



Guideline:

New Employment Services Trial (NEST)- Volunteers

Some people who are not eligible for the full range of Trial Services can Volunteer to receive assistance. Trial Providers assist Volunteers to access their local labour market and understand employer needs, develop a résumé, access Self-help Facilities to search for Employment and apply for and be referred to jobs.

In addition to delivering Trial Provider services, Trial Providers will need to continue delivering jobactive Stream A services to assist Volunteers until all Volunteers have completed their period of assistance. Volunteers who register prior to 9 December 2019 can receive assistance in Stream A of jobactive for up to six months. Volunteers are eligible to access this assistance once, unless they have a significant change of circumstances which results in them becoming a Fully Eligible Participant.

From 9 December 2019, newly registered Volunteers are generally only eligible for the Volunteer Online Employment Services Trial (VOEST) for a period of 12 months.

Version: 1.0

Published on: 14 November 2019

Effective from: 4 November 2019

Related documents and references

Assessments Guideline – Job Seeker Classification Instrument (JSCI) and Employment Services Assessments (ESAt)
Direct Registration Guideline
Eligibility, Referral and Commencement Guideline
Using the Employment Fund General Account Guideline

Managing and Monitoring Mutual Obligation Requirements Guideline
Period of Service, Suspensions and Exits Guideline
Privacy Guideline
Servicing Participants with Challenging Behaviours Guideline
Stronger Transitions Guideline

Contents	
Related documents and references	1
1. Who is eligible to be a Volunteer?	3
2. How are Volunteers connected to services?	3
3. What services do Volunteers receive?	4
Volunteers registered prior to 9 December 2019.....	4
Volunteers registered from 9 December 2019	4
4. Information for Volunteers at the Initial Interview.....	4
5. Providers should take action when Volunteers do not attend or do not participate.....	5
6. Volunteers with Challenging Behaviours.....	5
7. ParentsNext Participants participating in jobactive	6
8. Suspensions and Exits affect Volunteers' eligibility for Services.....	6
9. Return to Services after Exit	6
10. Volunteers attract Payments	7
Summary of required Documentary Evidence	7
Direct Registration.....	7
Job Plan	7
Servicing Participants with Challenging Behaviours	7
Outcome Payments	7

1. Who is eligible to be a Volunteer?

Volunteers include people who are:

- in receipt of Income Support Payments and not subject to Mutual Obligation Requirements including but not limited to, Parenting Payment recipients with a youngest child aged under six, Carer Payment recipients, Age Pensioners and Disability Support Pensioners without compulsory requirements
- not on Income Support Payments and who are:
 - working fewer than 15 hours a week
 - not studying full time, and
 - entitled to work in Australia with the exception of working holiday visa holders and overseas students studying in Australia
- full-time students seeking an apprenticeship or traineeship.
- Compulsory ParentsNext Participants.

More detail on who is eligible to receive NEST Services is available in the Eligibility, Referral and Commencement Guideline.

Volunteers do not include people who are Participants (Voluntary):

- Vulnerable Youth and Vulnerable Youth (Student)s
- Pre-release Prisoners
- Structural Adjustment Programme Participants
- Stronger Transitions Participants
- Retrenched workers and their partners.
- Newly Arrived Refugees (from 1 January 2019)
- Participants (Mutual Obligations) who are fully meeting their part-time Mutual Obligation Requirements, or who are subject to a Services Australia Exemption and have elected to voluntarily participate in Services
- New Disability Support Pension (DSP) claimants and DSP recipients without compulsory requirements who are participating in Trial Services to satisfy their Program of Support requirement.

2. How are Volunteers connected to services?

Volunteers are generally Registered for services by Services Australia (refer to the Eligibility, Referral and Commencement Guideline), or Directly Registered by a Trial Provider (refer to the Direct Registration Guideline).

From 9 December 2019, new Volunteers will not be able to directly register with a Trial Provider. They will need to directly register with Services Australia and will be eligible to participate in the Volunteer Online Employment Services Trial (VOEST) for a period of 12 months.

(Deed references: Clause 91 - Referrals, Clause 92- Direct Registration)

3. What services do Volunteers receive?

Volunteers registered prior to 9 December 2019

Volunteers who have registered prior to 9 December 2019 will receive jobactive Stream A services. These Services will be provided while the Volunteer remains connected to their Provider for a single Period of Service of up to six months.

This will include voluntarily attending Appointments, undertaking job search, and participating in activities. Volunteers must not be placed into Work for the Dole activities. Volunteers may be referred to other activities, such as Voluntary Work, work experience, education courses or other government programs, if they agree to voluntarily participate.

Trial Providers may conduct the Job Seeker Classification Instrument (JSCI) for Volunteers to enable them to tailor their services to best meet individual Participant needs and improve employment outcomes. If the Provider determines a Volunteer requires an Employment Services Assessment (ESAt), they should refer the Volunteer to Services Australia for further Assessment as the Volunteer may be eligible for Disability Employment Services (DES).

Volunteers cannot be Commenced and serviced concurrently in jobactive, New Employment Services Trial (NEST), DES, Transition to Work (TtW), the Community Development Programme (CDP), or ParentsNext (if they are participating in ParentsNext as a volunteer). Compulsory ParentsNext Participants can be Commenced and serviced concurrently as Volunteers in jobactive.

If the individual circumstances of a Volunteer change resulting in them becoming a Fully Eligible Stream Participant, Providers must provide Services to the Fully Eligible Stream Participant in accordance with the Deed.

Volunteers registered from 9 December 2019

From 9 December 2019, new Volunteers will not be able to directly register with a Trial Provider. They will need to register with Services Australia and will be eligible to participate in the Volunteer Online Employment Services Trial (VOEST) for a period of 12 months, except for Newly Arrived Refugees who will be eligible for Enhanced Services.

4. Information for Volunteers at the Initial Interview

For Volunteers registered prior to 9 December 2019, the Provider must explain to the Volunteer the Services they will receive at the Initial Interview.

This includes:

- explaining the specific services the Provider will offer the Volunteer
- providing the Volunteer access to the Service Guarantee
- explaining the Service limit for Volunteers is one period of up to six months of Service in jobactive Stream A
- providing access to Self-help Facilities to enable the Volunteer to undertake job search and prepare a résumé
- preparing or updating a Job Plan with the Volunteer (excludes ParentsNext Participants who will already have a Participation Plan with their ParentsNext Provider)

- providing advice about the best ways to look for and find work
- providing advice on the labour market including employer needs and skill shortage areas, and
- providing access to suitable Vacancies and assistance to apply for jobs if required.

The Volunteer's Job Plan will include activities that the Provider and Volunteer have discussed and agreed based on the Volunteer's individual circumstances and reason for registering for Services. In most cases, the Job Plan will include appointments with the Provider. It may also include other voluntary activities such as job search, training, or other activities to improve the Volunteers employability. For further information refer to the Managing and Monitoring Mutual Obligation Requirements Guidelines.

At the Initial Interview, the Provider must provide and ask the Volunteer to sign the Privacy Notification and Consent Form and ensure that the Volunteer is aware of the types of personal information they may be required to provide and how this information will be used and disclosed (refer to the Privacy Guideline).

(Deed references: Clause 77 – Self Help Facilities for job seekers, Clause 89 - Referrals, Clause 90- Direct Registration)

5. Providers should take action when Volunteers do not attend or do not participate

The Provider should attempt to contact a Volunteer to discuss their reasons for not engaging in Services if the Volunteer does not attend Appointments and/or does not participate in the activities outlined in their Job Plan.

If the Provider successfully contacts the Volunteer, depending on the individual circumstances, the Volunteer may choose to:

- continue to participate in Services but may choose to re-negotiate their Job Plan to include more suitable activities
- be Suspended where they are experiencing a situation that temporarily impacts their ability to participate (refer to section six of this Guideline), or
- be Exited from Services before the end of their six month period.

If the Provider is not successful in contacting the Volunteer, they may consider:

- continuing to attempt to re-engage the Volunteer in Services, or
- Exiting the Volunteer where there is evidence of continued disengagement from Services.

6. Volunteers with Challenging Behaviours

If a Volunteer is involved in a serious incident it must be managed in accordance with the Servicing Participants with Challenging Behaviours Guideline. A Provider Exit can be performed if the Provider determines it appropriate that the Volunteer **should** be Exited (refer to the Defined Periods, Suspensions and Exits Guideline). However, if the Volunteer does not want to be Exited and chooses to continue to receive Services, the Provider must continue to service and assist the Volunteer. In this circumstance, a Managed Service Plan (MSP) should be created.

7. ParentsNext Participants participating in jobactive

The ParentsNext Provider is responsible for managing a ParentsNext Participant's Mutual Obligation Requirements while a ParentsNext Participant is participating in jobactive/NEST Services, as their compulsory ParentsNext activity. This includes applying the Targeted Compliance Framework as appropriate.

If the Provider has concerns that a ParentsNext Participant is not actively participating in jobactive/NEST Services, the Trial Provider must discuss this with the Participant's ParentsNext Provider, for the ParentsNext Provider to apply the Targeted Compliance Framework as appropriate.

8. Suspensions and Exits affect Volunteers' eligibility for Services

A Volunteer may, because of their circumstances, choose to be:

- Suspended for up to 13 weeks at a time if they experience a situation which temporarily impacts on their ability to participate in jobactive services—such as a short-term medical condition or caring responsibilities (the Volunteer will be able to access the remainder of their six month Period of Service following the end of the Suspension period), or
- Exited before the end of their six months of Service and lose the remaining balance where they do not return to Service within 13 Consecutive Weeks of Exit.

Volunteers are not automatically Suspended or Exited from Services when they commence in employment. The Provider should discuss with the Volunteer whether they choose to:

- continue receiving Services for the remainder of their six month Period of Service for the purposes of receiving post placement support
- be suspended for up to 13 weeks to ensure they can access the remainder of their six month Period of Service if their employment is short term or they do not remain in the position, or
- be Exited and lose the remaining balance of their six month Period of Service if they do not return to Service within 13 Consecutive Weeks of Exit.

If a Volunteer is Suspended, the Provider must notify the Volunteer of the date the suspension ends and that the Participant's Period of Service resumes from this point.

Volunteers are automatically Exited from Trial Provider Services when they:

- complete their six month Period of Service in jobactive Stream A services, or
- transfer and Commence in CDP, TtW, DES, ParentsNext (as a volunteer) or New Enterprise Incentive Scheme (NEIS) (i.e. when they commence a NEIS business).

(Deed references: Clause 99 – Suspensions, Clause 101 – Exits)

9. Return to Services after Exit

Providers must resume the delivery of jobactive services to a Volunteer who returns to Services within 13 Consecutive Weeks after Exiting and has not received a total of six months of Services as a Volunteer.

Participants are not eligible for further assistance as a Volunteer if:

- they have received Services for a total of six months as Stream A Volunteers, or

- They previously exited services as a Volunteer and have returned more than 13 Consecutive Weeks since the date of their Exit.

Providers must resume the delivery of jobactive Stream A services to a Volunteer who returns to Services within 13 Consecutive Weeks after Exiting and has not received a total of six months of Services as a Volunteer.

After commencement, a Volunteer can experience a significant change in individual circumstances that changes their core eligibility for NEST Trial Provider Services from a Volunteer to a Participant (Mutual Obligation) or a Participant (Voluntary). If this happens, Providers must provide Services in accordance with the revised eligibility to a Participant.

(Deed references: Clause 99 – Suspensions, Clause 101 – Exits)

10. Volunteers attract Payments

Volunteers attract Payments and Employment Fund credits for Providers including:

- A jobactive Administration Fee which is paid for six months' Period of Service
- an Employment Fund credit once on Commencement, and
- jobactive Outcome Payments payable where the Volunteer commences in eligible employment after their Period of Service reaches three months (where eligible).

Summary of required Documentary Evidence

Direct Registration



Documentary evidence: Providers must retain a copy of the completed and signed Direct Registration form. This form contains a range of personal information used to determine a Participant's eligibility for Direct Registration.

Job Plan



Documentary evidence: Where the Volunteer has agreed to a Job Plan by signing a hard copy version, a copy must be retained by the Provider.

Servicing Participants with Challenging Behaviours



Documentary evidence: If an incident has occurred, the Provider must lodge an Incident Report in the System and may apply a Managed service Plan (MSP). Please refer to the Servicing Participants with Challenging Behaviours Guideline.

Outcome Payments



Documentary evidence: Please refer to the Enhanced Services Provider Payments Guideline for detail on the most appropriate form of evidence to be retained for the Outcome Payment being claimed.

All capitalised terms in this guideline have the same meaning as in the New Employment Services Trial Deed 2019-2022 (the Deed).

In this guideline, references to NEST Provider means a New Employment Services Trial Provider.

References to a Participant means a person, who is identified in the Department's IT Systems as eligible for receiving Trial Services and references to services mean Trial Provider Services as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.