



Australian Government



jobactive

Guideline:

Norfolk Island Employment Services

This Guideline forms part of the jobactive Deed (Norfolk Island) 2018 -2022 (Norfolk Island Deed) between the Department of Education, Skills and Employment (Department) and the Provider. It sets out specific requirements for the delivery of jobactive services on Norfolk Island from 1 July 2016, including Employment Provider Services and New Enterprise Incentive Scheme (NEIS) Services.

This Guideline is divided into the following sections:

- Section one: Norfolk Island Employment Provider Services and NEIS Services
- Section two: Requirements for the provision of Work for the Dole services on Norfolk Island

Version: 3.0

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Changes from the previous version (Version 2.3)

Policy changes:

Minor edits have been made to reflect broader policy changes related to the implementation of JobSeeker Payment. From 20 March 2020, JobSeeker Payment replaces Newstart Allowance, Sickness Allowance, Bereavement Allowance and Wife Pension, and becomes the main participation payment for people aged 22 years or over, and under Age Pension age.

Wording changes:

Section 2 of the Norfolk Guidelines has been simplified to reflect the Work for the Dole Guideline. Changes include:

- a) a full list of approved Activities available to individuals
- b) retaining some information around Work Health and Safety
- c) where program arrangements differ from jobactive.

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

Related documents and references

[Activity Management Guidelines](#)

[Assessments Guideline – Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessments \(ESATs\)](#)

[Capability Interview and Capability Assessment](#)

[Direct Registration Guideline](#)

[Disability Support Pension Recipients Compulsory Requirements Guideline](#)

[Eligibility Referral and Commencement Guideline](#)

[Job Plan and Scheduling Mutual Obligation Requirements](#)

[Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

- [How people access NEIS and participate in NEIS Training Guideline](#)
- [Support NEIS Participants to start and run their small business Guideline](#)
- [Performance Framework Guideline](#)
- [Period of Service Suspensions and Exits Guideline](#)
- [Privacy Guidelines](#)
- [Records Management Instructions](#)
- [Servicing Participants with Challenging Behaviour Guideline](#)
- [Targeted Compliance Framework Guideline: Mutual Obligation Failures Guideline](#)
- [Transfers Guideline](#)
- [Volunteers Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Support Projects \(CSPs\): Concept Approval Template](#)
- [Learning Centre website](#)
- [Australian JobSearch Conditions of Use](#)

Certain operational and servicing requirements differ from the delivery of jobactive on mainland Australia due to the unique aspects of the Norfolk Island reforms and the labour market in Norfolk Island.

Accordingly:

1. where there is any inconsistency between this Guideline and any of the above listed jobactive Guidelines, this Guideline prevails; and
2. the Provider is not required to comply with any parts of the above listed jobactive Guidelines that relate to the following subject matter (as defined in the jobactive Deed 2015-2022):

Employment Fund	DES Participant
Employment Fund	DES Provider
General Account	Disability Employment Services Deed
Reimbursement	Drug Trial
	Employability Skills Training
Indigenous Participants	Harvest Labour Services or HLS
Aboriginal or Torres Strait Islander person	Harvest Area
Indigenous Enterprise	Harvest Employers
Indigenous Outcomes Targets	Harvest Information
	Harvest Period
jobactive Fees	Harvest Placement
Outcome Payments	Harvest Placement Fee
Administration Fees	Harvest Service Fee
Administration Fee Period	Harvest Trail Website
Work for the Dole Fees	Harvest Vacancy
Asset	Harvest Work
Claims Processing Training	Harvest Worker
Non-Payable Outcome	National Harvest Guide
Non-regional Location	National Harvest Telephone Information Service
Payment Period	Relevant Harvest Bodies
Pay Slip Verified Outcome Payment	Other Provider
Regional Location	ParentsNext
	ParentsNext Funding Agreement
Other Employment Services programs	ParentsNext Provider
Disability Employment Services	

ParentsNext Volunteer

PaTH Internships

Job Services Australia or JSA

Jobs, Land and Economy Programme

Tasmanian Jobs Programme

Time to Work

Transition to Work Participant

Transition to Work Provider

Transition to Work Service

Transition arrangements relating to start of 2015

jobactive Deed

Transition Date

Transitioned Participant

Other jobactive initiatives

Maximum Time Transfers

Pre-release Prisoner

Relocation Assistance to Take Up a Job Agreement
or RATTUAJ Agreement

Relocation Assistance to Take Up a Job Participant
or RATTUAJ Participant

Relocation Assistance to Take Up a Job Payment or
RATTUAJ Payment

Restart Programme

Performance elements

Compliance Indicator

Star Rating

Rolling Random Samples

Deeming

Vacancies and Outcomes Guideline

Wage Subsidies

LTU and Indigenous Wage Subsidy

Parents Wage Subsidy

Wage Subsidy

Wage Subsidy Account

Wage Subsidy Agreement

Wage Subsidy Employer

Wage Subsidy Participant

Wage Subsidy Period

Wage Subsidy Placement

Youth Wage Subsidy

Other

Business Share (one provider)

Lead Provider (as above)

Outreach (full time site only)

Part-Time

Tendering Group

Working with Children Law

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Section One: Norfolk Island Employment Provider Services and NEIS Services.

This section of the Guideline sets out requirements for the provision of Employment Provider Services and New Enterprise Incentive Scheme (NEIS) Services on Norfolk Island that commenced on 1 July 2016.

Assurance and Performance

The Provider's performance of its obligations under the Norfolk Island Deed will be assessed against the Performance Framework for jobactive and NEIS as specified in the Performance Framework Guideline as well as the Performance Indicators outlined in clause 93 of the Norfolk Island Deed.

However, the Provider's performance under the Norfolk Island Deed will not contribute to the assessment of the Provider's overall jobactive and NEIS performance at the Employment Region or National level, this includes Star Ratings calculations, for the purposes of the jobactive Deed 2015-2022. Further, the following jobactive Performance Framework elements are not applicable to Norfolk Island jobactive services:

- Compliance Indicator
- Indigenous Outcomes Targets, and
- Star Ratings.

As per clause 98 of the jobactive Deed 2015-2022, the Provider is required to gain and maintain certification against the Quality Assurance Framework (QAF) for the duration of the Deed. There are no additional requirements imposed on the Provider's QAF certification under the Norfolk Island Deed.

The Provider's delivery of Employment Provider Services on Norfolk Island, including the recording of Outcomes, will be subject to contract monitoring and other Assurance Activities.

(Deed references: Clauses 92, 93)

Norfolk Island Performance Framework

The Norfolk Island jobactive Provider will have its performance assessed every quarter. The Provider must supply a comprehensive quarterly report, using the template provided by the Department. The Provider must also report on Participant vacancy placements using the template provided.

Performance Reviews

Performance discussions support the contractual relationship between the Department and individual Provider over the life of the Deed.

- Formal performance reviews will be conducted as part of the jobactive review process.
- Informal performance discussions will be conducted as required, if issues or concerns about service delivery or performance arise.

Business Reallocation

Business Reallocation processes will not apply to the Norfolk Island jobactive contract. However, poor performance may lead to the Provider receiving a Notice from the Department to discontinue providing Norfolk Island jobactive services.

Norfolk Island Vacancies, Outcomes and Documentary Evidence Requirements

The key objective of jobactive is to promote stronger workforce participation, help more Participants move from welfare to work and better meet the needs of employers.

The Provider may record an Outcome when a Participant who they have helped:

- remains in sustainable Employment or self-employment which reduces their reliance on income support, or
- if they are eligible, completes a Qualifying Education or Training Courses.

The Provider is required to:

- engage and work with Employers to understand their needs and ensure Participants are equipped to meet those needs,
- work with Employers and other providers to source Vacancies, and
- refer Participants with appropriate skills and work habits to Vacancies.

(Deed references: Clause 85.2)

Employment Outcomes

The Provider may record Employment Outcomes when a Participant they are helping to move from welfare to work achieves sustainable Employment, Unsubsidised Self-Employment, or an apprenticeship or traineeship.

An Employment Outcome cannot be recorded for a Stream A Participant whose job started after they commenced in jobactive but before they had been receiving Services for three continuous months.

Full and Partial Outcomes

There are two types of Employment Outcomes – Full and Partial.

- A Full Outcome is recorded when a Participant is in Employment, Unsubsidised Self Employment or an apprenticeship or traineeship and has a 100 per cent income support rate reduction, or meets their hourly requirements for the duration of the Outcome Period. A Full Outcome for Participants with a Partial Work Capacity or who are Principal Carer Parents will take into account their part-time requirements.

The Outcome Periods are 4, 12, and 26 weeks from the Employment Outcome Start Date (see the 'Setting the Employment Outcome Start Date')

For the 26 Week Period, only Full Outcomes are recordable and only where:

- a 12 Week Full or Partial Outcome has been recorded, and
- the Participant has a 100% income support rate reduction or meets their hourly requirements for 14 consecutive weeks beginning at any time in the 26 Week Period after the 12 Week Outcome was recorded.

Note: this was previously referred to as a Full Outcome Conversion.

- A Partial Outcome is recorded when a Participant is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has their income support reduced by 60 per cent on average or meets a percentage of their hourly requirements. Partial Outcomes may be recorded at 4 and 12 weeks only – no 26 Week Partial Outcomes are available.

Verification of Outcomes

Outcomes can be verified by information from Services Australia.

- For Participants receiving Income Support, Outcomes are based on the earnings or hours declared to SERVICES AUSTRALIA by Participants each fortnight. This information is used by the Department's IT Systems to automatically calculate whether an Outcome is achieved (see the section in this Guideline on 'Lodging an Employment Outcome claim based on SERVICES AUSTRALIA data').
- As Outcomes in the Norfolk Island contract cannot be claimed via ESSWeb, the system will have limited functionality to track Outcomes through to 26 weeks. The Provider must utilise the manual tracking sheet provided by the Department to report all Outcomes.

Sourcing a Vacancy

The provider must engage and work with Employers to understand their needs and to identify job opportunities.



System step: The Provider must record all employment Vacancies, including those found by Participants, in the Department's IT Systems. They must ensure that each Vacancy is complete, up to date and compliant with the JobSearch Conditions of Use.

(Deed references: Clause 84)

Lodging a Vacancy



System step: When entering a Vacancy into the Department's IT Systems, the provider needs to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the provider or the Participant. The Provider will also need to select a Vacancy type from the following options:

- Apprenticeship
- Commission
- Pre-existing Employment (see the 'Outcomes for Pre-existing Employment' section)
- Normal position
- Graduate
- Seasonal
- Traineeship
- Self-Employment.

Checking Minimum Wage



System step: Where a provider has sourced a Vacancy they must, at the time they lodge the Vacancy in the Department's IT Systems, make sure that the relevant minimum wage is satisfied.

The minimum wage may be set out in the Modern Award that relates to the Vacancy. If a Modern Award is not in place, then the National Minimum Wage will apply.

Where a Participant has sourced a Vacancy, the provider is not required to check the applicable minimum wage. The Participant should already have information relating to the National Minimum Wage and the Fair Work Ombudsman. Note all providers were required to give this to all Participants on their caseload by 30 September 2016, and must give it to all new Participants when they commence in jobactive.

This information must include:

- details of the latest National Minimum Wage rates
- where to access information about the [Pay and Conditions Tool](https://calculate.fairwork.gov.au) at <https://calculate.fairwork.gov.au> and any changes to the National Minimum Wage rates, and
- the contact details of the Fair Work Ombudsman.

A fact sheet for Participants is available on the Provider Portal. The Fair Work Ombudsman's minimum wage fact sheet can be found on the [Fair Work Website](https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages) at <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages>.

Referring suitable Participants to Vacancies

The Provider must:

- refer suitable eligible Participants to appropriate Vacancies
- ensure that any Participants they refer to Vacancies meet Employer needs
- encourage eligible Participants to consider job opportunities outside their local area
- advise eligible Participants that they are required to take any suitable job and explain the consequences of failing to do so.

Placing a Participant into a Vacancy



System step: Where a Participant is successful in gaining Employment the provider must place the Participant into the relevant Vacancy reflecting the date when the Participant started working. This becomes the Job Seeker Placement Start Date in the Department's IT Systems.

- For Pre-existing Employment, the Job Seeker Placement Start Date must be the day which the increase in hours or earnings occurred (see the 'Outcomes for Pre-existing Employment' section in this Guideline)
- For provider funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the ongoing Employment
- For Employer funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the Work Trial
- For volunteer work/work experience/unpaid work that leads to ongoing Employment the Job Seeker Placement Start Date is the first day of the ongoing Employment.



System step: The Job Seeker Placement Start Date must be recorded within 56 days of the Participant commencing Employment or Unsubsidised Self-Employment.

Please refer to ESSWeb Help for further information on how to refer a Participant in the Department's IT Systems.

Tracking for an Employment Outcome



System step: To be able to track for an Employment Outcome, a Provider must record a Vacancy in the Department's IT Systems and record the Job Seeker Placement Start Date in that Vacancy. Recording the Job Seeker Placement Start Date triggers the Department's IT Systems to commence tracking the 4 Week Period and 12 Week Period for an Employment Outcome.

The Department's IT Systems capture the Participants earnings and hours information as declared to SERVICES AUSTRALIA by the Participant. The Department's IT Systems use this information to calculate whether the requirements for a Partial or Full Outcome have been met.

Each quarter the Provider will be supplied with a Manual Tracking Spreadsheet this will include all vacancies anchored by the Provider in the system. The Provider will be required to report on outcomes they are recording as achieved. Where the system has been unable to accurately track an outcome the Provider should manually enter this information in the Manual Tracking Spreadsheet. 26 week outcomes will not be tracked in the system and the Provider will need to indicate which are being tracked and claimed each quarter.

Setting the Employment Outcome Start Date

Participants on income support – automatic process for setting the Employment Outcome Start Date

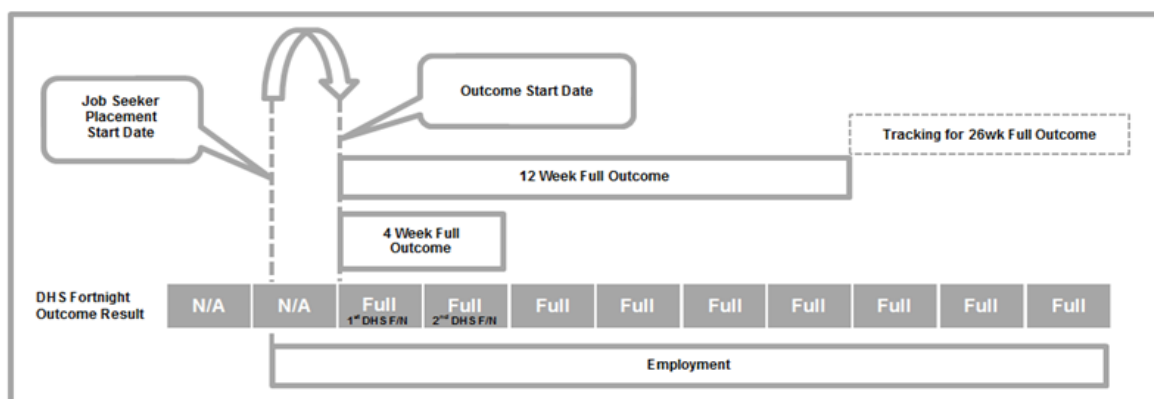
Where a Participant is receiving income support, Employment Outcomes will be based on Services Australia Fortnights and will be automatically calculated by the Department's IT Systems.

The Department's IT Systems will set the Employment Outcome Start Date to be the first day of the Participants first full SERVICES AUSTRALIA Fortnight on or after the Job Seeker Placement Start Date. Where the Job Seeker Placement Start Date falls on the first day of a SERVICES AUSTRALIA Fortnight, the Department's IT Systems will set that day as the Employment Outcome Start Date.

Where the Participants earnings for that SERVICES AUSTRALIA Fortnight are less than required for a Full Outcome or a Partial Outcome, the Department's IT Systems will move the Employment Outcome Start Date to the beginning of the second SERVICES AUSTRALIA Fortnight and will then commence tracking where the Full Outcome or Partial Outcome requirements have been met. Where a Full or Partial Outcome is not met by moving to the second SERVICES AUSTRALIA Fortnight, the Employment Outcome Start Date will revert to the original Employment Outcome Start Date, that is, the first day of the first SERVICES AUSTRALIA Fortnight.

The 4 Week and 12 Week Outcome Periods use the same Employment Outcome Start Date.

Diagram A: Employment Outcome Start Date for Participants in receipt of income support



The Provider should ensure all placements are accurately entered in the Department's IT systems. The Norfolk Island Manual Tracking Spreadsheet will be populated using system derived data which the Provider will report against.

Participants on income support - provider choice for setting the Employment Outcome Start Date



System step: Providers may choose to shift the Employment Outcome Start Date in certain circumstances:

4 Week Outcome and 12 Week Outcome

At any time until a 4 Week or 12 Week Outcome is recorded as achieved, providers can manually choose the Employment Outcome Start Date. This can be the original date, that is, the first SERVICES AUSTRALIA Fortnight on or after the Job Seeker Placement Start Date, or the date that has been shifted by the Department's IT Systems, that is, the second SERVICES AUSTRALIA Fortnight.

26 Week Outcome

For a 26 Week Outcome, providers can choose the Employment Outcome Start Date by recording any of the first seven SERVICES AUSTRALIA Fortnights of the period following the date that the 12

Week Outcome has been achieved. This must be recorded on the Manual Tracking Spreadsheet when reporting on Outcomes each quarter.

Participants not on income support



System step: For Participants who are not on income support when they are placed in a job, the Employment Outcome Start Date will be the Job Seeker Placement Start Date recorded in the Department's IT Systems by the provider.



System step: Providers can manually move the Employment Outcome Start Date for Participants not on income support. The Department's IT Systems will allow one alternate Employment Outcome Start Date which is calculated automatically, and will be 14 days after the Job Seeker Placement Start Date.

If the Provider chooses to shift the outcome start date this must be recorded in the Manual Tracking Spreadsheet.

Outcomes for Pre-existing Employment

Full Outcome payments will permit Pre-existing Employment in carefully prescribed circumstances.

Pre-existing Employment will be permitted where there has been a Significant Increase to a Participant's earnings or hours from Employment which began prior to them receiving Employment Provider Services from any Employment Provider.

A Significant Increase is defined as the Participant increasing income earned (for Participants with full time Mutual Obligation Requirements) or hours worked (for Participants with part-time Mutual Obligation Requirements) from below a Partial Outcome level in their Pre-existing Employment to income earned or hours worked to achieve a Full Outcome after commencing with the provider.

In relation to Pre-existing Employment, providers must:



Documentary Evidence: 1. Obtain and retain Documentary Evidence of the Participant's Employment prior to receiving Employment Provider Services from any Employment Service Provider.



Documentary Evidence: 2. Obtain and retain Documentary Evidence of the Participant's Employment earnings/hours for the four weeks prior to the Significant Increase. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: 3. Select the Vacancy type of Pre-existing Employment when recording the Vacancy in the Department's IT Systems.



System step: 4. Place the Participant into the Vacancy recording the Job Placement Start Date as the day on which the increase in earnings or hours occurred.

Pre-existing Employment arrangements are not permitted for Partial 4 and 12 Week Outcome Payments.

Outcomes for Recurring Employment

Employment or Unsubsidised Self-Employment which results in more than one Employment Outcome for a Participant with the same Employer during the same Period of Unemployment is considered to be Recurring Employment.

4 Week Employment Outcomes

The provider may record a maximum of four 4 Week Outcomes for any single Participant over any one 12 month period, regardless of whether that Employment is Recurring or not.

Allowing the provider to record four 4 Week Outcomes recognises that:

- short-term jobs with a duration of four weeks or more equip Participants with work experience and work habits that enable them to move into sustained Employment in the future, and
- Participants who have had four or more job placements have a higher chance of staying long term in a job.

12 Week and 26 Week Employment Outcomes

The Provider is not entitled to record 12 Week and 26 Week Employment Outcomes for Recurring Employment.

This means that if the provider has recorded a 12 Week or 26 Week Employment Outcome for a Participant with an Employer, they cannot record another 12 Week or 26 Week Employment Outcome with that same Employer, regardless of whether the Participant is working in a different position.

Variability in earnings

Allowing some flexibility for variability in earnings to achieve an outcome recognises that Participants who are returning to work may have a short period of irregular working hours early in their Employment.

A Participant who is eligible for a Full Outcome may have a maximum of two fortnights of reduced earnings during the 12 Week Period and still achieve a Full Outcome. A minimum of 85 per cent income support reduction will be allowed for two fortnights.

Reduced earnings are not permitted as part of 4 Week and 26 Week Full Outcomes. Calculations for the 12 Week Outcome Period will take into account any reduced earnings that occurred in the initial 4 Week Outcome Period.

Note: where the provider has entered a Permissible Break, the Department's IT Systems will not apply variability in earnings during that same period.

Permissible Breaks

Where a Participant is working towards a Full Outcome, a break or breaks in Employment of up to two fortnights may be permitted if the requirements for a Permissible Break (set out below) are met.

The maximum break is up to two SERVICES AUSTRALIA Fortnights for a Participant on income support, or up to two calendar fortnights for a Participant not on income support.

The only exception to this is Principal Carer Parents, who are entitled to an additional Permissible Break of up to eight weeks (four fortnights) over the long school holiday Christmas/New Year period where a shutdown is initiated by the Employer. As with all Permissible Breaks, the Participant must return to the same Employment position with the same Employer.



System step: When recording a Permissible Break, the provider should be aware that:

- even if the Participant was only on break for two days, the Permissible Break will be lodged for the full two week period (that is, a full SERVICES AUSTRALIA Fortnight or a full calendar fortnight)
- there can only be two standard Permissible Breaks lodged across the combined 4, 12 and 26 Week Period. Therefore, if both Permissible Breaks are used in the 12 Week Period, there are no more Permissible Breaks available for the 26 Week Period (unless the Participant is a Principal Carer Parent).

Permissible Break requirements:

- the break in the Participant's continuous attendance in Employment would result in them not meeting the ordinary requirements of a 4, 12 or 26 Week Full Outcome, and
- the break is outside the control of the provider or the Participant, and
- after the break, the Participant returns to the same Employment position with the same Employer, and
- the length of the Employment Outcome period must be extended to include the Permissible Break period.

Permissible Breaks that are considered to be acceptable are:

- Christmas breaks and shutdowns
- other Employer initiated shutdowns
- breaks due to the Participant's illness or major personal crisis
- child care or carer emergencies
- declared natural disasters, for example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government), and
- culturally significant events for Aboriginal and Torres Strait Islander persons.

Examples of breaks that are not considered acceptable as Permissible Breaks include the Participant leaving a job inappropriately and unapproved leave.

Employment Outcome claim based on SERVICES AUSTRALIA data



System step: If the requirements have been met, the Department's IT Systems will present the Employment Outcome. The Provider will not be able to claim outcomes in the system. Instead the Provider must record the applicable outcome as 'achieved' in the Manual Tracking Spreadsheet.

The provider does not need to hold Documentary Evidence for Employment Outcomes where the Department's IT Systems are able to use SERVICES AUSTRALIA data to verify an Employment Outcome. However, where the system has not accurately tracked earnings or hours data for a Participant the provider should record in the spreadsheet that they have documentary evidence to support an outcome.

Note: The only exception is Pre-existing Employment. In these instances, Documentary Evidence for the four week period prior to the increase in Employment earnings/hours must be obtained. See the 'Documentary Evidence - Outcome Payments' section of this Guideline for specific Documentary Evidence requirements in relation to Pre-existing Employment.

Employment Outcome for a NEIS Participant

The provider must ensure that the NEIS Participant has an executed NEIS Participant Agreement in operation and is receiving NEIS Assistance.

The Employment Outcome Start Date will be the start date of the NEIS Business.

Providers are able to record a 4 Week and/or 12 Week Partial Outcome for NEIS Participants. The Department's IT Systems will capture the commencement of the NEIS Participant Agreement and will use this information to calculate whether the requirements for a 4 and 12 Week Partial Outcome have been met. This must be recorded in the Manual Tracking Spreadsheet as an outcome. The Provider should indicate in the 'comment' column that the outcome is a NEIS Outcome. Providers may utilise system derived information for 4 and 12 Week Outcomes.

Apprenticeships or Traineeships

The Provider can record a Full Outcome for a Participant receiving JobSeeker Payment, Newstart Allowance or Youth Allowance (Other) when they remain each week in a full-time apprenticeship or traineeship and may not earn sufficient income to be completely off income support as long as all other Deed requirement are met.

Education Outcomes

Education Outcomes reward providers for improving the job prospects and employability of 15 to 17 year old Participants, or Early School Leavers (15 to 21 years), by helping them to participate in education or training.

Education Outcomes can be achieved by either:

- Participation - Participants complete six months of a Qualifying Education Course, or
- Attainment - Participants complete a Qualifying Training Course and attain a Certificate III or above.

While Participants must commence their course when they are between the ages specified above, they can complete the course outside those age ranges.

Courses must be relevant to the Participant and recorded in the Participant's Job Plan.

When entering data in the Manual Tracking Spreadsheet the relevant Outcome type, participation or attainment, should be indicated in the 'comment' column.

Outcomes based on participation

Outcomes based on a Participant's participation in a Qualifying Education Course will be recognised where the Participant is still undertaking the course six months from the course commencement date. This timeframe includes scheduled breaks in study as calculated by the training institution (that is, Term, Semester breaks). The Participant must have started the course after Commencement with the provider.

Outcomes based on attainment

Outcomes based on the attainment of a Year 12 or Certificate III or above will apply to courses of at least 12 weeks or more in duration and which are completed within six months.

Outcomes based on attainment – fewer than 12 weeks duration

Outcomes based on attainment will be recognised for courses fewer than 12 weeks in duration only where the course leads directly to Employment that is related to the course that was undertaken.

The Education Outcome can be recorded when a Participant starts in Employment within eight weeks of attaining the Qualifying Training Course and achieves a 4 Week Period Employment Outcome. The Employment must be recorded in the Department's IT Systems and in the manual tracking sheet.

Delivery of training

Vocational education courses/training must be delivered either directly by, or under an auspice arrangement with, Registered Training Organisations that are included in the list of Registered Training Organisations approved to deliver the specific course, as published on www.training.gov.au.

Education Outcomes are available where the education or training is delivered by a Related Entity of the provider which meets the above criteria.

Distance learning/online or self-paced components

Where a course includes distance learning, online or self-paced study components, providers will be eligible to record an Education Outcome based on attainment only (completion of the course) even if the course exceeds the requisite six-month period for an attainment outcome. For these situations, an Education Outcome based on participation is not available.

Referring to a Qualifying Education Course/Qualifying Training Course



System step: The provider must enter the course details into the Department's IT Systems within 28 calendar days of the Participant commencing the course and include the following:

- full name of the course and course code or unit code
- Certificate/degree level
- whether the course is Austudy, Abstudy, or Youth Allowance approved
- weekly hours of class contact or full-time study as defined by the training institution
- if the Participant is attending full-time or part-time
- the details of the training institution and the name of the contact persons, and
- if the training placement was arranged by the provider or the Participant.

Concurrent claims

Providers will not be able to record Outcome Payments for Education Outcomes and Employment Outcomes that occur concurrently. Providers will only be able to record one Outcome for both Education and Employment Outcomes if the relevant outcome periods do not overlap.

Documentary Evidence – Outcomes



Documentary Evidence: to support each Outcome reported as achieved in the Norfolk Island Outcome Tracking Sheet must be retained by the Provider where system derived data cannot be utilised to support an outcome being achieved.

Pre-existing Employment

Providers must obtain and retain Documentary Evidence of the Participant's Employment prior to receiving Employment Provider Services from any Employment Service Provider.

Providers must obtain Documentary Evidence of the Participant's Employment earnings/hours for the four weeks prior to the Significant Increase before placing the Participant into the Vacancy.

Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



Documentary Evidence must be one of the following:

1. A payslip or Employer payroll summary/ies. The following information should be included in the Payslips or Employer payroll summary/ies:

- Employer's and Stream Participant's name
- Employer's Australian Business Number (ABN) or Norfolk Island Registration Number (if applicable)
- Payment Period
- date of payment
- gross and net pay
- if the Stream Participant is paid an hourly rate
- the ordinary hourly rate
- the number of hours worked at that rate
- the total dollar amount of pay at that rate

If any of the above pieces of information are not able to be provided by the employer on the pay slip/employer payroll summary, and the information cannot be determined by the Employment Provider, the Employment Provider must provide that information additional to the pay slip or employer payroll summary in the form of an email from the employer.

2. A declaration from either the Participant or employer stating:

- Stream Participant's full name and Job Seeker ID
- Employer's name
- Business Registration ID, (ABN or Norfolk Island registration number)
- The total hours worked across the period
- The total earnings for the period
- Dates for the applicable outcome period
- A declaration that the employer has retained payslips relevant to the period

Outcome Payments – Self-employed Participants not on income support or receiving NEIS Allowance (Unsubsidised Self Employment)



Documentary Evidence: The Vacancy recorded on the Department's IT systems must identify that the Participant's Employment is Self-Employment and dated documentary evidence must be obtained from the Participant and must be in the following forms:

- Signed and dated statement of earnings/hours from the Participant 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.

The records or statements provided should confirm that the Participant has an income which proves the Participant's business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant's appointments or diary entries).

Proof of business establishment alone is not sufficient evidence to support an Outcome Payment.

Apprenticeships and traineeships for Participants on income support



Documentary Evidence: Where the SERVICES AUSTRALIA data does not support a Full Outcome for a Participant who is on income support through earnings, but the Participant has remained each week in a full-time apprenticeship or traineeship for the relevant Outcome Period, the following Documentary Evidence must be retained:

- the name of the Employer;

- the period of Employment; and
- evidence that the Participant remained in the apprenticeship/traineeship on a full-time basis for each week of the relevant Outcome Period.

Full Outcomes for Participants who have a Permissible Break in Employment



Documentary Evidence: The provider must retain Documentary Evidence (in electronic form or hard copy) of the Permissible Break at the time of submitting the claim. Documentary Evidence must contain information provided by the Participant or Employer, which confirms:

- the Permissible Break in Employment, including the reason for the Permissible Break
- the duration of the Permissible Break, including the start and end dates
- that the Participant is employed in the same position following the Permissible Break.

All of the above information must be contained in a signed and dated written statement or in an email from the Employer or Participant.

Education Outcomes



Documentary Evidence: The provider must retain Documentary Evidence (in electronic form or hard copy) in relation to the Education Outcome.

Qualifying Training Course

Documentary Evidence must be in the form of either an electronic or a hard copy of the qualification or a statement of attainment issued by the Registered Training Organisation together with the course code or unit code from the [Training Website](#) at www.training.gov.au.

The qualification, including the date of the qualification or statement of attainment, must clearly show the qualification achieved, the Participant's name, details of the Registered Training Organisation and the course code or unit code identified on the [Training Website](#) at www.training.gov.au.

Qualifying Education Course



Documentary Evidence: must include:

- confirmation that the Participant is still participating in the course six (6) months after commencement,
- whether the course is full-time study or part-time study as defined by the Registered Training Organisation, and
- the study periods (i.e. term, trimester or semester) and the start and end dates.

Dated evidence

All of the above information must be contained in an acceptable form of dated evidence. Acceptable forms of dated evidence are:

- a certificate of attainment / academic transcript issued by the Registered Training Organisation confirming that the Participant is participating or has participated in the course for six (6) months or more, or
- a signed and dated written statement or an email from the Registered Training Organisation or Participant.

Payments

In relation to Employment Provider Services, the Provider will be paid Quarterly Fees of the amounts specified in Table 1A in Annexure A3 [Quarterly Fees] of the Norfolk Island Deed.

To receive the Quarterly Fees, the Provider must issue an invoice to the Account Manager:

- on the Norfolk Island Deed Commencement Date and, subsequently
- at the end of each Financial Quarter

which includes the information outlined in clause 17.2(F) of the Norfolk Island Deed.

With the exception of the start-up payment, payment of Quarterly Fees is conditional on the Account Manager's acceptance of the Progress Report or Final Report for that Financial Quarter.

In relation to its NEIS Services, the Department's IT System will automatically pay NEIS Fees to the Provider when NEIS Participants achieve the milestones set out in clause 119.1 of the Norfolk Island Deed.

(Deed references: Clauses 16, 17, Annexure A3 – Quarterly Fees, 119)

Reports

The Provider must submit quarterly Progress Reports and a Final Report using the template provided by the Department at [Attachment A](#). The Final Report will use the same template as the Progress Reports unless otherwise specified by the Department.

The Provider is required to comment in its Progress Reports on Norfolk Island labour market issues and make other observations on its delivery and implementation of employment services on Norfolk Island.

The purpose of the Progress Report is to provide qualitative information to the Department which is not available through the Department's IT Systems. Issues discussed may include labour market-related challenges faced by the Provider in sourcing employment for Participants and trends in vocational and non-vocational barriers which may be preventing Participants from finding and keeping a job. Each quarterly Progress Report should also include commentary on how the implementation of employment services is received by Participants, employers and other stakeholders on Norfolk Island.

Progress Reports must be submitted to the Account Manager within 10 business days of the end of the relevant Financial Quarter. The submission of a satisfactory Progress Report is a pre-condition for the payment of each Quarterly Fee.

The Final Report must be submitted to the Account Manager no later than 10 business day before the Completion Date. The submission of the Final Report is a pre-condition for the payment the final Quarterly Fee.

(Deed references: Clauses 25.5)

Transfers

A Participant may be transferred from the Provider to another Provider by SERVICES AUSTRALIA or the Department where the Participant moves to a new location that is outside of Norfolk Island. This is the only circumstance under which a Participant can be Transferred to another Employment Provider under the Norfolk Island Deed.

Where this occurs, the Provider must follow the 'Transfer Due to Change of Address' process outlined in the jobactive Transfer Guidelines.

All other sections of the jobactive Transfer Guideline do **not** apply to Norfolk Island Employment Services (i.e. 'Transfer due to relationship failure', 'Transfer for better servicing', 'Transfer to due to Maximum Time Transfers policy').

(Deed references: Clauses 77, 78)

Section Two: Requirements for the provision of Work for the Dole services on Norfolk Island

This section of the Guideline details the core elements and requirements for the Provider in delivering Approved Activities as part of employment services.

The [Managing and Monitoring Mutual Obligation Requirement Guidelines](#) provides a full list of approved Activities that can be selected to meet an individual's requirements.

Examples include: Work for the Dole, National Work Experience Programme (NWEPE), Approved study and short courses, New Employment Incentive Scheme (NEIS) and Voluntary Work
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Further requirements for delivering services include the following:

- except as otherwise specified in this Guideline and the *jobactive Deed (Norfolk Island) 2016 - 2022*, the provider is required to provide the same services as specified under the *jobactive Deed 2015 - 2022*.
- the *jobactive Deed (Norfolk Island) 2016 – 2022* does not include equivalent provisions to those in the *jobactive Deed 2015 - 2022* relating to 'Lead Providers' as there will only be one provider.
- as there is only one provider currently operating under the Norfolk Island Deed, the details relating to provider collaboration do not apply in this situation.
- under the *jobactive Deed (Norfolk Island) 2016 – 2022* no additional payments are made for the delivery of activities as these are covered by the Quarterly Fees paid to the provider.

Participants generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for Participants to participate for six months each year in an activity in order to meet their Annual Activity Requirements in the Work for the Dole Phase.

Work health and safety is a fundamental requirement of employment services. Participants must be safe at all times when participating in Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed.

The terms 'Activity Host Organisation' and 'Work for the Dole Host Organisation' are abbreviated to 'Host Organisation'. The term 'Place' means 'Work for the Dole Place'.

Work for the Dole

This section of the Norfolk Island Guideline must be read in conjunction with the [Work for the Dole Guideline](#). Below are the details that only specifically pertain to providing Work for the Dole Activities under the Norfolk Island Deed.

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

The Work for the Dole Guideline outlines the requirements for providers when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

In delivering Work for the Dole services, the provider must, among other things:

- ensure the Host Organisation is satisfied it has necessary insurance before placing a Participant into a Work for the Dole Activity
- ensure sufficient time is built into the planning of Work for the Dole Activities to undertake all necessary checks in accordance with the *jobactive Deed (Norfolk Island) 2016 - 2022* as these checks may take some time to complete

- seek written approval from the Department in relation to any request to undertake Work for the Dole Activities that are otherwise prohibited under this Guideline.

The provider will have a key role in securing Work for the Dole Places to ensure there is a sufficient number of Work for the Dole Places to meet demand.

Specific requirements for Norfolk Island Work for the Dole

- Participants from any Stream can participate in Group Based Work for the Dole Activities. There is no requirement for Exceptional Circumstances to be met to allow Stream A and B participants to undertake Group Based activities.
- The provider will not receive separate payments of Work for the Dole fees as these have been incorporated into the Provider's Quarterly Fees.

For further guidance on Provider [Quarterly Fees](#), see *Section A2.3 – Some basic rules about financial matters* of this Guideline.

The National Work Experience Programme

The National Work Experience Programme (NWEPP) provides eligible Participants with the opportunity to undertake real life work experience placements. It helps people to gain experience and confidence, while demonstrating their skills to potential employers.

Under the NWEPP, jobactive, Disability Employment Service and Transition to Work (TtW) providers may provide or Broker up to a maximum of four (4) weeks of unpaid work experience. Before starting an NWEPP Activity, the provider, Activity Host Organisation and Participant must agree to the terms of the NWEPP Activity and sign a Work Experience Activity Agreement. The provider is also required to complete a risk assessment for each Participant and NWEPP Activity.

This section of the Norfolk Island Guideline must be read in conjunction with the [Managing National Work Experience Programme Activities Guideline](#).

Below are the details that only specifically pertain to the NWEPP under the Norfolk Island Deed:

- The provider will not receive separate payments for NWEPP incentive or completion payments as these have been incorporated into the Provider's Quarterly Fees.

For further guidance on Provider [Quarterly Fees](#), see *Section A2.3 – Some basic rules about financial matters* of this guideline.

Other Approved Activities

Below is a list of other Approved Activities that may also be suitable on Norfolk Island. Please see the [Activity Management Guideline](#) and the individual activity guidelines for more details:

- Work Experience (Other)
- Voluntary Work
- Part time employment
- Study or training
- New Enterprise Incentive Scheme (NEIS) Training and Assistance
- Other government programs

- Non-vocational interventions or assistance including drug or alcohol treatments
- Non-vocational preventative health interventions and assistance – for Indigenous Participants and Participants in Stream C

Attachment A: Norfolk Island Progress Report Template



Australian Government
**Department of Employment,
Skills, Small and Family Business**

Please send completed form to your Account Manager.

NOTE: This report is intended to be progressively prepared by the Provider throughout the relevant quarter. The Department recommends the Provider inputs content into this report regularly, so that the report reflects the full period.

Financial Quarter ending:	Click here to enter text.
Contact Name:	Click here to enter text.
Physical Address:	Click here to enter text.
Telephone number:	Click here to enter text.
E-mail:	Click here to enter text.

Progress Summary

Please provide a summary of your organisation's servicing strategy and progress in delivering employment services on Norfolk Island during this quarter, including any highlights or issues you may have had in meeting the Key Performance Indicators specified in the Performance Framework and the Norfolk Island Deed. Comment on any improvements or setbacks that may have been made since the last quarter.

[Click here to enter text.](#)

Labour Market Challenges

Please provide details of any labour market challenges faced on Norfolk Island impacting on service delivery. What strategies did you put in place to address these challenges when sourcing places for Participants? Focus on strategies that were particularly successful/unsuccessful. Comment on any improvements or setbacks that may have been made since the last quarter.

[Click here to enter text.](#)

Participant Challenges

Please provide details of any common vocational and non-vocational barriers experienced by Participants, preventing them from achieving sustainable employment. What strategies did you put in place to help Participants address these barriers? Focus on strategies that were particularly successful/unsuccessful. Comment on any improvements or setbacks that may have been made since the last quarter.

[Click here to enter text.](#)

Best practice methods and approaches

Provide details of best practice methods you have adopted or continued in the quarter.

[Click here to enter text.](#)

Feedback

Please provide details of any feedback (positive or negative) you received (during the quarter, including from participants, employers and other stakeholders (attach separately if necessary). The Department is interested in how employment services are being received on Norfolk Island. Has overall feedback changed since last quarter? Has it become more positive or negative?

[Click here to enter text.](#)

Good News Stories

The Department would like to hear about any Good News Stories coming out of the delivery of employment services on Norfolk Island. Please provide a brief description.

[Click here to enter text.](#)

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STATE OFFICE Reviewed By:	Click here to enter text.	Date:	Click here to enter a date.
NATIONAL OFFICE Reviewed By:	Click here to enter text.	Date:	Click here to enter a date.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed (Norfolk Island) 2018–2022 (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.