

	If someone is Long Term unemployed now, will that roll over and they will be eligible for Long Term unemployment payments?	Yes. The Very Long Term Unemployment Bonus will be automatically paid alongside eligible outcomes where the Participant's Period of Unemployment is greater than 24 months on the Job Placement Start Date. The Period of Unemployment is not affected by Participants moving from jobactive to Workforce Australia Services.
	Are the bonus claims based on a full 12 and 26 week claim and not partials?	The Very Long Term Unemployment Bonus will be automatically paid (where eligible) alongside 12 and 26 Week Partial and Full Employment Outcomes as well as 12 and 26 Week Harvest Work Outcomes.
	Is 'unemployed' based on their period of unemployment, or if they have an existing employment (i.e. they're under employed) will they still be eligible for the VLTU bonus? Or is it zero employment in the last 2 years?	Yes. They would be eligible where they are in employment but still in receipt of the relevant Income Support Payment. The Very Long Term Unemployment Bonus is paid automatically on top of the 12 and 26 Week Outcome if a Participant's Period of Unemployment exceeds 24 months on the Job Placement Start Date or Self-Employment Assistance Commencement date. The Department's IT Systems will determine a Period of Unemployment has ended when the Participant Exits employment services for longer than 13 consecutive weeks.
Progress Payments	Will progress payments be able to be tracked like regular outcomes? Will progress payments display as 'potential claims' in the system i.e. prompting staff that they are available to claim? Or will they be needing to be entirely created?	No. The Progress Payment will be manually claimed by entering information in the Progress Payments screen in the payments hub of Workforce Australia Online for Providers.
	Will we be able to see if a progress payment has previously been claimed if a person transfers from another provider?	Yes. Providers will be able to check whether a Progress Payment has already been claimed through reports. If a Progress Payment has already been claimed within the 24 month Progress Payment Period, the system will block a further payment being claimed.
	For the progress payment, does it go in the Job Plan or activity screen?	No. Activities that are being counted towards the Progress Payment will be entered in the Progress Payment screen within Workforce Australia Online for Providers. This screen will also allow a Provider to claim the Progress Payment.
	Does the activity need to be linked to the job seeker in the activity placement tab and in the Job Plan? i.e. white card for the progress payment.	Chapter 5.3, Part B of the Workforce Australia Services Guidelines contains a number of tables listing the evidence requirements for the different activities that may be used to claim a Progress Payment. Where the tables list the Activity ID as a requirement, the Participant must be placed into that activity on the system.
	Are progress payments available for WfD activities?	Participation in a Work for the Dole activity undertaken to meet the Mandatory Activity Requirement cannot be counted towards a Progress Payment. Work for the Dole that is undertaken at another point, following consideration by the Provider that Work for the Dole would be a valuable intervention for the Participant to make them more likely to gain Employment, can be counted towards the Progress Payment, provided the Participant undertakes the activity for at least 8 weeks.
	It was advised that Progress Review Payments are eligible from participation in Non-Vocational Activities. Does this require Activity ID	Where a Provider is claiming a Progress Payment for the completion of a number of non-vocational interventions, they must use the Progress Payment Review template, complete all required sections, including verification from the Participant, and upload the completed template when

	referral, and can it be through other Activity Types (e.g. soft skills from Work Placements)?	making the claim in Workforce Australia Online for Providers.
	Would short, accredited courses that are 5 days or less qualify for intervention payments such as education for progress payment or employment?	Short, accredited courses would not qualify as Education for the purposes of claiming a Progress Payment. They could count towards the Progress Payment as a skills-based qualification where the course is linked to a work placement. A core requirement for Progress Payments is that the Provider has assessed the activity or intervention has changed the Participant's circumstances such that they are closer to finding Employment or being ready to find Employment.
	Where do the interventions need to be recorded for the Progress Payments?	Interventions that are being counted towards the Progress Payment will be entered in the Progress Payment screen within Workforce Australia Online for Providers.
	For the Progress Payment, will EST count as two activities as there are two blocks?	A Participant does not need to complete both EST courses (Blocks 1 and 2) to count towards the Progress Payment, noting only one vocational intervention can be claimed towards the Progress Payment. Providers can determine whether completion of one or both EST blocks is sufficient depending on the Participant's circumstances. The Participant must achieve at least 80 per cent attendance over the EST course.
ESS Web	Are we referring to ESS Web 2.0 as Workforce Australia Online for Providers?	The new system that Workforce Australia Employment Services Providers will use is Workforce Australia Online for Providers.
	When will Providers have full access to ESS Web 2.0?	Workforce Australia Online for Providers will be released in full on 4 July 2022.
Indexation	Will the 6.8% indexation apply from 1 July 2022?	It will apply from 1 July 2025.
Training	Just to clarify, will both training modules need to be completed by staff in order to make outcome claims in the new ESSWeb?	No. Provider staff only need to complete training applicable to what they are claiming. Where an Outcome is being claimed, the person making the claim must have completed the Outcome learning module. Where a Progress Payment is being claimed, the person making the claim must have completed the Progress Payment learning module.
<i>Employment Fund</i>	<i>Can the cost of a provider completing a Risk Assessment be claimed, or just when outsourced?</i>	<i>Providers may claim Activity Risk Assessments and Participant Risk Assessments that are conducted by a Competent Person (as defined in the Deed) who is employed by a Provider's Own Organisation or Related Entity, or by an external organisation.</i> <i>Providers must consider the Employment Fund principles, including whether the amount is reasonable and provides value for money.</i>
<i>Employment Fund</i>	<i>In Cohort Specific Training category, it mentions Pre-employment training for Aboriginal and Torres Strait Islander Participants and</i>	<i>No, pre-employment training under the Cohort Specific Training category is only available for Aboriginal and Torres Strait Islander Participants and their Employers or Host Organisations (including Work for the Dole Hosts).</i>

	post-placement training for refugee Participants. Can Providers draw down for pre-employment training for refugees as Cohort Specific Training?	
Employment Fund	Is it correct that you are unable to purchase food vouchers in bulk to allocate out to participants as required?	Yes. Advanced Purchases are only allowed for reimbursements under the Transport category.
Employment Fund	For food vouchers, documentary evidence is required to show that the participant received the voucher. What is an example of what would be acceptable?	An example of documentary evidence confirming that a Participant received a food voucher could include a receipt book for tangible vouchers. This is where Providers would list the voucher numbers and record the name of the Participant who received the voucher, along with the Participant's signature. For digital vouchers sent by email, documentary evidence could include a copy of the voucher email sent to the Participant.
Employment Fund	Will certain non-vocational assistance still be limited to high needs cohorts (i.e. covering of medical costs for certain appointments or providing emergency food support)?	All Participants on a Provider's caseload may receive support under the Non-Vocational Support category.
Employment Fund	Is the Employment Fund only used to assist the Participants or can they be used for business needs too?	The Employment Fund is available to assist participants and the employers. However, the Provider Indigenous Mentoring Capability category supports Providers to build and increase their staff's Indigenous mentoring capability.
Employment Fund / Relocation Assistance	Will Relocation to Take up a Job be funded outside the Employment Fund?	No. Under Workforce Australia, all Relocation Assistance will be reimbursed from the Employment Fund. Relocation to Take up a Job Agreements will no longer be available. ParentsNext and Transition to Work Providers will also have access to Relocation Assistance through separate funding.
Employment Fund / Relocation Assistance	Relocation Assistance category description states that the Commitment must be connected to a vacancy, is this correct?	Yes.
Employment Fund / Relocation Assistance	For Relocation Assistance, are there requirements for the placements? 20 hours pw for 6 months etc?	No. There will be no specific requirements on the job placement. However, Providers are expected to use their discretion to make defensible decisions in line with the Employment Fund purchasing principles.

Employment Fund / Relocation Assistance	How much relocation assistance funding is available for Participants?	There is no cap per participant for Relocation Assistance support. However, Providers are expected to use their discretion to make defensible decisions in line with the Employment Fund purchasing principles.
Employment Fund	Is there a monetary cap of driving lessons?	Yes, driving lessons are capped at \$8,800 (GST inclusive) per Participant, per Provider, per Period of Unemployment.
Employment Fund	Does Clothing and presentation fall into Work-related items now or is no longer an eligible Employment Fund category?	Yes, clothing and presentation purchases can be reimbursed under the Work-Related Items category.
Employment Fund	Does work related licensing now cover a broader range of items like Traffic Control ticket, RISII etc.?	Work-related licensing, under the Work-Related Training and Licensing category, includes a broad range of items, such as Traffic Control, that focuses on obtaining skills relevant for a particular job, employer or industry.
Employment Fund	Are there a standard amount for all job seekers under the Employment Fund? if so, what was the amount?	A \$1,600 credit will be allocated when a new Participant commences in Workforce Australia Services. The Workforce Australia Services Deed of Standing Offer 2022 – 2028 Annexure B1 – Payments and Employment Fund Credits section outlines the credits that will be allocated to Transitioned and new Participants.
Employment Fund	Will there be an Employment Fund upload facility	Yes, there will be a Commitment Upload Facility which allows Providers to upload Employment Fund commitments, process updates and requests for reimbursement in bulk using an uploaded XML (Extensive Mark-up Language) file.
Employment Fund	Will Providers still be able to lodge special claim overrides for employment fund claims?	No. Providers must claim reimbursement within 56 days of the supplier being paid. There will be no special claim overrides for out-of-time claims.
Employment Fund	When are Participants eligible for the Employment Fund?	Participants are eligible to receive support from the Employment Fund from commencement.
Wage Subsidies and Employment Fund	Paid work trials don't appear in the Employment Fund nor Wage Subsidy presentations. Are there no Paid work trials in Workforce Australia?	<p>Paid Work Trials can still be combined with a Wage Subsidy in certain circumstances. Please refer to Wage Subsidy section of Workforce Australia Guideline Chapter 7 for more information.</p> <p>Paid Work Trials will not be funded through the Employment Fund under Workforce Australia.</p>

Employment Fund	Does Employment Fund cover Employability Skills Training referrals fees?	No, the Employment Fund does not cover the cost of Employability Skills Training (EST).
Employment Fund	Will there be a category that replaces our current Targeted Pre-Employment Preparation programs? - not specifically for ATSI or refugee participants	No, the Employment Fund cannot be used for non-accredited foundation and employability skills training, except for culturally appropriate non-accredited pre-placement training for Aboriginal and Torres Strait Islander Participants and their Employers or Host Organisations (including Work for the Dole Hosts) under the Cohort Specific Training category.
Employment Fund	Is there still Indigenous Mentoring for the Employment fund?	No, the Employment Fund cannot be used to cover the costs of mentoring.
Employment Fund	Can Transition to Work access the Employment Fund?	No, Transition to Work (TTW) do not have access to the Employment Fund due to different funding arrangements. TTW's funding model is weighted more to service fees (i.e. Upfront Payments) rather than outcome payments to ensure upfront investment in eligible young people. Providers are expected to use Upfront Payments to fund services or activities and purchase equipment that will support a Participant to overcome or sufficiently manage their Vocational and Non-vocational barriers, participate in education, increase work readiness, and gain employment.
Employment Fund	Is there another webinar that will go into more details about the employment fund categories?	<p>Please refer to the Employment Fund Chapter in the Workforce Australia Services Guideline for information on the Employment Fund categories.</p> <p>Prior to 4 July 2022, questions about the Employment Fund can be submitted to TransitionTeam2022@dese.gov.au.</p> <p>From 4 July 2022, questions about the Employment Fund can be submitted via Question Manger which can be accessed via the Digital Solutions Support Portal.</p>
Wage Subsidies	Are there a minimum number of weeks a participant must be employed for both wage subsidies for pro-rata payments to be made to employers?	No. If employment ends prior to the negotiated Wage Subsidy term, an Employer may be entitled to a pro-rata payment subject to requirements being satisfied. This can be for 1 week of employment. Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for detailed information.
	Are Youth Bonus Wage Subsidy payments coming out of another govt pool of funds other than Employment Fund?	Yes. The Youth Bonus Wage Subsidy will continue to be funded separately through a demand-driven pool of funds.

Wage Subsidies	Will it be cost of sales if the employer failed to approve the agreement within 28 days?	It is the responsibility of both the Provider and Employer to ensure the Wage Subsidy Agreement is approved within 28 days of the job placement starting.
Wage Subsidies	Can we use Recipient Created Tax Invoices for wage subsidies?	Yes. Providers can continue to use Recipient Created Tax Invoices.
Wage Subsidies	Can you change the terms of the Wage Subsidy after it has been agreed on? i.e. increase the amount or length of the agreement	No. Once a Wage Subsidy Agreement has been approved the negotiated terms cannot be changed.
Wage Subsidies	Do we have to get Head Agreement reapproved for current wage subs that continue after expiry date of 30th June?	No. All jobactive Wage Subsidy Agreements approved prior to 1 July 2022 for placements that commence prior to 1 July 2022 will continue until their scheduled end date. Providers must manage these agreements until finalisation. Please see the Provider Transition Advice for further details.
Wage Subsidies	Does the 28 days for approval of a wage subsidy commence from the start date of employment or from when you find out about the employment (e.g. FOE 40 days)?	The 28 days for Wage Subsidy Agreement approval is counted from the job commencement date. Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for more information.
Wage Subsidies	Will there be a how-to guide available for employers trying to create an account for wage sub purposes?	<p>Yes. Help guides will be available for Workforce Australia Online for Business. There are resources currently available to Employers on the sign in/register page if they require assistance with the process.</p> <p>Employers can also contact the Employer Hotline for any technical support with Workforce Australia Online for Business. They can contact the Employer Hotline at 13 17 15 or email at nationalcustomerserviceline@dese.gov.au.</p>
Wage Subsidies	Has the dept considered that they may be disadvantaging rural and remote employers with no offline wage sub options?	<p>The department is working with Employers to assist them to move online to access services.</p> <p>Employers can currently visit help pages on the jobactive site for assistance with registering and signing in with Digital Identity.</p> <ul style="list-style-type: none"> • How to register an employer account with myGovID • How to sign in to a jobactive account with myGovID • Common myGovID questions

		<p>Further communications to support employers will be sent in the lead up to 1 July 2022.</p> <p>Help guides will be available for Workforce Australia Online for Business. There are also resources currently available to Employers on the sign in/register page if they require assistance with the process.</p> <p>Providers are expected work with Employers to assist them through this process before negotiating a Wage Subsidy.</p>
Wage Subsidies	Hi, will labour hire companies still be eligible for wage subsidies?	Yes. Please refer to Chapter 7 of the Workforce Australia Services Guideline for more information.
Wage Subsidies	If a Wage Subsidy Head Agreement has been approved does each schedule, there after need to be approved by employer online?	Yes. Employers will be required to approve all schedules to their Wage Subsidy Head Agreement online. Please refer to Chapter 7 of the Workforce Australia Services Guideline for more information.
Wage Subsidies	If a Wage Subsidy is negotiated for a minimum of 25hrs/wk, and the average over the Wage Subsidy period ends up being less than what was negotiated but more than 15hrs/wk (which is the minimum), is the wage subsidy still eligible to be paid?	No. If the agreed average minimum weekly hours have not been met, the Employer may not be eligible for a Wage Subsidy payment. However, a pro-rata payment may be applicable. Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for more information.
Wage Subsidies	Is it still 56 days for [claiming Reimbursement for payments made to an Employer for] the Wage Subsidy?	Yes. Providers will still be able to claim reimbursement for Wage Subsidy payments up to 56 days after the end of the agreement.
Wage Subsidies	A provider has 56 days to enter the placement [into the Department's IT Systems] but 28 days for Wage Subsidy Agreement approval? Should this be aligned?	Although Providers have 56 days to enter a placement, they must enter into a Wage Subsidy Agreement within 28 days of the employment commencement date. If a placement relates to a Wage Subsidy, both the placement and Wage Subsidy Agreement must be approved within 28 days.
Wage Subsidies	If employers have no access to computers, is the employer not eligible for a wage subsidy?	No. All Employers that meet Wage Subsidy eligibility requirements are eligible for a Wage Subsidy. Providers are expected to work with Employers to understand their needs and assist them to resolve issues.

Wage Subsidies	Do pay slips have to be uploaded to be paid or can they still email them to providers?	No. Payroll evidence can still be sent to the Provider by email.
Wage Subsidies	Can a Wage Subsidy of \$10k be offered for a term of 6 weeks if this is not more than 100% of the participant's wage?	<p>Yes. Providers have discretion to negotiate Wage Subsidy terms that meet the needs of the Employer and participant, and supports them into ongoing work.</p> <p>However, when offering Wage Subsidies, Providers must make defensible decisions that meet Wage Subsidy principles including value for money and withstanding public scrutiny.</p> <p>The department will monitor this and work with Providers to assure.</p> <p>Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for more information.</p>
Wage Subsidies	What system do Employers use to approve and manage their Wage Subsidy Agreement?	Employers will use Workforce Australia Online for Business to approve and manage their Wage Subsidy Agreement.
Wage Subsidies	Can you clarify that we can negotiate how many hours per week the customer needs to work for the Employer to receive a Wage Subsidy payment?	<p>Yes. For the Workforce Australia Services Wage Subsidy, Providers can negotiate the terms of the Wage Subsidy including the minimum number of hours required per week.</p> <p>The Youth Bonus Wage Subsidy has set terms.</p> <p>Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for more information.</p>
Wage Subsidies	Will the Head Agreement still be approved only using the myGovID? What happens if an Employer is too old to navigate the page or have the correct ID to connect it up. Will this mean they just will miss out?	<p>Yes. Employers will require a myGovID to approve and manage their wage subsidy via their Workforce Australia Online for Business.</p> <p>Providers are expected to work with Employers to assist them through this process before negotiating a Wage Subsidy.</p> <p>The department is working with Employers to assist them to move online to access services. Employers can currently visit help pages on the jobactive site for assistance with registering and signing in with Digital Identity.</p> <ul style="list-style-type: none"> • How to register an employer account with myGovID • How to sign in to a jobactive account with myGovID

		<ul style="list-style-type: none"> • Common myGovID questions <p>Further communications to support Employers will be sent in the lead up to 1 July 2022.</p> <p>If an Employer is having issues registering with myGovID they can contact the myGovID support line on 1300 287 539. If an Employer has any issues with linking their business with Digital identity, they can contact the help desk for Relationship Authorisation Manager at 1300 287 539 (select option 3).</p> <p>An Employer is able to contact the Employer Hotline for any technical support with the Workforce Australia website. They can contact the Employer Hotline at 13 17 15 or email at nationalcustomerserviceline@dese.gov.au.</p>
Wage Subsidies	Is there a set amount of time a person needs to be active on the system to be eligible for the Workforce Australia Services Wage Subsidy?	Yes. Time in service requirements will still apply to a participant's eligibility for a Wage Subsidy. Please refer to Chapter 7 of the Workforce Australia Services Guideline.
Wage Subsidies	What if the Employer is having trouble or unable to get onto the Helpdesk, if they are unable to access their account to approve the Wage Subsidy Agreement within the timeframe? Is the Provider able to assist with this?	<p>Providers should discuss an Employer's recruitment needs before they offer to support a participant's employment with a Wage Subsidy and before the participant commences work.</p> <p>Providers will also need to work with Employers to determine if they need assistance to set up access to Workforce Australia Online for Business.</p> <p>The department considers that 28 days is an acceptable administrative timeframe for an Employer to approve a Wage Subsidy Agreement once the placement has started. This includes resolving any IT issues.</p> <p>Employers can contact the Employer Hotline at 13 17 15 or email at nationalcustomerserviceline@dese.gov.au for any technical support with the Workforce Australia website.</p> <p>Help guides will be available for Workforce Australia Online for Business. There are also resources currently available to Employers on the sign in/register page if they require assistance with the process.</p>
Wage Subsidies	If the Employer cannot approve the Wage Subsidy Agreement online (for example, due to system issues - which do frequently occur), will providers be able	No. It is expected that Wage Subsidy Agreements will be negotiated with Employers before the placement commences.

	to submit overrides to have agreements approved if the Employer cannot do this?	<p>The department considers that 28 days is an acceptable administrative timeframe for the Employer to approve a Wage Subsidy Agreement once the placement has started. This includes resolving any IT issues.</p> <p>Employers can contact the Employer Hotline at 13 17 15 or email at nationalcustomerserviceline@dese.gov.au for any technical support with the Workforce Australia website.</p>
Wage Subsidies	Will Employers current mygovID accounts be able to transition seamlessly into the new contract?	Yes. Employers will seamlessly transition to the new Workforce Australia Online for Businesses. Employers will still be able to login and access their current accounts with Digital Identity (myGovID).
Wage Subsidies	Does your IT department handle questions surrounding issues with the mygovID accounts for Employers?	<p>If an Employer is having issues registering with <u>myGovID</u> they can contact the myGovID support line on 1300 287 539. If an Employer has any issues with linking their business with Digital identity, they can contact the help desk for <u>Relationship Authorisation Manager</u> at 1300 287 539 (select option 3).</p> <p>An Employer is able to contact the Employer Hotline for any technical support with the Workforce Australia website. They can contact the Employer Hotline at 13 17 15 or email at nationalcustomerserviceline@dese.gov.au.</p>
Wage Subsidies	Is it still 84 days to approve a Wage Subsidy Agreement?	No. Providers have 28 days from the placement start date. Please refer to Chapter 7 of the Workforce Australia Services Guideline and the Wage Subsidy Training Module for more information.