



Australian Government

Workforce Australia

Employment

Activation and mandatory activity requirement Provider fact sheet – Workforce Australia Services

Activation requirement

The purpose of the activation requirement is to ensure all participants engage in activities that develop their skills and improve their employment prospects. To meet their activation requirement, participants need to undertake activities at least every 6 months. This is called the activation point.

You are responsible for supporting your participants by sourcing suitable and safe activities. Make sure they understand their activation requirement. You need to continually assess their capacity and capability to undertake activities. Encourage early participation in activities as this is the best way to satisfy the requirement.

To meet the activation requirement, your participants must undertake the minimum number of hours required for either:

- one approved activity
- one or more provider-assessed activities.

Activation point

Your participant's first activation point will be at either:

- **3 months** if your participant was referred from Workforce Australia Online after 12 months or more
- **6 months** for all other participants from the date of commencement.

Your participant's next activation point will be either:

- **6 months** from the end of their current activation point if they have met the requirement
- **6 months** from the last day of participation in an activity if past the activation point.

Approved activation activities

To meet the activation requirement through approved activities, your participants must have participated in at least 80% of **one** of the following activities:

- Adult Migrant English Program
- Career Transition Assistance
- (accredited training course) – where the course duration is at least 4 weeks
- Employability Skills Training
- Self-Employment Small Business Training
- Skills for Education and Employment
- voluntary attendance at Work for the Dole



Provider-assessed activation activities

Participants can meet the activation requirement when they take part in one or more provider-assessed activities. They must complete at least 75 hours across 2 or more reporting periods. Provider-assessed activities include:

- approved activities (if 80% completion is not met)
- non-accredited training courses and accredited training courses shorter than 4 weeks
- Australian Defence Force Reserves
- Non-vocational assistance and interventions, such as counselling, self-help or support groups
- Launch into Work
- Local Jobs Program
- non-Government Programs
- observational work experience
- other government programs
- paid work
- Self-Employment Assistance - Exploring Self Employment Workshops
- voluntary work (participant or provider sourced)
- Workforce Specialist Projects

Mandatory activity requirement

If a participant hasn't met their activation requirement by the activation point, they should first be encouraged to do an approved or provider-assessed activity. Participants who are not willing to do an activity or choose not to do an activity despite repeated encouragement must be placed in Work for the Dole as the Mandatory Activity (where they are eligible).

Before referring a participant to Work for the Dole as the Mandatory Activity make sure:

- they have passed their activation point
- they are eligible
- there are suitable activities available
- it is added to their Job Plan.

How long is Work for the Dole

Where Work for the Dole is mandatory, participants must attend for at least 8 weeks for between 15 to 50 hours a fortnight (depending on their individual circumstances)

What happens if a participant does not attend a mandatory Work for the Dole activity?

If the participant doesn't attend a scheduled Work for the Dole activity, their payments will go on hold. You must contact the participant to understand why they didn't attend. For more information, refer to the Targeted Compliance Framework information on the Provider Portal.

What does my participant do if they are not required to do mandatory Work for the Dole?

Some participants cannot be required to do Work for the Dole. These participants include those who are on a part rate of income support and those who are aged 60 years or over. These participants can still do Work for the Dole but only on a voluntary basis. Participants under the age of 18 cannot do Work for the Dole, even on a voluntary basis.

Participants who haven't met their activation requirement will need to be placed into a suitable approved or provider-assessed activity to meet their requirement. If there are no suitable approved or provider-assessed activities available, the provider may mark the activation requirement as 'met' in the department's IT system and record a file note to detail the reasons why the participant was unable to meet the activation requirement.

Further resources

Further details on the activation and mandatory activity requirement, including the training module are available on the Provider Portal – Workforce Australia Services. You can also contact your Provider Lead if you have any questions.