



Australian Government



jobactive

Guideline:

# Maximum Time Transfers

Maximum Time Transfers ensure job seekers who have been with the same provider for an extended period without achieving an Employment Outcome or an HTS jobactive Outcome are transferred to a new provider. This will give job seekers different servicing which may improve their prospects of getting a job.

Job seekers who remain unemployed for 2 years in Stream A or 3 years for Streams B and C with the one provider will usually be transferred, along with the equivalent Business Share, to another provider in the same Employment Region. Providers' Business Shares will be adjusted at quarterly intervals for the job seekers transferred.

## Notice regarding Maximum Time Transfers (MTT) Pause

On 7 April 2020, the Department advised that the MTT process had been paused as part of the COVID-19 contingency arrangements. The pause of the MTT process has now been extended until the end of the jobactive Deed 2015-2022 (the Deed) on 30 June 2022, effectively ending MTT in jobactive.

Participants who would otherwise be transferred under the MTT process will remain able to change providers under normal jobactive transfer arrangements should they wish.

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## Changes from the previous version (2.1)

### Policy changes:

Page 1 – on 7 April 2020 a pause to the MTT process was introduced in response to the COVID-19 pandemic. This pause has now been extended until 30 June 2022. A notice has been placed in this Guideline to advise providers.

### Wording changes:

Nil.

A full document history is available at [Provider Portal](#).

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## Related documents and references

[Activity Management Guideline](#)

[Harvest Trail Services Guideline](#)

[Employment Fund General Account Guideline](#)

[Employment Fund Wage Subsidies Guideline](#)

[Managing PaTH Internships Guideline](#)

[Performance Framework Guideline](#)

[Servicing Job Seekers with Challenging Behaviours Guideline](#)

[Transfers Guideline](#)

[Structural Adjustment Programme Guideline](#)

[Maximum Time Transfers Fact Sheet](#)

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## 1. Maximum Time Transfers are to benefit job seekers

Some job seekers remain unemployed and receiving services from the one provider for extended periods without achieving an Employment Outcome or an Harvest Trail Services jobactive Outcome, despite their efforts and those of their provider.

Maximum Time Transfer arrangements move job seekers to a new provider so they can experience different servicing and aims to improve the job seekers' prospects of getting a job. The new provider will interview the job seeker and develop a new Job Plan which includes relevant elements of the service offer in the new provider's Service Delivery Plan.

Job seekers in scope for transfer will be:

- Stream A job seekers who have been with their provider in jobactive in the same Employment Region for 2 years without an Employment Outcome or an HTS jobactive Outcome
- Stream B or C job seekers who have been with their provider in jobactive in the same Employment Region for 3 years without an Employment Outcome or an HTS jobactive Outcome

Where a job seeker has achieved an Employment Outcome or an HTS jobactive Outcome but is still in jobactive, the time they have been with their provider will be measured from when the job seeker achieved their most recent Employment Outcome or HTS jobactive Outcome.

Disruption to job seekers will be managed by pausing the transfer of job seekers who are in some Activities or tracking towards an Employment, Education or HTS jobactive Outcome when they reach 2 or 3 years, as applicable, of servicing with their provider. If an Employment Outcome or HTS jobactive Outcome is achieved, then the job seeker will not be in scope for transfer until their Maximum Time is reached again. Job seekers in Activities will be transferred after the Activity which had paused their transfer ends (see: [Some circumstances will pause Maximum Time Transfers](#)).

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## 2. Providers can see who is approaching their Maximum Time

The time a job seeker has been with their jobactive provider in the same Employment Region will be tracked in the Department's IT Systems and providers will be able to see which job seekers are approaching their Maximum Time.

Measurement of a job seeker's time with a provider in an Employment Region for Maximum Time Transfers:

- starts when the job seeker is Commenced by a provider
- re-starts if a jobactive Employment Outcome is claimed (including full or partial Employment Outcome of 4, 12 or 26 weeks)
- re-starts if an HTS jobactive Outcome is claimed
- re-starts if the job seeker transfers to another provider in the same Employment Region
- continues unaffected if a job seeker transfers between Sites of the same provider within an Employment Region
- re-starts if a job seeker transfers to the same or another provider in a different Employment Region
- excludes any time the job seeker is Suspended from jobactive services.

### Providers will have information in ESS the Department's IT systems

Information the Department's IT systems will help providers identify job seekers approaching their Maximum Time and help prompt discussions with those job seekers.

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## 3. Maximum Time Transfers will start from 1 July 2017

### Maximum Time Transfers will be automatic and will happen daily

Job seekers who have reached their maximum time with their provider in jobactive (2 years for Stream A or 3 years for Streams B or C) on or after 1 July 2017, without achieving an Employment Outcome or HTS jobactive Outcome or since they achieved their most recent Employment Outcome or an HTS jobactive Outcome, will be identified by the Department and will generally be automatically transferred following notification of reaching their Maximum Time.

Where a job seeker has concurrent Stream placements with a provider, that is Commenced in Stream A and pending in Stream B, their Maximum Time Transfer period will be 3 years from Commencement in Stream A.

Where a job seeker has had consecutive Stream placements with a provider (for example, was Commenced in Stream A and upstreamed to Stream B), the time with provider does not restart when a job seeker changes Stream and their Maximum Time Transfer period will be 3 years from Commencement in Stream A.

### Some circumstances will pause Maximum Time Transfers

Some Maximum Time Transfers will be paused to minimise disruption. Transfers will be paused if a job seeker:

- is in a job that is tracking towards an Employment Outcome Payment
- is in a job that is tracking towards an HTS jobactive Outcome Payment
- is in an activity tracking towards an Education Outcome Payment (i.e. is aged 15-21 years and is participating in a Qualifying Education Course or a Qualifying Training Course)
- is referred to NEIS
- is participating in a Work for the Dole Activity or is in another Activity to meet their Annual Activity Requirement
- is undertaking Employability Skills Training
- is participating in the Launch into Work Program
- has a PaTH Internship agreement
- has a Wage Subsidy agreement
- is Suspended
- is relocating for employment through Relocation Assistance to Take Up a Job.

Job seekers who have reached their Maximum Time and are in one or more of the above categories will be transferred when the reason for the pause has ended, e.g. when the job seeker's placement in a Work for the Dole Activity ends, unless they achieve an Employment Outcome which will restart their time with their provider.

### Transfers of job seekers with Level 3 Incident Reports will not be automatic

Job seekers with a current Level 3 Incident Report (raised by a Provider and not Services Australia) will not be automatically transferred. Maximum Time Transfers of these job seekers will be facilitated by departmental staff after ensuring appropriate communication occurs. This will minimise risks to the new provider and support the implementation of appropriate servicing strategies to support the job seeker (refer to the [Servicing Job Seekers with Challenging Behaviours Guideline](#)).

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## 4. Rules will determine where a job seeker is transferred

The Department will select the new (receiving) provider for a job seeker being transferred under Maximum Time Transfers based on provider performance and reasonable distance from the job seeker's existing provider Site.

### Existing IT functionality will determine sites within reasonable distance

Providers within reasonable distance will be identified using existing job seeker referral and transfer functionality in the Department's IT systems

### Rules will select providers based on their performance

Maximum Time Transfers will be made according to rules in the Department's IT systems that will take into account Site-level Star Ratings (for the most recent quarter published on the jobactive powered by Australian JobSearch website – [jobactive.gov.au](http://jobactive.gov.au)).

Wherever possible, all job seekers will transfer to provider Sites with Star Ratings of 3 Stars or more to maximise the likelihood of benefit to job seekers. If there are multiple provider Sites within reasonable distance that meet this criterion, the allocation will be random to ensure transfers are equitable.

The Maximum Time Transfers hierarchy is shown at [Attachment A](#). Examples of how job seekers can be moved under this hierarchy are at [Attachment B](#).

### In some cases, job seekers reaching their Maximum Time will not be transferred

Maximum Time Transfers will not happen if there are no alternative providers within reasonable distance. This means there will be no Maximum Time Transfers in Employment Regions with only one provider.

### Referral tolerance will not affect Maximum Time Transfers

Job seekers will be transferred according to the Maximum Time Transfers rules, even if the gaining provider is at or above 130 per cent tolerance or the losing provider is at or below 70 per cent tolerance. Business Shares will be adjusted at the end of each quarter to ensure providers with a net gain of job seekers are not disadvantaged.

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## 5. Communication with job seekers about potential Maximum Time Transfers

### Providers should ensure job seekers understand Maximum Time Transfers

Providers should discuss Maximum Time Transfers with job seekers in the 3 months before they would reach their Maximum Time to ensure that job seekers understand and are aware of their possible transfer. This should occur during scheduled appointments.

Providers should ensure job seekers understand the benefits of trying different approaches to servicing and that they will be advised by SMS, e-mail or by an alert message when they logon to [jobactive.gov.au](http://jobactive.gov.au) prior to any transfer taking place. For the small number of job seekers that have no preferred method of communication recorded, a noticeboard message will be sent to their current provider that they are in scope for Maximum Time Transfers but unable to be advised through email or SMS. Providers should contact those job seekers that could not be sent a notification.

The [Maximum Time Transfers Fact Sheet](#), published on the Provider Portal, should be shared and discussed with job seekers.

Providers should use the reports and widgets in the Department's IT systems that will be available to assist them to identify relevant job seekers.

### The Department will notify job seekers prior to their Maximum Time Transfers

The Department will send automatic text or e-mail messages to job seekers approximately 2 weeks prior to their expected transfer. Messages will be brief, noting the job seeker has reached their Maximum Time and identifying the provider and Site they will be transferred to.

Job seekers will be advised of the option for them to choose an alternative provider (which is not their current provider) by either:

- lodging an online transfer request on [jobactive.gov.au](http://jobactive.gov.au) website (job seekers will be restricted to the new transfer type "Maximum Time with Provider" and their options will be restricted according to the Maximum Time Transfers rules)
- contacting their current provider, or
- contacting the National Customer Service Line (NCSL).

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## 6. Job seekers will be restricted from returning to their previous provider

If a job seeker is transferred due to Maximum Time Transfers, they cannot request a Transfer for Better Servicing or Transfer by Agreement to their previous provider for 24 months. If there are exceptional circumstances, as determined by an Account Manager or NCSL Supervisor, the job seeker may be transferred back to their previous provider with the assistance of the NCSL.

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## 7. Employment Fund credits and Administration Fees will be adjusted automatically

### Administration Fees will be pro-rated automatically

The Department's IT systems will automatically calculate and adjust Administration Fees for both the relinquishing and the gaining providers on pro rata basis. This is the same arrangement that applies for all other job seeker transfers.

If a pro-rata adjustment to the Administration Fees is required:

- the full amount initially paid will be reversed
- a new payment of the appropriate amount (pro-rata) of Administration Fees will be paid to both providers.

(Deed reference: Clauses 123.3-123.4)

### Fifty per cent of Employment Fund credits will be transferred automatically

If job seekers are transferred under Maximum Time Transfers, the Department's IT systems will automatically calculate and transfer 50 per cent of the Employment Fund General Account credit from the relinquishing provider to the gaining provider (see the [Employment Fund General Account Guideline](#)).

Structural Adjustment Programme (SAP) job seekers who are transferred under Maximum Time Transfers will also have 50 per cent of their SAP Employment Fund credits transferred to the new provider. This is consistent with arrangements for the Employment Fund – General Account, noting the SAP fund will not be allowed to go into the negative (see the [Structural Adjustment Programme Guideline](#)):

- If the SAP fund is less than 50 per cent of the credit for the transferring job seeker then the remainder will be transferred with the job seeker.
- If multiple SAP job seekers are transferring at the same time and the remaining SAP funds are less than the sum of 50 per cent of the original SAP credits for each job seeker transferring then the remaining funds will be distributed evenly among the transferring job seekers.

(Deed reference: Clause 88.14)

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## 8. Business Shares will be adjusted to account for Maximum Time Transfers

The Department will adjust providers' Business Shares each quarter to take into account Maximum Time Transfers to and from providers over the preceding 3 months.

Providers will be issued notices each quarter to advise them of the adjustment to their Business Share as a result of Maximum Time Transfers. Providers will have access to reports to identify job seekers who have transferred out and transferred in as a result of Maximum Time Transfers.

(Deed references: Clauses 20 and 81.1(d))

### Business Share Adjustments in Employment Regions with only two providers and where one provider commenced delivering services after the other

From April 2020, there will be no Business Share adjustments in Employment Regions with only 2 providers until both providers have been delivering services for 3 years. Participants who reach their Maximum Time will continue being transferred during this period.

### Business Share is calculated using point-in-time Employment Region caseload

Business Share adjustments associated with Maximum Time Transfers will be based on the net number of job seeker transfers (in and out) for a provider over the quarter, as a proportion of the overall caseload in the Employment Region at the end of the quarter. An example of how Business Share would be adjusted in an Employment Region with 4 providers is at [Attachment C](#).

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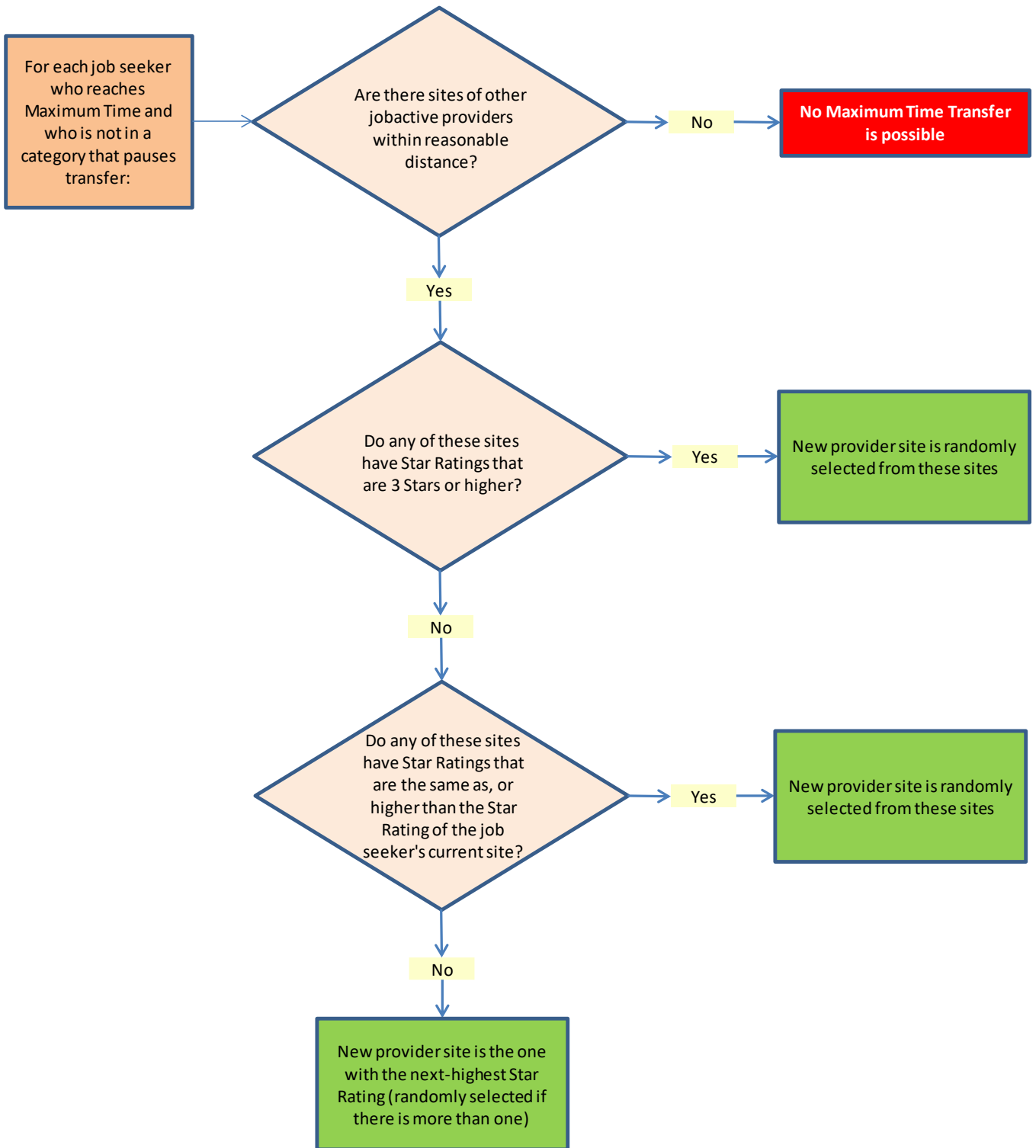
## 9. Summary of required Documentary Evidence



Documentary Evidence: There are no Documentary Evidence requirements for Maximum Time Transfers.



Attachment A - Maximum Time Transfers rules

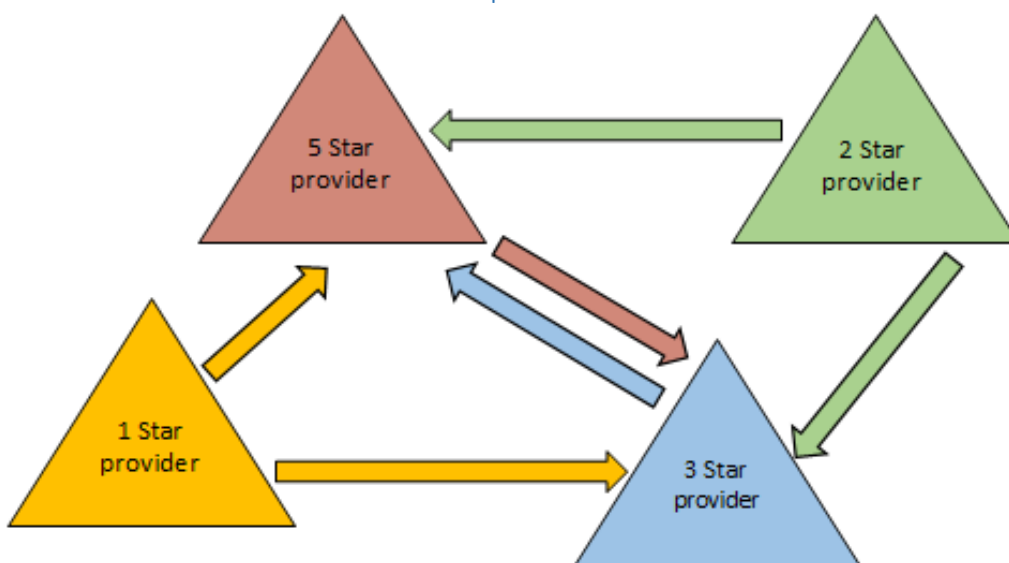


## Attachment B - Examples of transfer of job seekers under Maximum Time Transfers

The scenarios below show how job seekers would move in different circumstances. In all scenarios below, it is assumed each provider is within reasonable distance to the job seekers being transferred.

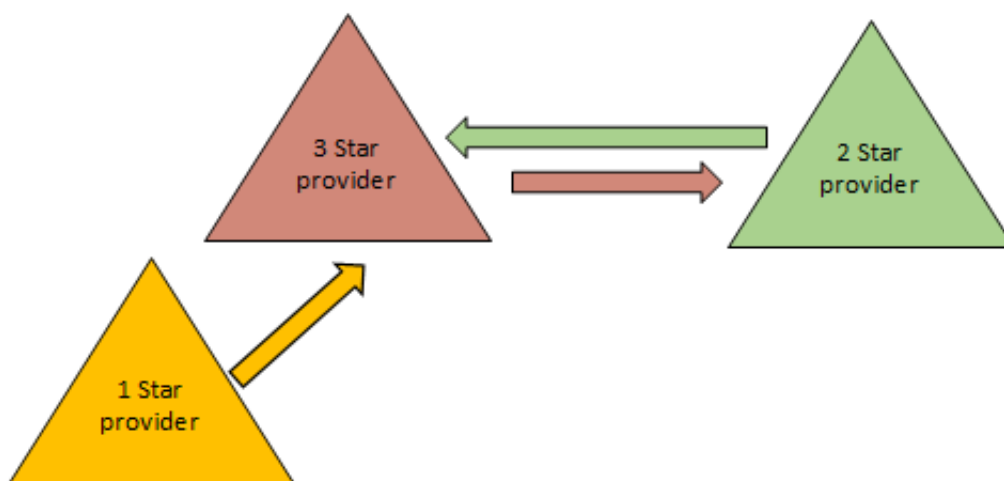
The coloured arrows show the movement of job seekers transferred due to Maximum Time Transfer from the provider with the same colour.

Example 1: Employment Region with a mix of provider Sites rated above and below 3 Stars, and where there is more than one provider Site rated 3 Stars or above



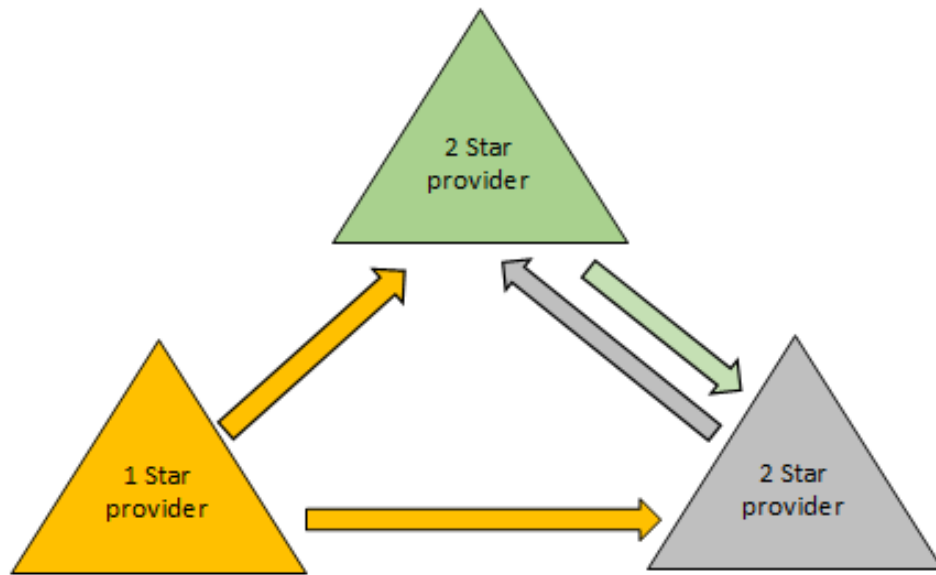
In a Region where there is more than one provider Site rated 3 Stars or above, Maximum Time Transfers are randomly allocated to these Sites. Provider Sites that are rated 2 Star or less will not receive any transferred Maximum Time Transfer job seekers.

Example 2: Employment Region with only one provider Site rated 3 Stars or above



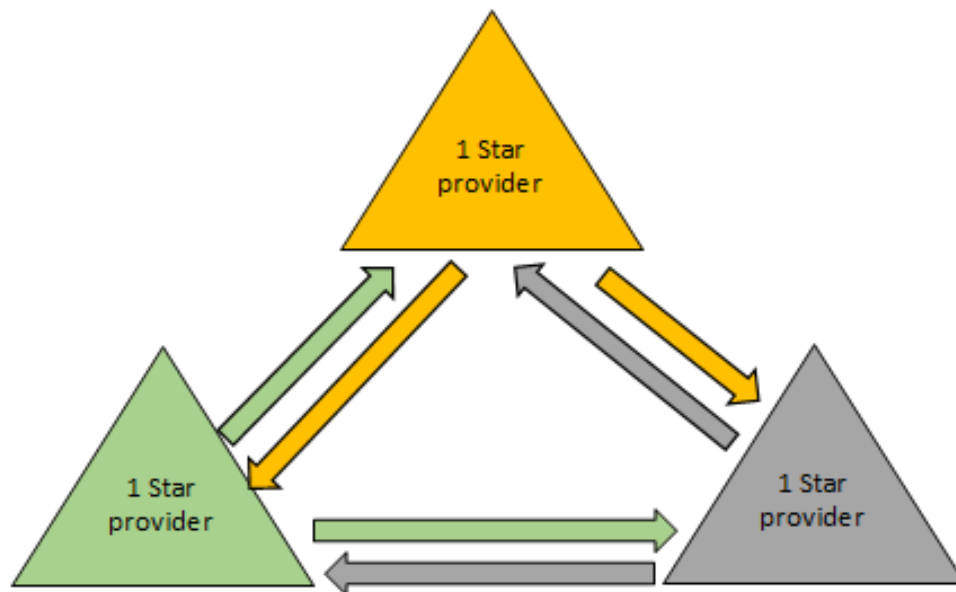
In this scenario, the Provider site rated 3 Stars or above would receive Maximum Time Transfers from the other providers. Job seekers transferred from the Site rated 3 Stars or above would go to the next-highest performing provider.

Example 3: Employment Region with no provider Sites rated 3 Stars or above



In an Employment Region with no provider Sites rated 3 Stars or above, Maximum Time Transfer job seekers will be transferred to provider Sites with the same or higher Star Ratings than their existing provider Site. In the example above, this means job seekers from the 1 Star provider are randomly allocated to the 2 Star provider Sites in the Employment Region, while the 2 Star provider Sites swap Maximum Time Transfer job seekers.

Example 4: Employment Region with only 1-Star provider Sites



In an Employment Region with only 1 Star provider Sites, Maximum Time Transfer job seekers will be transferred to provider Sites with the same Star Ratings as their existing provider Site. In the example above, this means job seekers from each of the 1 Star providers are randomly allocated to the other 1 Star provider Sites in the Employment Region.

## Attachment C - Example of Business Share adjustment for Maximum Time Transfers

Examples based on an Employment Region with 4 providers, all of whom will gain and lose Maximum Time Transfer job seekers over the quarter, where the overall caseload in the Employment Region is 20 000 job seekers.

Contract provider A								
Original Business Share	40%	Caseload at end of quarter	8000	Job Seekers Transferred to:		Job Seekers received from:		Net gain/loss
				Contract B	50	Contract B	70	
		Contract C	30	Contract C	0			
		Contract D	20	Contract D	20			
		Total	100	Total	90			-10

Net loss of 10 job seekers equates to Business Share adjustment of  $-10 / 20000$  (Total caseload in Employment Region) = -0.05%

Contract provider B								
Original Business Share	25%	Caseload at end of quarter	5000	Job Seekers Transferred to:		Job Seekers received from:		Net gain/loss
				Contract C	50	Contract C	20	
		Contract D	80	Contract D	10			
		Contact A	70	Contact A	50			
		Total	200	Total	80			-120

Net loss of 120 job seekers equates to Business Share adjustment of  $-120 / 20000$  (Total caseload in Employment Region) = -0.60%

Contract provider C								
Original Business Share	20%	Caseload at end of quarter	4000	Job Seekers Transferred to:		Job Seekers received from:		Net gain/loss
				Contract B	20	Contract B	50	
		Contract D	10	Contract D	20			
		Contract A	0	Contract A	30			
		Total	30	Total	100			70

Net gain of 70 job seekers equates to Business Share adjustment of  $70 / 20000$  (Total caseload in Employment Region) = 0.35%

Contract provider D								
Original Business Share	15%	Caseload at end of quarter	3000	Job Seekers Transferred to:		Job Seekers received from:		Net gain/loss
				Contract B	10	Contract B	20	
		Contract C	20	Contract C	80			
		Contract A	20	Contract A	10			
		Total	50	Total	110			60

Net gain of 60 job seekers equates to Business Share adjustment of  $60 / 20000$  (Total caseload in Employment Region) = 0.30%

Summary						
Contact	Job seekers gained	Job seekers lost	Net Gain/Loss (job seekers)	Business Share Adjustment	Original Business Share	Revised Business Share
provider A	90	100	-10	-0.05%	40%	39.95%
provider B	80	200	-120	-0.60%	25%	24.40%
provider C	100	30	70	0.35%	20%	20.35%
provider D	110	50	60	0.30%	15%	15.30%
Employment Region Total	380	380	0	0%	100%	100%

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed). In this Guideline, references to provider mean an Employment Provider, and references to job seeker mean Stream Participant as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services 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.