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**Guideline**:  
Vacancies and Outcomes Guideline

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.

A provider may claim an Outcome Payment 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.

Providers are 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.

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Changes from the previous version (Version 6.0)

**Policy changes:**

Page 4 - Added information about Employment Outcomes for Stream A Participants transferring from Online Employment Services.

Page 14 - Added information in relation to Permissible Breaks applied to fortnights after 7 December 2020.

Page 16 - Added a new section on lodging Pay Slip Verified Outcomes for ‘Outcome Periods after 7 December 2020’.

**Wording changes:**

Nil.

Document Change History:

A full document history is available on the [Provider Portal](https://ecsnaccess.gov.au/ProviderPortal/jobactive/Guidelines/Pages/Servicing.aspx)

Related documents and references

[Learning Centre website](https://learningcentre.employment.gov.au/)

[JobSearch Conditions of Use](https://jobsearch.gov.au/privacy-and-conditions)

[Privacy Guideline](https://ecsnaccessintranet.hosts.application.enet/ProviderPortal/jobactive/ContractualInformation/Pages/Privacy%20and%20Records%20Management%20Information.aspx)

**Contents**

[Employment Outcomes 4](#_Toc74054354)

[Full and Partial Outcomes 4](#_Toc74054355)

[Verification of Outcomes 4](#_Toc74054356)

[Sourcing a Vacancy 5](#_Toc74054357)

[Lodging a Vacancy 5](#_Toc74054358)

[Checking Minimum Wage 5](#_Toc74054359)

[Referring suitable Participants to Vacancies 6](#_Toc74054360)

[Placing a Participant into a Vacancy 6](#_Toc74054361)

[Tracking for an Employment Outcome 7](#_Toc74054362)

[Setting the Employment Outcome Start Date 7](#_Toc74054363)

[Participants on income support – automatic process for setting the Employment Outcome Start Date 7](#_Toc74054364)

[Participants on income support - provider choice for setting the Employment Outcome Start Date 8](#_Toc74054365)

[Participants not on income support 8](#_Toc74054366)

[Outcomes for Pre-existing Employment 9](#_Toc74054367)

[Outcomes for Recurring Employment 9](#_Toc74054368)

[Full Outcomes based on a Significant Increase in Income 10](#_Toc74054369)

[12 Week Partial Outcome already claimed 10](#_Toc74054370)

[12 Week Partial Outcome already claimed (additional job) 10](#_Toc74054371)

[No previous Outcomes claimed 11](#_Toc74054372)

[Submitting a Claim 11](#_Toc74054373)

[Harvest Trail Services - Employment Outcomes 11](#_Toc74054374)

[HTS jobactive Outcome 12](#_Toc74054375)

[jobactive Employment Outcome 12](#_Toc74054376)

[Same provider delivering both HTS and jobactive services 12](#_Toc74054377)

[Different providers delivering HTS and jobactive services 13](#_Toc74054378)

[Variability in earnings 13](#_Toc74054379)

[Permissible Breaks 13](#_Toc74054380)

[Permissible Breaks after 7 December 2020 14](#_Toc74054381)

[Lodging an Employment Outcome claim based on Services Australia data 14](#_Toc74054382)

[Lodging a Pay Slip Verified Outcome Payment claim 15](#_Toc74054383)

[Lodging a Pay Slip Verified Outcome Payment claim – Participants on income support (Outcome Periods before 7 December 2020) 15](#_Toc74054384)

[Lodging a Pay Slip Verified Outcome Payment claim – Participants on income support (Outcome Periods after 7 December 2020) 16](#_Toc74054385)

[Lodging a Pay Slip Verified Outcome Payment - Participants not on income support or NEIS Allowance 17](#_Toc74054386)

[Documentary Evidence requirements 17](#_Toc74054387)

[Declaration of earnings and hours to Services Australia 17](#_Toc74054388)

[Lodging an Employment Outcome for a NEIS Participant 17](#_Toc74054389)

[Timeframes for submitting Outcome claims 18](#_Toc74054390)

[Retrospective Claims 18](#_Toc74054391)

[Education Outcomes 18](#_Toc74054392)

[Outcomes based on participation 19](#_Toc74054393)

[Outcomes based on attainment 19](#_Toc74054394)

[Outcomes based on attainment – fewer than 12 weeks duration 19](#_Toc74054395)

[Delivery of training 19](#_Toc74054396)

[Distance learning/online or self-paced components 19](#_Toc74054397)

[Referring to a Qualifying Education Course/Qualifying Training Course 20](#_Toc74054398)

[Lodging an Education Outcome claim 20](#_Toc74054399)

[Concurrent claims 20](#_Toc74054400)

[Documentary Evidence – Outcome Payments 20](#_Toc74054401)

[Pre-existing Employment 20](#_Toc74054402)

[Pay Slip Verified Outcome Payments (other than Self-Employment) 21](#_Toc74054403)

[Pay Slip Verified Outcome Payments – Self-employed Participants not on income support or receiving NEIS Allowance (Unsubsidised Self Employment) 22](#_Toc74054404)

[Full Outcomes based on a Significant Increase in Income 23](#_Toc74054405)

[Apprenticeships and traineeships for Participants on income support 23](#_Toc74054406)

[Full Outcomes for Participants who have a Permissible Break in Employment 24](#_Toc74054407)

[Education Outcomes 24](#_Toc74054408)

[Notification to Services Australia where Employment hours or earnings are under declared/not declared 25](#_Toc74054409)

# Employment Outcomes

Providers may claim 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.

The amount that is paid for an Employment Outcome reflects the Participant’s Stream, the length of time they have been unemployed, and whether or not they are in a Regional Location.

An Employment Outcome cannot be claimed for a Stream A Participant whose job started after they commenced in jobactive but before they had been receiving Services for three continuous months (91 days). From 12 May 2021, where a Stream A Participant has transferred to jobactive from Online Employment Services (OES), time spent in OES will count towards the three months required for Employment Outcome eligibility.

If a Job Seeker Placement Start Date is on or after 12 May 2021, and the Participant has reached 91 days in OES, jobactive or a combination of both, the placement may be eligible to achieve an Employment Outcome.

## Full and Partial Outcomes

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

* A Full Outcome is achieved when a Participant is in Employment, Unsubsidised Self‑Employment or an apprenticeship or traineeship and has a 100% 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’ section in this Guideline).
* For the 26 Week Period, only Full Outcomes are payable and only where:
  + - a 12 Week Full or Partial Outcome has been claimed, 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 claimed.

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

* A Partial Outcome is achieved 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 paid at 4 and 12 weeks only – no 26 Week Partial Outcomes are available.

## Verification of Outcomes

There are two ways that Outcomes can be verified – by information from Services Australia or by Documentary Evidence (Pay Slip Verified Outcome Payment).

* 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’).
* Where a provider considers that a Participant on income support has earned enough or has worked enough hours to achieve an Outcome but the information from Services Australia does not support this, the provider may lodge a claim for the Employment Outcome as a Pay Slip Verified Outcome Payment.
* A provider may also lodge a claim for a Pay Slip Verified Outcome Payment where a Participant is not on income support, or is in Unsubsidised Self-Employment (see the section in this Guideline on ‘Lodging a Pay Slip Verified Outcome Payment claim’).

(Deed reference: Annexure A1, Clause 125)

# Sourcing a Vacancy

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

* **System step:** Providers 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](https://jobsearch.gov.au/conditions.aspx).

(Deed reference: Clause 91)

# Lodging a Vacancy

* **System step:** When entering a Vacancy into the Department’s IT Systems, providers need to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the provider or Participant. Providers 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 in this Guideline)
* Normal position
* Graduate
* Seasonal
* Traineeship
* Self-Employment
* **Documentary Evidence:** Providers should be aware that Outcome requirements and Documentary Evidence requirements may differ according to the type of Vacancy selected. See the ‘[Documentary Evidence - Outcome Payments](#_Documentary_Evidence_–)’ section of this Guideline for more details, as well as the Deed for details on Outcome requirements.

## 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. As providers will check this at the Vacancy lodgement stage, they will not be expected to check minimum wages again when they claim an associated Outcome Payment.

Where a Participant has sourced a Vacancy, providers are 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) and any changes to the National Minimum Wage rates, and
* the contact details of the Fair Work Ombudsman.

A [fact sheet](https://ecsnaccess.gov.au/ProviderPortal/jobactive/Guidelines/Pages/Servicing.aspx) for Participants is available on the Provider Portal.

The minimum wage fact sheet is available on the [Fair Work Ombudsman website](http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages).

(Deed reference: Clauses 84, 85 and 91)

# Referring suitable Participants to Vacancies

Providers 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.

(Deed reference: Annexure A1, Clause 91)

# 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 Full Outcomes based on a Significant Increase in Income, the Job Seeker Placement Start Date must be the day on which the increase in earnings occurred (see the ‘Full Outcomes based on a Significant Increase in Income’ 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.

(Deed reference: Clause 91, Annexure A1)

# 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 Participant’s 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.

(Deed reference: Clauses 91 and 125, Annexure A1)

# 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 Participant’s 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 Participant’s 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

Diagram A illustrates how the Outcome Start Date for a 4 Week Period and 12 Week Period aligns with a job seeker’s DHS fortnights.

When a provider enters a Job Seeker Placement Start Date the Department’s IT Systems will automatically move this up to one or two DHS fortnights to achieve the best outcome result.

Note: Employment commences at the Job Seeker Placement Start Date. Outcomes will be tracked fortnightly from the Outcome Start Date for 4 Week, 12 Week and 26 Week Full Outcomes.


## 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 claimed, 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 selecting any of the first eight Services Australia Fortnights of the period following the date that the 12 Week Outcome has been achieved.

It should be noted that once a claim has been made, the Employment Outcome Start Date is locked in by the Department’s IT Systems. The Department will reject any overrides received once a claim has been made.

## 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.

(Deed reference: Clause 125, Annexure A1)

# 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 in Pre-existing Employment 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.
* **Documentary Evidence:** 5. Upload the Documentary Evidence relating to the four weeks prior to the Significant Increase onto the Department’s IT Systems after they have placed the Participant into the Vacancy. The Documentary Evidence should be uploaded via the Outcome Details screen using the ‘pay slip’ evidence type.

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

(Deed reference: Clause 125, Annexure A1)

# 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

Providers may claim a maximum of four 4 Week Outcome Payments for any single Participant over any one 12 month period, regardless of whether that Employment is Recurring or not.

Allowing providers to claim four 4 Week Outcome Payments 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

Providers are not entitled to claim 12 Week and 26 Week Employment Outcomes for Recurring Employment.

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

(Deed reference: Clause 125, Annexure A1)

# Full Outcomes based on a Significant Increase in Income

Providers may claim a Full Outcome where there has been a Significant Increase in a Participant’s earnings in Employment that started after the Participant commenced in Employment Provider Services. The Significant Increase in Income must be on or after 1 March 2018.

Providers may claim a Full Outcome only where a Significant Increase in Income causes the Participant’s income support to cease, in the following specific circumstances.

## 12 Week Partial Outcome already claimed

The provider has previously claimed a 12 Week Partial Outcome for a Participant’s Employment. The Participant continues in that Employment with the same employer and increases their income to a level sufficient to achieve a Full Outcome and cause the Participant’s income support to cease.

In this instance the provider may enter a new Vacancy and Job Seeker Placement Start Date from when the Participant’s earnings increased. This is the date of the Significant Increase in Income. From this point the provider may track towards 4, 12 and 26 Week Full Outcomes if requirements are met.

## 12 Week Partial Outcome already claimed (additional job)

The provider has previously claimed a 12 Week Partial Outcome for a Participant’s Employment. The Participant then gains a second job where combined earnings from both jobs are sufficient to achieve a Full Outcome and cause the Participant’s income support to cease.

Providers may enter a Vacancy and Job Seeker Placement Start Date for the new job from the date of the Significant Increase in Income and track towards 4, 12 and 26 Week Full Outcomes using the income from both jobs to achieve the Outcome.

## No previous Outcomes claimed

The provider has previously entered a Job Seeker Placement Start Date for a Vacancy but did not achieve any Employment Outcomes as the Participant earnings were not sufficient. The Participant then increases their earnings to that required for a Full Outcome and cause the Participant’s income support to cease.

The provider may enter a new Vacancy and Job Seeker Placement Start Date from when the Participant’s earnings increased, which is the date of the Significant Increase in Income. From this point the provider may track towards 4, 12 and 26 Week Full Outcomes if requirements are met.

Note: the above three scenarios allow for the payment of Full Outcomes only. No Partial Outcomes are payable under these scenarios.

## Submitting a Claim

Full Outcomes based on a Significant Increase in Income may be verified by Services Australia data or submitted as a Pay Slip Verified Outcome claim, adhering to all regular Outcome claim processes Deed and Guideline requirements.

* **Documentary Evidence:** 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:** 1. Enter a Vacancy in the Department’s IT Systems and select the Special Vacancy Type titled “Capacity Building”.
* **System step:** 2. Place the Participant into the Vacancy recording the Job Seeker Placement Start Date as the day on which the Significant Increase in Income occurred.
* **System step:** 3. Upload the Documentary Evidence relating to the four weeks prior to the Significant Increase in Income onto the Department’s IT Systems after placing the Participant into the Vacancy. The Documentary Evidence should be uploaded via the Outcome Details screen using the ‘pay slip’ evidence type.

(Deed reference: Clause 125, Annexure A1)

# Harvest Trail Services - Employment Outcomes

Under the Harvest Trail Services (HTS) which commenced on 1 July 2020, providers can claim a HTS jobactive Outcome where they have referred a Participant from their caseload to a HTS Provider, who then places them into a Harvest Vacancy and achieves a Harvest Outcome.

When a HTS Provider places a Participant (referred by a jobactive provider) into a Harvest Vacancy, two Employment Outcomes will begin tracking simultaneously for the jobactive provider in the Department’s IT Systems:

* HTS jobactive Outcome; and
* jobactive Employment Outcome.

The provider may claim

* either the HTS jobactive Outcome, or
* the jobactive Employment Outcome.

The provider cannot claim both.

If the Participant meets Outcome requirements for both types of Outcome, the provider may claim the Outcome which is of the highest value.

## HTS jobactive Outcome

HTS jobactive Outcomes will be available to the jobactive provider where an eligible Participant works the required hours as below:

* 4 Week Outcome – At least 80 hours over the Outcome Period
* 12 Week Outcome – At least 240 hours over the Outcome Period
* 26 Week Outcome – At least 520 hours over the Outcome Period.

The payment rates for the provider will be Full Outcome rates as outlined in the Deed and according to the Participant’s circumstances, i.e. Stream, Period of Unemployment and regional/non-regional location.

* **System step:** The HTS jobactive Outcome will appear on the Outcome tracker in the Department’s IT Systems. The provider will be able to submit an auto claim if the HTS jobactive Outcome is verified by Services Australia data. If the data does not generate an Outcome, and the provider has Documentary Evidence that the Participant has achieved HTS jobactive Outcome requirements, they may lodge a Pay Slip Verified Outcome claim.

Note: providers are encouraged to work with the HTS Provider and share Documentary Evidence where possible, to avoid burdening the Harvest Employer or Participant with having to provide evidence to both providers.

## jobactive Employment Outcome

Employment Outcomes will be available to the provider where an eligible Participant who is placed in a Harvest Vacancy achieves jobactive Employment Outcome requirements. Outcomes will be paid at normal Partial and Full Outcomes rates as outlined in the Deed.

* **System step:** jobactive Employment Outcomes resulting from a Harvest Placement will be claimed as per all normal processes including verification by Services Australia data or by submitting a Pay Slip Verified Outcome claim.
* **Documentary Evidence:** Documentary Evidence will only be required where providers are claiming a HTS jobactive Outcome or jobactive Employment Outcome as a Pay Slip Verified Outcome. Documentary Evidence requirements are the same as required for all Pay Slip Verified Outcome Payments. See the ‘Documentary Evidence – Outcome Payments’ section of this Guideline.

## Same provider delivering both HTS and jobactive services

Where a provider organisation is delivering both HTS and jobactive services, the provider may only claim one set of Outcomes in relation to each Harvest Placement. Providers may claim Outcomes of the highest value under the jobactive Deed or the Harvest Trail Services Deed. They must not claim under both Deeds.

## Different providers delivering HTS and jobactive services

Where different providers deliver HTS and jobactive services, both the HTS Provider and the jobactive provider may claim Outcomes. The provider may choose to claim either the HTS jobactive Outcomes if the HTS jobactive Outcome conditions are satisfied, or the jobactive Employment Outcomes for placements that meet Employment Outcome eligibility as per the Deed.

Before claiming jobactive Partial Outcomes that have been verified by Services Australia data, the jobactive provider should check with the HTS Provider as to the availability of Documentary Evidence to support a HTS jobactive Outcome.

(Deed reference: Clause 125, Annexure A1)

# 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 lodging 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.

(Deed reference: Annexure A1)

## Permissible Breaks after 7 December 2020

Permissible Breaks for Outcome fortnights after 7 December 2020 should be attributed to the Services Australia Fortnight where the Participant’s pay was impacted by the break, not the fortnight in which the Participant worked less hours/didn’t work.

This approach is consistent with changes to job seeker reporting introduced by Services Australia on 7 December 2020. Refer to the [Lodging a Pay Slip Verified Outcome Payment claim – Participants on income support (Outcome Periods after 7 December 2020)](#_Lodging_a_Pay) section of this Guideline for more information.

# Lodging an 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 claim so that it can be lodged by the provider.
* **Documentary Evidence:** Providers do not need to hold Documentary Evidence for Employment Outcomes where the Department’s IT Systems are able to use Services Australia data to verify that an Employment Outcome is payable.

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 and uploaded onto the Department’s IT Systems. See the ‘Documentary Evidence - Outcome Payments’ section of this Guideline for specific Documentary Evidence requirements in relation to Pre-existing Employment.

The Department’s IT Systems will prevent providers from claiming Employment Outcomes where a Participant has stopped receiving income support for a reason that the Department deems is not related to Employment, for example, ‘unapproved overseas absence’ or ‘Departure Overseas Permanently’.

Note: Claims Processing Outcomes Courseware is a requirement for training that Personnel must successfully complete before lodging a claim in the Department’s IT Systems.

(Deed reference: Clauses 16, 31 and 125, Annexure A)

# Lodging a Pay Slip Verified Outcome Payment claim

The provider may submit a claim for an Employment Outcome as a Pay Slip Verified Outcome Payment if the requirements of an Employment Outcome have been met and:

* the Participant is not on income support, or
* the provider considers the data provided by Services Australia does not correctly reflect the number of hours worked or income received by the Participant (see the ‘Declaration of earnings and hours to Services Australia’ section in this Guideline), or
* the Participant is in Unsubsidised Self- Employment.

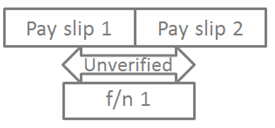
Providers are encouraged to wait four weeks after the Outcome Period to submit a Pay Slip Verified Outcome Payment for a 4 Week Outcome Period. This gives the Participant the opportunity to declare their Employment earnings/hours to Services Australia, which may enable an Employment Outcome to be calculated automatically by the Department’s IT Systems.

## Lodging a Pay Slip Verified Outcome Payment claim – Participants on income support (Outcome Periods before 7 December 2020)

* **System step:** Providers are required to enter the earnings or hours worked to align with the Participant’s Services Australia Fortnight in which the income was earned. To do this, providers will need to:
* calculate a daily rate of income or hours worked per day for the Participant, using the number of calendar days covered by the pay slip, and/or
* identify and apply the number of calendar days that fall within the corresponding Services Australia Fortnight.

Example—a Participant provides two pay slips that cover a single Services Australia Fortnight.

#### Diagram B: Pay slips for Services Australia Fortnights – income earned



The two pay slips are both for earnings for a two week period. One week of each pay slip falls within the Services Australia Fortnight. Pay slip 1 shows the Participant earned $1400; the daily rate would be $100. Pay slip 2 shows the Participant earned $700; the daily rate is $50.

* **Documentary Evidence:** By combining a week of pay slip 1 ($100 x 7) and pay slip 2 ($50 x 7), a total of $1050 will be entered into the Department’s IT Systems for the Services Australia Fortnight. Both pay slips must be uploaded into the Department’s IT Systems.

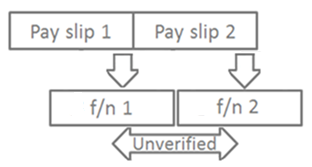
## Lodging a Pay Slip Verified Outcome Payment claim – Participants on income support (Outcome Periods after 7 December 2020)

The way Participants report their income to Services Australia changed from   
7 December 2020. Participants now report income in the fortnight when it is received, rather than when it is earned, as was the previous practice.

These changes do not impact hours-based Outcomes as there is no change to reporting of hours to Services Australia. Only earnings based Outcomes are affected by the reporting change.

* **System step:** Providers should enter the Participant’s earnings based on the payment date, as shown on the pay slip Documentary Evidence, that aligns within the relevant Services Australia Fortnight.

#### Diagram C: Pay slips for Services Australia Fortnights – income paid



The two fortnightly pay slips span more than one Services Australia Fortnight. The full amount of pay slip 1 is attributed to the Services Australia Fortnight 1. The full amount for pay slip 2 is attributed to Services Australia Fortnight 2.

* **Documentary Evidence:** Both pay slips must be uploaded into the Department’s IT Systems at the time of submitting the claim.

## Lodging a Pay Slip Verified Outcome Payment - Participants not on income support or NEIS Allowance

* **System step:** For Participants not on income support or NEIS Allowance, providers are required to record in the Department’s IT Systems the total number of paid hours that the Participant has worked over the relevant Employment Outcome period.

The Department’s IT Systems will check that the hours entered meet the Deed requirements for a Full or Partial Outcome and will allow the claim to be lodged for payment.

## Documentary Evidence requirements

* **System step:** Providers must upload Documentary Evidence onto the Department’s IT Systems at the time of submitting a Pay Slip Verified Outcome Payment claim, as specified in the ‘Documentary Evidence – Outcome Payments’ section of this Guideline.
* **Documentary Evidence:** Providers are only required to provide Documentary Evidence to cover the part of the Services Australia Fortnight that does not correctly reflect the number of hours worked or earnings received by the Participant.

## Declaration of earnings and hours to Services Australia

One of the reasons that Services Australia data may not reflect the earning or hours worked that the Participant has advised to the provider could be that the Participant is not declaring or is under declaring their earning or hours to Services Australia.

If the provider is lodging a Pay Slip Verified Outcome Payment claim, the Department’s IT Systems will automatically notify Services Australia of the Participant’s earnings and hours entered into the Department’s IT Systems.

If the provider is not lodging a Pay Slip Verified Outcome Payment claim and becomes aware that a Participant is not declaring or is under declaring their work hours or earnings to Services Australia, the provider must inform Services Australia either:

* through the Services Australia Reporting [Fraud form](http://www.humanservices.gov.au/customer/contact-us/reporting-fraud), or
* by calling the Australian Government Services Fraud Tip-off Line on 131 524.

(Deed reference: Clauses 11, 16 and 125, Annexure A)

# Lodging an 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 claim 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. Where the requirements have been met, the Department’s IT System will present the outcome claim for lodgement by the provider.

(Deed reference: Annexure A1)

# Timeframes for submitting Outcome claims

Where the Outcome Period ended on or before 4 May 2016, providers had 56 days in which to claim Outcome Payments.

Where the Outcome Period ended on or after 5 May 2016, providers have until 12 months after the Completion Date of their *jobactive Deed 2015-2022* to claim Outcome Payments.

The increase in timeframes for claiming Outcome Payments is not retrospective except in specific circumstances advised by the Department.

The increase in timeframes for claiming Outcome Payments is applicable to Employment Outcomes (including NEIS) and Education Outcomes.

## Retrospective Claims

National Minimum Wage

Providers are able to claim Employment Outcomes and related Star Ratings credits where they are able to provide evidence of previously unclaimed Services Australia verified Employment Outcomes from 1 July 2015 which were not claimed at the time due to the minimum wage requirements but which satisfy the National Minimum Wage and all other requirements under the Deed.

Apprenticeships or Traineeships

Providers can claim a Full Outcome for a Participant receiving Newstart Allowance, JobSeeker Payment 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. This change applied from 7 December 2015 with retrospective effect to 1 July 2015.

(Deed reference: Clause 125, Annexure A1)

# Education Outcomes

Education Outcomes reward providers for improving the job prospects and employability of eligible young people, by helping them to participate in education or training.

At the time of commencing the relevant course, Participants who are eligible to achieve an Education Outcome must:

* be aged 15 to 21 years,
* have not completed Year 12 or equivalent, or Certificate III, and
* not be undertaking full-time study.
* 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 that age range.

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

## Outcomes based on participation

Outcomes based on a Participant’s participation in a Qualifying Education Course will be paid 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 payable 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 will be made available to providers 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.

## 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 [training.gov.au](https://training.gov.au/Home/Tga).

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 claim an Education Outcome based on attainment (completion of the course) even if the course exceeds the requisite six-month period for an attainment outcome.

(Deed reference: Clause 125, Annexure 1A)

# 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.

(Deed reference: Clause 125, Annexure 1A)

# Lodging an Education Outcome claim

* **System step:** Documentary Evidence to support an Education Outcome claim must be uploaded into the Department’s IT Systems at the time of lodgement. Refer to the [Documentary Evidence – Outcome Payments](#_Documentary_Evidence_–) section of this Guideline for more information.

## Concurrent claims

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

(Deed reference: Clause 125, Annexure 1A)

# Documentary Evidence – Outcome Payments

While providers do not need to hold Documentary Evidence for Employment Outcomes that can be verified by Services Australia data, there are other instances where Documentary Evidence is required including claims for a Pay Slip Verified Outcome Payment.

Providers may need to submit a claim for a Pay Slip Verified Outcome Payment where:

* the Participant is not on income support, or
* the provider considers the data provided by Services Australia does not correctly reflect the number of hours worked or income received by the Participant, or
* the Participant is in Unsubsidised Self-Employment.

## 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.

* **System step:** Providers must upload the Documentary Evidence of the four week prior period onto the Department’s IT Systems after they have placed the Participant into the Vacancy.

Note: Documentary Evidence for Pre-existing Employment is required for all Employment Outcomes involving Pre-existing Employment, not just those which are claimed as Pay Slip Verified Outcome Payments.

(Deed reference: Clause 125)

## Pay Slip Verified Outcome Payments (other than Self-Employment)

* **System step:** Documentary Evidence for Outcome Payments must include a pay slip or Employer payroll summary/ies and must be uploaded onto the Department’s IT Systems at the time of the claim.

The following information should be included in the pay slips or Employer payroll summary/ies:

* Employer’s and Participant's name
* Employer’s Australian Business Number (ABN) (if applicable)
* Payment Period
* date of payment
* gross and net pay
* if the 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.

The pay slips or Employer payroll summary report/s used to verify the Employment Outcome are only required for the period of time/fortnight in the Outcome Period that cannot be verified by Services Australia data.

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 or derived by the provider (see ‘Deriving information’ below), the provider must provide that additional information in the form of an email from the Employer (which can be scanned and uploaded as a PDF). Additional information must be uploaded onto the Department’s IT Systems at the time of the claim.

##### Pay slip

A pay slip is a record, generated by an Employer, which satisfies the requirements of the *Fair Work Act 2009* and *Fair Work Regulations 2009*, of the Employer’s payment to a Participant in relation to the performance of work.

##### Employer payroll summary

The Employer payroll summary report must be a print-out of the Participant’s official payment history, generated by the Participant’s Employer, not a spreadsheet/tracking tool implemented or prepared by the provider.

##### Deriving information

Providers can derive the following information from available pay slips or payroll summaries without being required to seek supplementary information from the Employer:

* hourly rate - where the pay slip or payroll summary shows the number of hours worked and wages earned for that period;
* gross amount - where the pay slip or payroll summary shows the hourly rate and the number of hours worked for that period;
* net amount - where the pay slip or payroll summary shows the gross amount, tax payable and other deductions for that period;
* payment period - where the pay slip or payroll summary shows the payment date and frequency of payment (i.e. fortnightly, weekly etc); and
* date of payment - where the pay slip or payroll summary shows the payment period and the frequency of the payment (i.e. fortnightly, weekly, etc).
* **Documentary Evidence:** Note: Where providers have derived information from pay slips or payroll summaries, they should retain evidence and be able to provide the evidence to the Department on request.

Additionally, where the Employer name or ABN pay slip details do not match the information in the ESSWeb Vacancy screen, providers have the option to use an ABN look up function to confirm that the Participant’s Employer is the same legal entity without confirmation from the Employer. Where this tool has been used, providers must upload evidence of this when they make a claim.

(Deed reference: Clause 125)

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

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 one or more of the following forms:

* Sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the Participant’s business for the 4, 12 or 26 Week Period,
* Signed and dated statement of earnings from an accountant and/or registered bookkeeper for the 4, 12 or 26 Week Period, or
* Copy of records from the Australian Taxation Office (ATO) for the 4, 12 or 26 Week Period verifying that the Participant has an income as self-employed.

The records or statements provided should show 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).

More than one form of written evidence may be used provided that, collectively, the written evidence contains all of the above information.

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

* **System step:** Documentary evidence must be uploaded into the Department’s IT Systems at the time of claim.

(Deed reference: Clause 125)

## Full Outcomes based on a Significant Increase in Income

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

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

* **System step:** Providers must upload the Documentary Evidence of the four week prior period onto the Department’s IT Systems after they have placed the Participant into the Vacancy.
* **Documentary Evidence:** for the four weeks prior is required for all Full Outcomes based on a Significant Increase in Income, not just those which are claimed as Pay Slip Verified Outcome Payments.

(Deed reference: Clause 125, Annexure A1)

## Apprenticeships and traineeships for Participants on income support

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, providers may claim a Full Outcome where they have the required Documentary Evidence.

Documentary Evidence must show that the Participant was in a full-time apprenticeship or traineeship for the Outcome Period and must be uploaded at the time the Claim is lodged.

* **Documentary Evidence:** must include the following information:
* 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.

(Deed reference: Annexure A1)

* **System Step:** When lodging a claim:
* On the Outcome Details screen, the provider can select the ‘Full Time Apprenticeship Agreement’ option in the dropdown box underneath ‘Provider Verification Options’.
* Selection of this option will require the provider to upload Documentary Evidence to support the claim.
* Providers should select the ‘Full Time Apprenticeship Agreement Documentary Evidence’ option under Document Category.
* The claim will then be processed and paid as a Full Outcome.

Vacancy Type

Providers can only lodge a claim using this process where the Vacancy was created with the Vacancy type of Apprenticeship or Traineeship.

## 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.

(Deed reference: Clause 125, Annexure A1)

## Education Outcomes

* **Documentary Evidence:** The provider must upload Documentary Evidence (in electronic form or hard copy) in relation to the Education Outcome at the time of submitting the claim.

##### 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 [training.gov.au](https://training.gov.au/Home/Tga).

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 [training.gov.au](https://training.gov.au/Home/Tga).

##### 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.

(Deed reference: Clauses 125, Annexure A1)

## Notification to Services Australia where Employment hours or earnings are under declared/not declared

##### Information that must be entered into the Department’s IT Systems

* **System Step:** Services Australia will be notified automatically of Employment hours and earnings when lodging a Pay Slip Verified Outcome Payment. The pay slips or Employer payroll summary must be uploaded at the time of claiming a Pay Slip Verified Outcome Payment.

Additional Documentary Evidence that must be retained

* **Documentary Evidence:** The provider must sight and retain evidence of a Participant’s earnings where a provider notifies Services Australia of a Participant’s under-declaration or non-declaration of Employment.

Notification can occur by lodging a Pay Slip Verified Outcome claim, using the Services Australia [Reporting Fraud](http://www.humanservices.gov.au/customer/contact-us/reporting-fraud) form or calling the Australian Government Services Fraud Tip-off Line on 131 524.

Evidence must include one of the following acceptable forms of evidence:

* where the Participant is being paid a salary, a pay slip that details gross and net pay, or
* where the Participant is paid by the hour, a pay slip that details:
* the standard hourly rate
* the number of hours worked at that rate
* the total dollar amount of pay at that rate.

In the absence of pay slips, providers may provide an Employer payroll summary at the time of claiming or notification. The Employer payroll summary must show:

* the Employer’s name (and ABN if applicable),
* the date/s of payment and gross/net pay, and
* the hourly rate and number of hours worked at that rate if Employment is paid on an hourly rate.

The Employer payroll summary must be a print-out of the Participant’s official payment history, not a spreadsheet/tracking tool implemented by the provider.

(Deed reference: Clauses 11)

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 Participants mean Stream Participants 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.