

# Workforce Australia\_Module7: Tools and functionality to assist in supporting participants



## MODULE 7

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### ☰ Introduction

## CHAPTER 7A

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### ☰ TCF interaction with the Capability Management Tool

### 📄 ? Quiz 1 - Multiple choice

### ☰ Chapter conclusion

## CHAPTER 7B

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### ☰ “What You Need to Know” and Job Seeker Tags

### ☰ Chapter conclusion

## CHAPTER 7C

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 Participant Personal Events

 Chapter conclusion

#### CHAPTER 7D

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 Provider Events and Local Events

 Chapter conclusion

#### CHAPTER 7E

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 Temporary suspension of Mutual Obligation Requirements

 Quiz 2 - Multiple choice

 Chapter conclusion

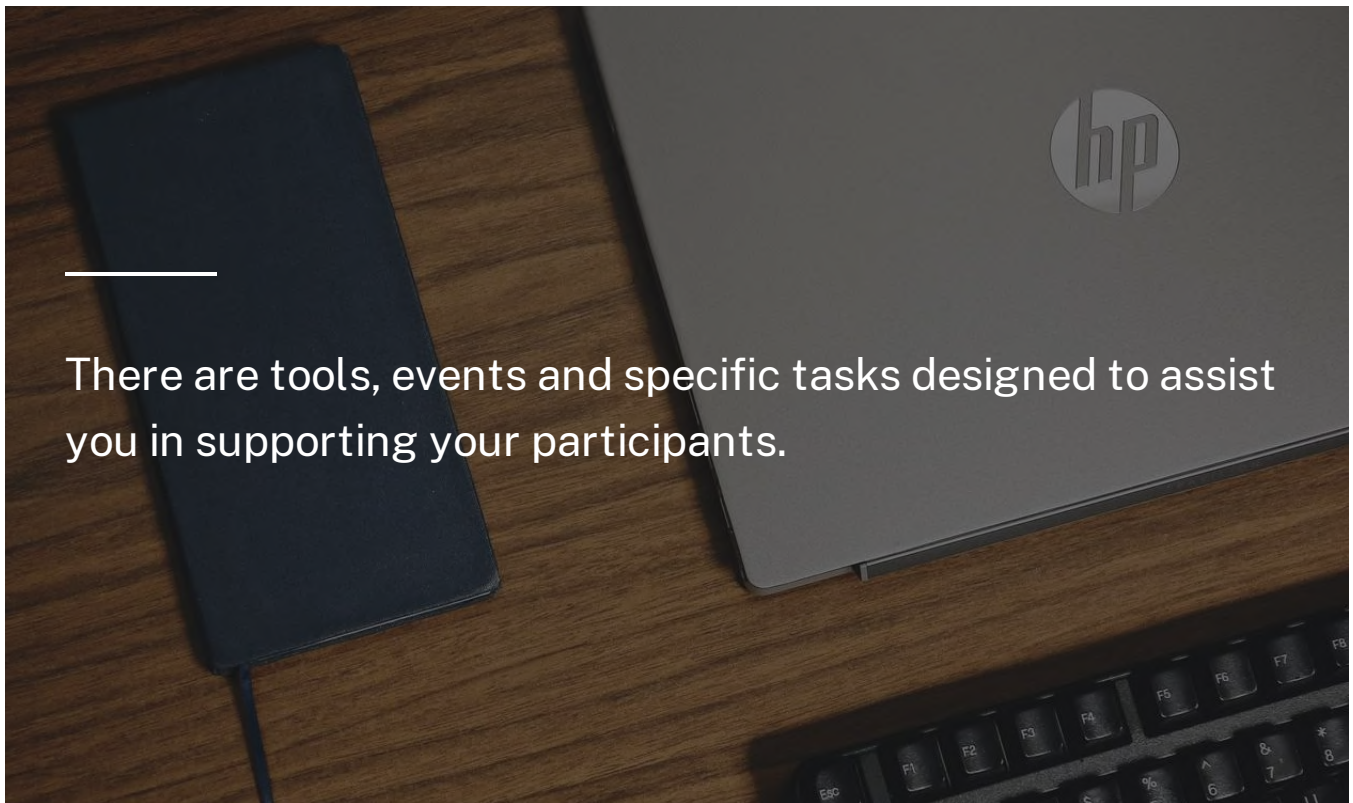
#### COURSE MODULE CONCLUSION

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 Course conclusion

# Introduction

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There are tools, events and specific tasks designed to assist you in supporting your participants.

## The chapters in this module discuss:

- 1 The Capability Management Tool
- 2 Job Seeker Personal Summary page - "What You Need to Know" and Job Seeker Tags
- 3 Participant Personal Events

4

Provider Events and Local Events

5

Temporary suspension of mutual obligation requirements

**CONTINUE**

# TCF interaction with the Capability Management Tool

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## Learning Outcomes


At the end of this chapter you will be able to:

- 1 Describe the Capability Management Tool (CMT) functions and how it supports application of the TCF.
- 2 Distinguish how the CMT is used to record, review and manage participants' personal circumstances that may be affecting their capability to meet their compulsory requirements.

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**What is the Capability Management Tool?**



A photograph showing a person's hands typing on a silver laptop keyboard. The laptop is open and sits on a wooden table. In the background, there is a glass of water and a small purple object. The text is overlaid on the image in white.

The Capability Management Tool (CMT) in the IT system enables you to record, review and manage participants' personal circumstances that may affect their capability to meet their compulsory requirements.

**The CMT is shared between Providers and Services Australia.**

This tool contains useful information which can guide you in recommending appropriate services to assist your participants to meet their compulsory requirements and help them gain suitable paid work.






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**When is the  
Capability Management Tool  
used as part of the TCF?**





## Capability Interview

You must review the CMT  
**before** you begin a Capability  
Interview with a participant.


## Capability Assessment

You must review the CMT  
**after**  
a Capability Assessment as  
Services Australia may record  
Service Recommendations.

The home dashboard in the IT  
system will notify you when

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## Role of the CMT during the Capability Interview

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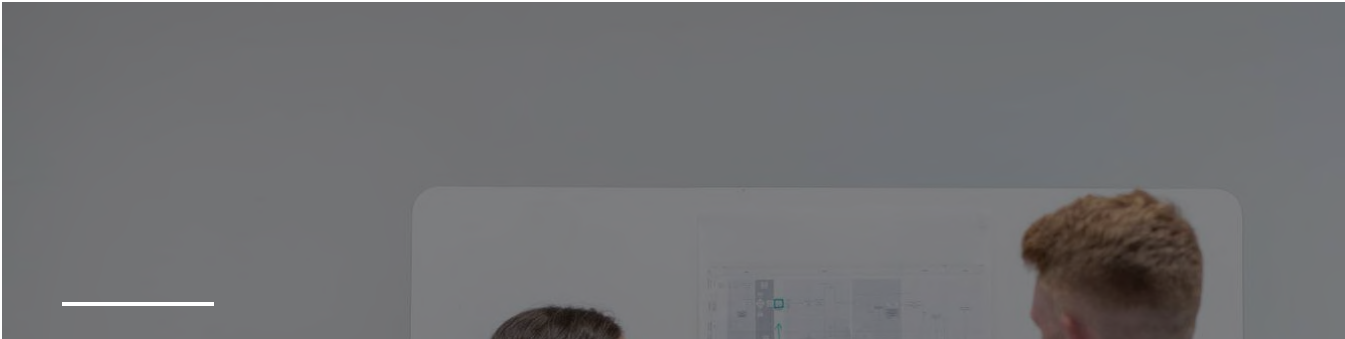
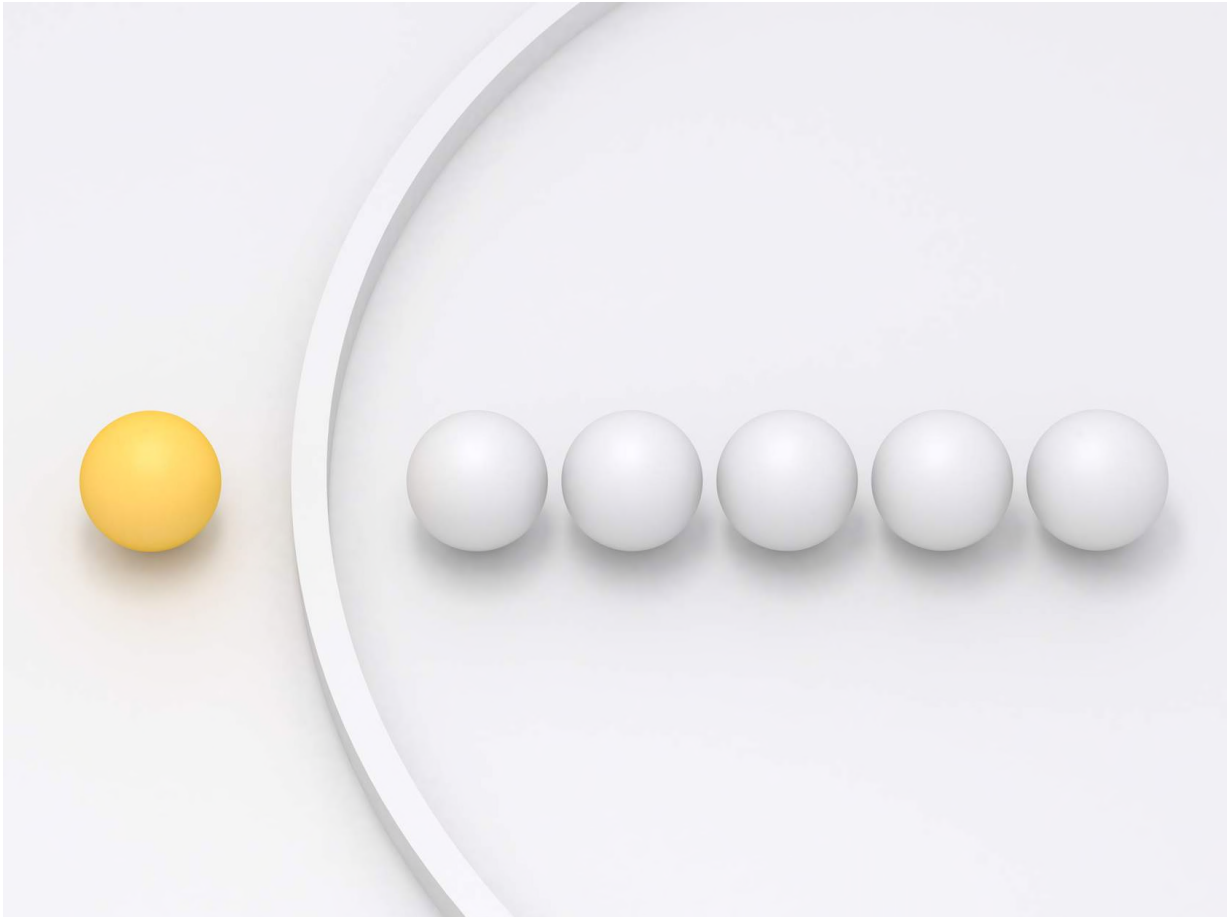
As you learnt in the Capability Review module, you must review the information in the CMT prior to conducting a Capability Interview.

The reason for doing this is to ensure that you are familiar with the participant's individual circumstances and ensure that the information in the CMT is up to date prior to conducting the Capability Interview.

Any barriers to work that have been identified for the participant must be considered when undertaking the pre-interview check.

If missing or incomplete, this information must be added to the CMT.

If a barrier does not have a status recorded against it when you review the CMT prior to the Capability Interview – or at any time – you will need to record it.



## Role of the CMT following a Capability Assessment



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Following a Capability Assessment, any important information will be recorded in the CMT by Services Australia

This may include:

Newly disclosed information

Details of any new information that impacts the participant meeting their requirements which had not been disclosed to you previously.

This may mean support

Inappropriate requirements  
or errors

Inappropriate requirements  
or errors means the  
participant is not capable of  
meeting their requirements  
and will return to the Green  
Zone.

As well as Service Recommendations following a Capability Assessment, Services Australia also records in the CMT:

- Specific barriers and their severity
- Employment Services Assessments (ESAs)
- Service Recommendations following a penalty investigation

Once the Capability Assessment is finalised, Services Australia will record their recommendations in the CMT. The IT system will notify you regarding this on the home dashboard.

These circumstances must be considered when making decisions regarding the supports you need to put in place to assist the participant and making Acceptable and Valid Reason decisions.

You must review these recommendations and action them within 10 business days of the Capability Assessment being finalised.



Recording drug or

## alcohol dependency



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There are rules around arranging treatment for participants to overcome drug or alcohol dependency that impacts their ability to meet their Mutual Obligation Requirements and secure paid work.

Drug or alcohol use should not be used as a repeated excuse for not meeting requirements: the expectation is that providers will assist participants with treatment options where available and as appropriate.







When discussing Acceptable or Valid Reason, if the participant discloses that drug or alcohol use or dependency is impacting their ability to meet their requirements, the participant must be offered appropriate treatment to address this barrier and it must be recorded in the CMT.

If a participant refuses treatment services for their drug or alcohol dependency, then you must also record this information within the CMT.

### Then, if there is a future:

- Non-Compliance Report
- Work Refusal Failure Report
- Unemployment Failure Report

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the participant's refusal to undertake treatment will be attached as evidence within the report. Services Australia will be notified and participants will not be able to use their dependency as a Reasonable Excuse for not meeting their compulsory requirements again.

### However, if:

- services are not available in the participant's area of residence
- there is a waiting list for treatments
- the participant has participated in all services available
- the participant has accepted and is currently participating in services

then you also record this within the CMT.

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**If a participant agrees to undertake treatment when services become available, they are able to continue to use Drug or Alcohol dependency as a Reasonable Excuse if it has a direct impact on them being able to meet their requirements.**



You must keep this information updated so that accurate information is provided to Services Australia.

[Click to continue to the Quiz](#)

3 of 14

# Quiz 1 - Multiple choice

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There are 3 questions. When you obtain 100% please click the continue button.

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*Question*

**01/03**

What is the Capability Management Tool (CMT)?

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- An electronic tool that enables you to record, review and communicate with participants what jobs they could be applying for.
  
- An electronic tool that enables you to record, review and manage participants' personal circumstances that may affect their compulsory requirements.
  
- An electronic tool that enables you to record, review and communicate with the Department regarding what roles participants are suitable for.



**Question**

**02/03**

When does a provider review the CMT?

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- before a Capability Interview
- after a Capability Assessment
- before a Capability Interview and after a Capability Assessment
- after a Capability Interview
- before a Capability Assessment

*Question*

**03/03**


What does Services Australia record in a CMT?

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- New disclosed information and any inappropriate mutual obligation requirements or errors in compellable requirements.
- Details of a cancellation of a participant's payment.

## Chapter conclusion

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Now you understand the use of the CMT to record important information about your participants.

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In the next chapter, you will learn about  
**“What You Need to Know” and Job Seeker Tags**  
on the **Participant Personal Summary page**

[CONTINUE](#)



# “What You Need to Know” and Job Seeker Tags

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## Learning Outcome

At the end of this chapter you will be able to:

- 1 Describe the What You Need to Know pane on the Job Seeker Personal Summary page and its purpose.
- 2 Describe the Job Seeker Tags on the Job Seeker Personal Summary page and their purpose.

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**Job Seeker Personal Summary**





The **Job Seeker Personal Summary** page in the IT System is a central place to record information about your participants, their skills and characteristics, their personal circumstances and other important servicing information.



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**There are 2 areas of the Job Seeker Personal Summary page that support you to set appropriate, tailored requirements for your participants and to assist staff in your organisation to make decisions on Acceptable Reasons.**

These are:

1

What You Need to Know

2

Job Seeker Tags

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**You are responsible for maintaining up to date information on your participants and for reviewing the page regularly.**

Let's take a look...

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## What You Need to Know

This section of the Job Seeker Summary page is used to record short notes about the participant's circumstances.

When new information comes to light about a participant's personal circumstances and this information is vital in providing them quality services, it should be recorded as a note.

You can have one note per category at a time, with a maximum of 250 characters per note.

The categories are:



### **Family**

A note in this category might contain a participant's recurring circumstances like picking up a child from



school  
every Thursday

1 of 9



### **Medical**

A note in this category  
might contain  
information on a  
participant's disclosed  
medical condition that  
you would  
take into account when

2 of 9



### **Recent compliance history**

A note in this category  
might contain  
information on re-  
engagement strategies  
following non-  
compliance

3 of 9



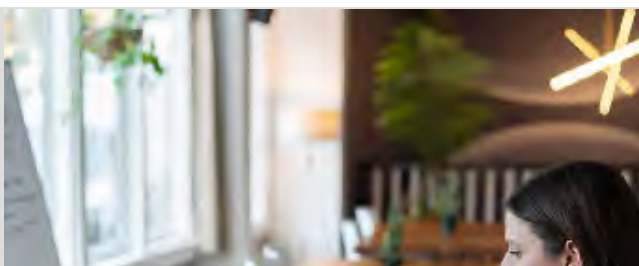
**Employment**  
A note in this category might contain information about a participant's intermittent, casual work shifts

4 of 9



**Interest/Skills**  
A note in this category might contain information that a participant is interested in a career in the mining industry, or skills in using Microsoft Word and Excel

5 of 9



**Servicing arrangements**





A note in this category might contain information about a participant needing to have phone

6 of 9

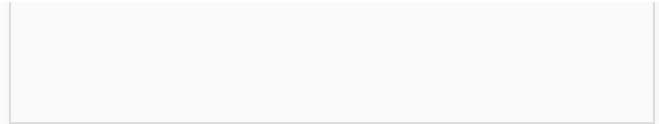


**Study and Training**  
A note in this category might contain information that a participant is studying for a Certificate in Aged Care at the local Tafe

7 of 9



**Transport**  
A note in this category might display information that the participant relies on public transport to get to appointments and interviews



8 of 9



**Other**  
A note in this category would contain any important information that does not fit with the other categories

9 of 9

Once a note has been recorded against a category, you can:

- **'Update'** to change details of the note
- **'End'** to remove the note.

There is also a history of notes displayed that you can also access.

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## Benefits of "What You Need to Know"

**The more you know about your participant and their individual circumstances,  
the better your quality servicing.**

Notes can assist you with your discussions with your participants and help you ensure you have set Mutual Obligation Requirements that are appropriate and tailored to the participant.

Obviously, some of the information and circumstances your participant will tell you about is personal or sensitive. Having this information recorded and easily accessible by your staff means the participant doesn't have to keep explaining their circumstances.

You can then make sensible and informed decisions about your participant.



If you are not available, other staff at your site can also access this information to have a conversation with the participant as required.



As you learnt in Module 3, this is particularly important when the person answering the phone needs to make a decision on Acceptable Reason for a participant not being able to meet a requirement.

[Let's take a look...](#)



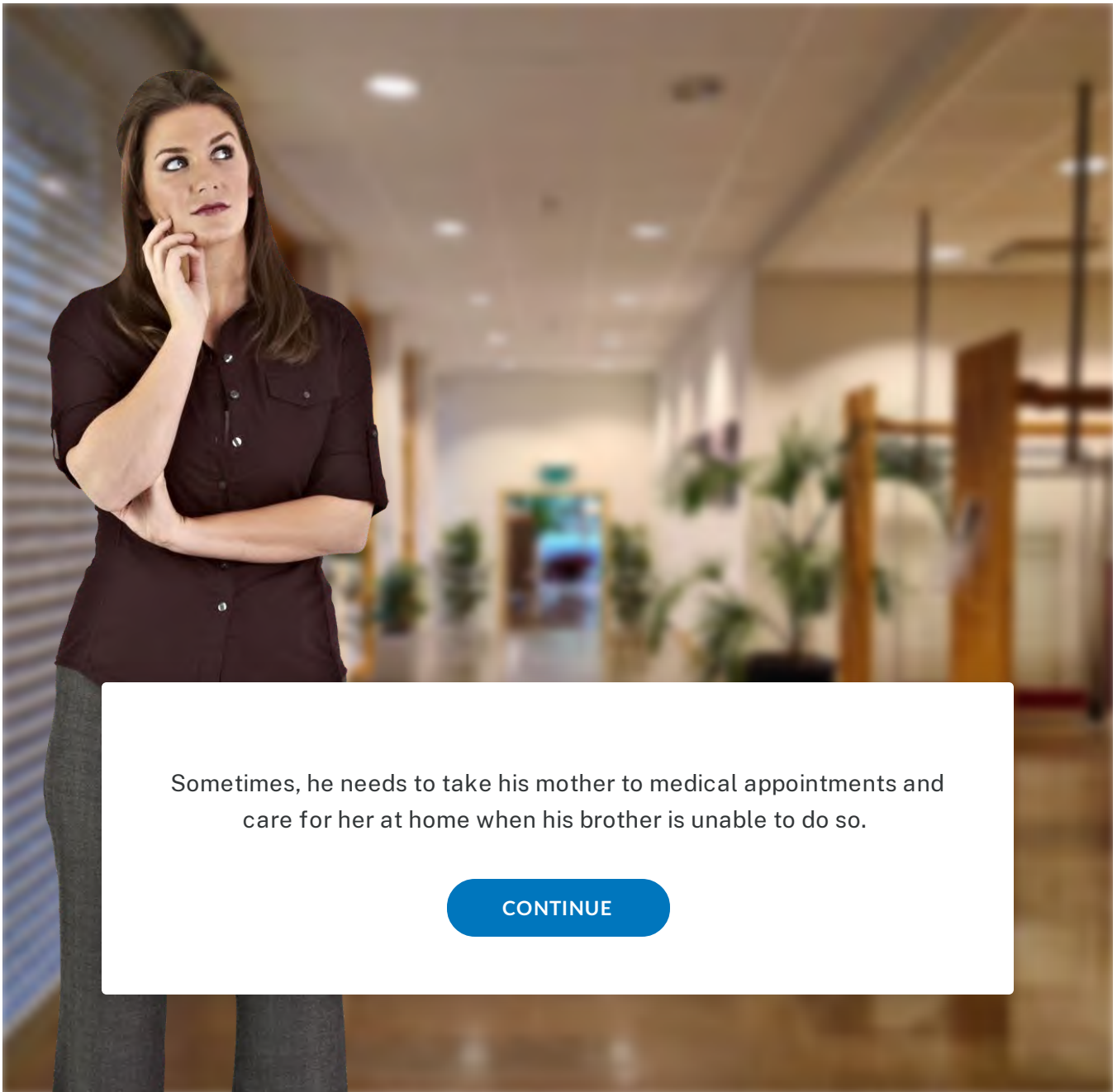
## Meet Caleb

At a Compulsory Appointment, Caleb informs you that his mother is currently ill and is in and out of hospital.

CONTINUE

### Scene 1 Slide 1

Continue → Next Slide

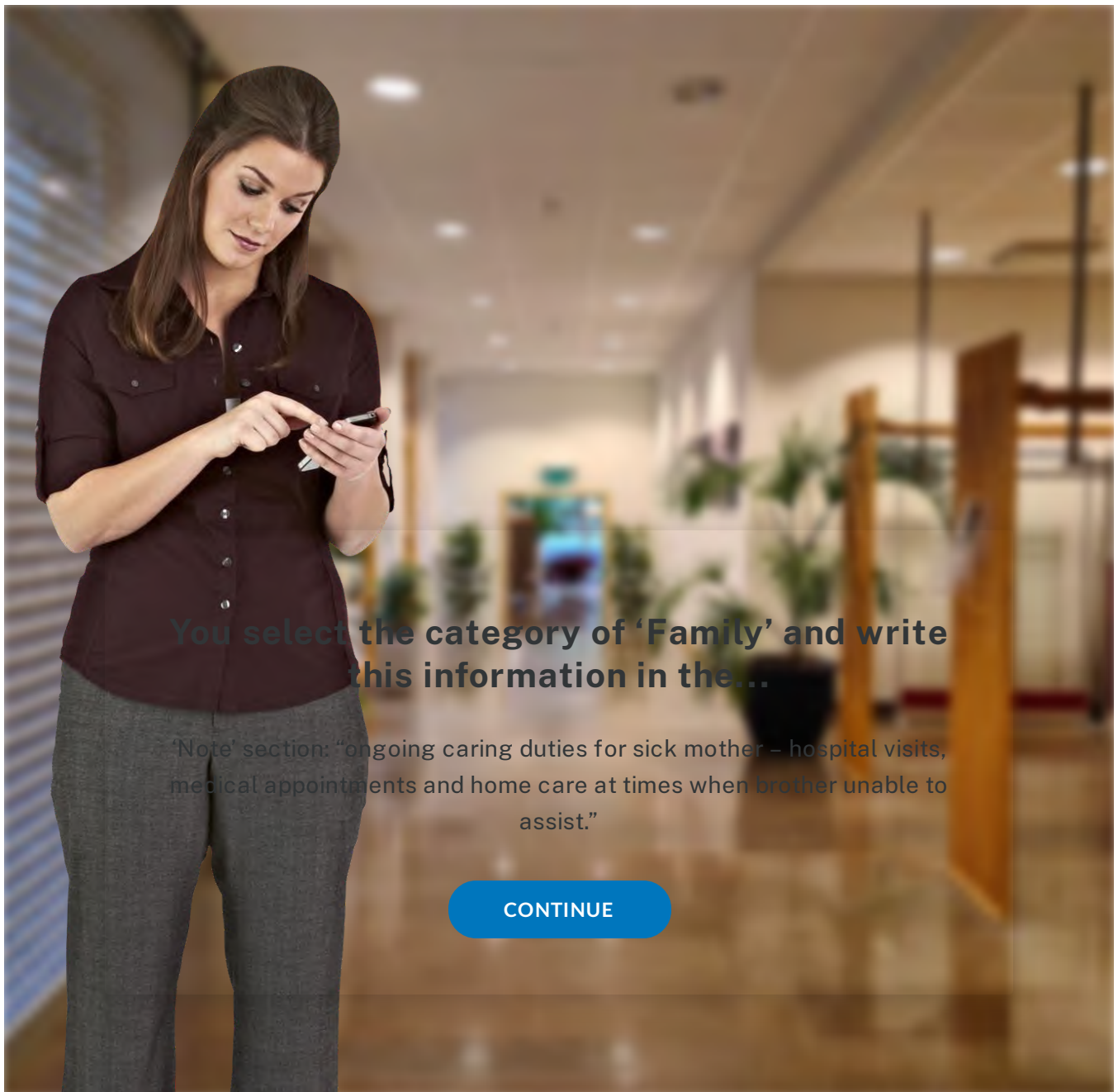


Sometimes, he needs to take his mother to medical appointments and care for her at home when his brother is unable to do so.

CONTINUE

## Scene 1 Slide 2

Continue → Next Slide



You select the category of 'Family' and write this information in the...

'Note' section: "ongoing caring duties for sick mother – hospital visits, medical appointments and home care at times when brother unable to assist."

[CONTINUE](#)

### Scene 1 Slide 3

[Continue](#) → [Scene 2 Slide 1](#)



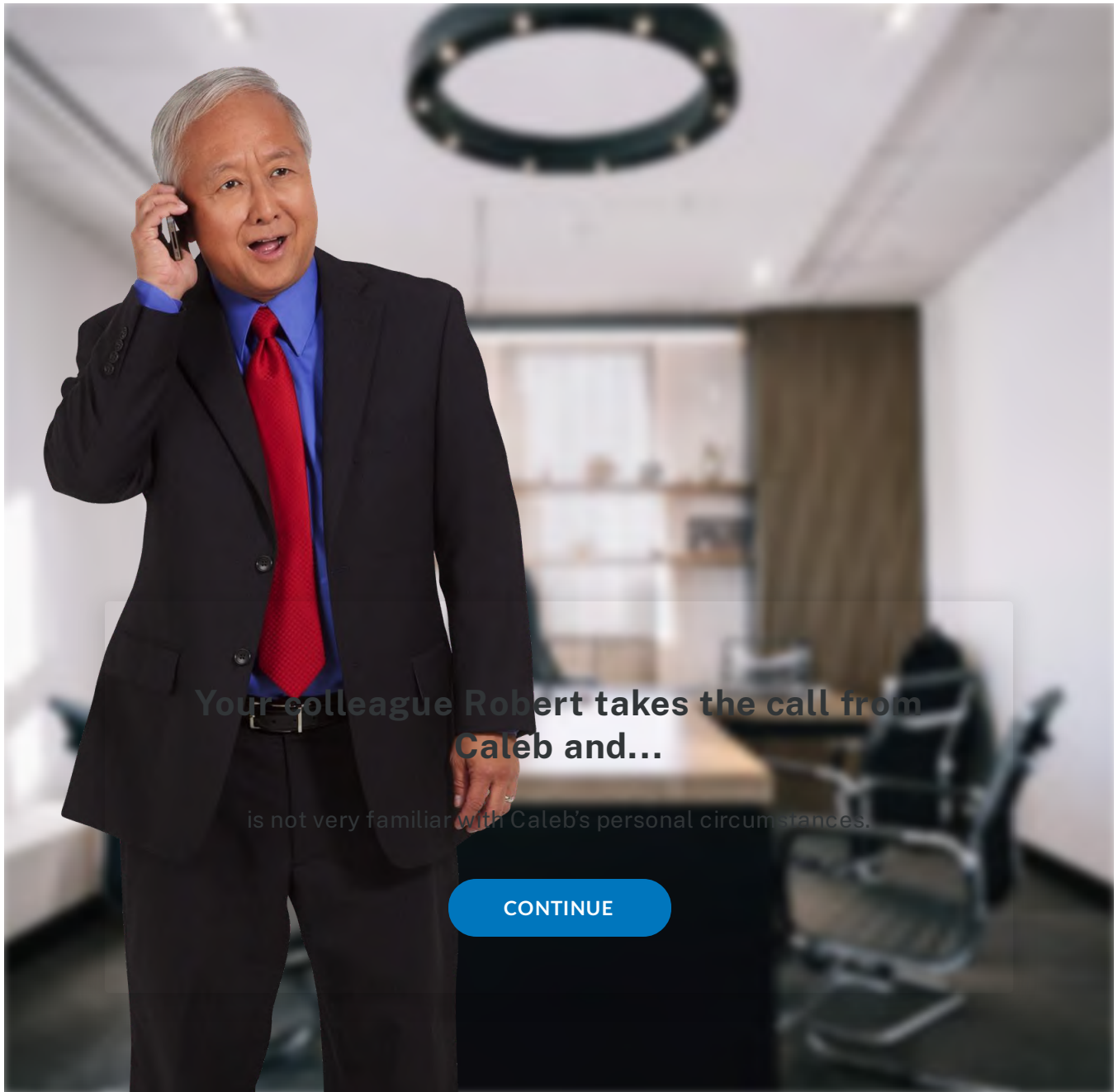
**One week later, Caleb calls your organisation  
to advise that...**

...he can't attend his Mandatory Activity today as his mother is sick and  
needs to see a doctor.

[CONTINUE](#)

**Scene 2 Slide 1**

[Continue](#) → [Next Slide](#)



Your colleague Robert takes the call from Caleb and...

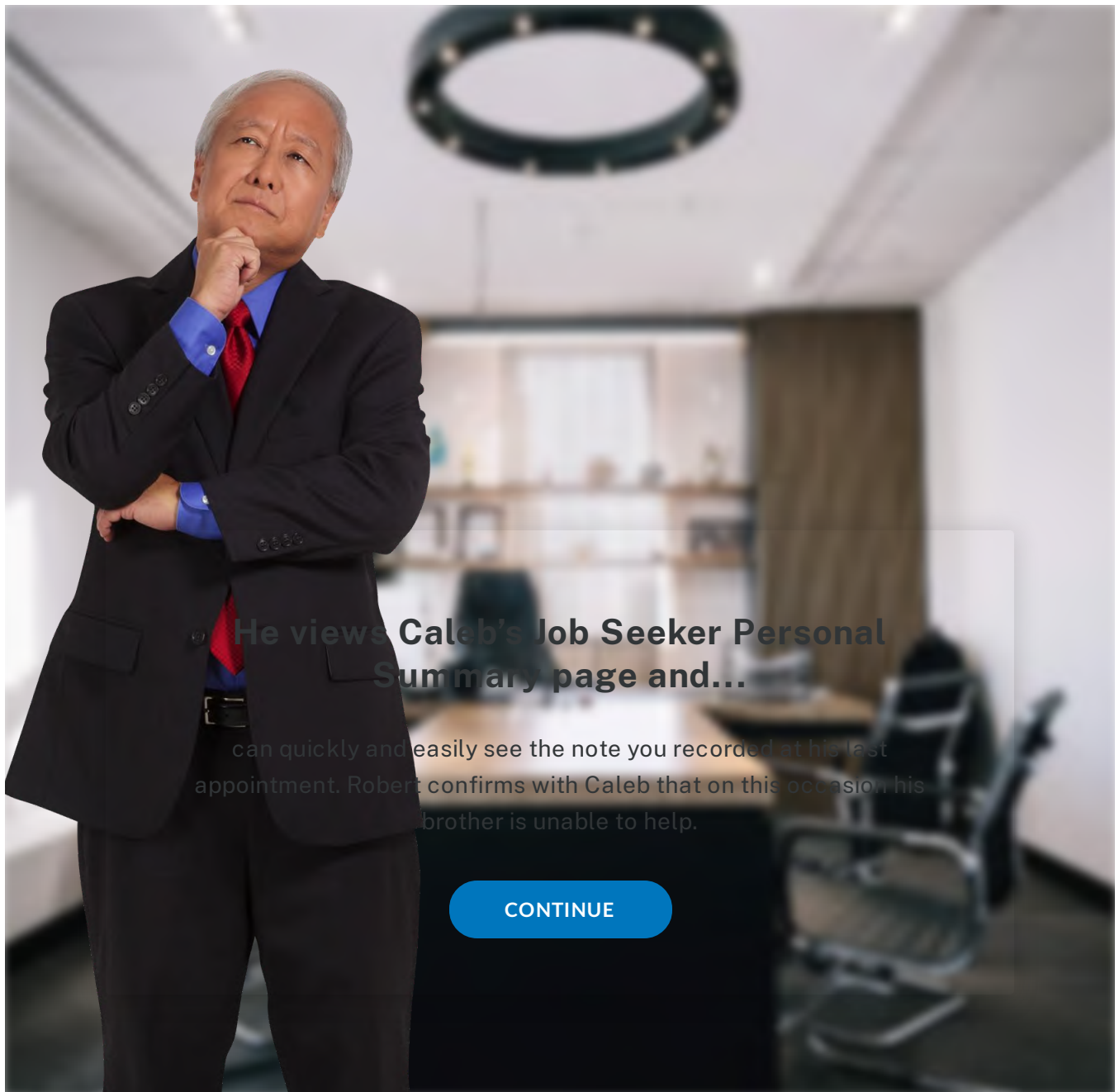
is not very familiar with Caleb's personal circumstances.

CONTINUE

## Scene 2 Slide 2

Continue → Next Slide





## He views Caleb's Job Seeker Personal Summary page and...

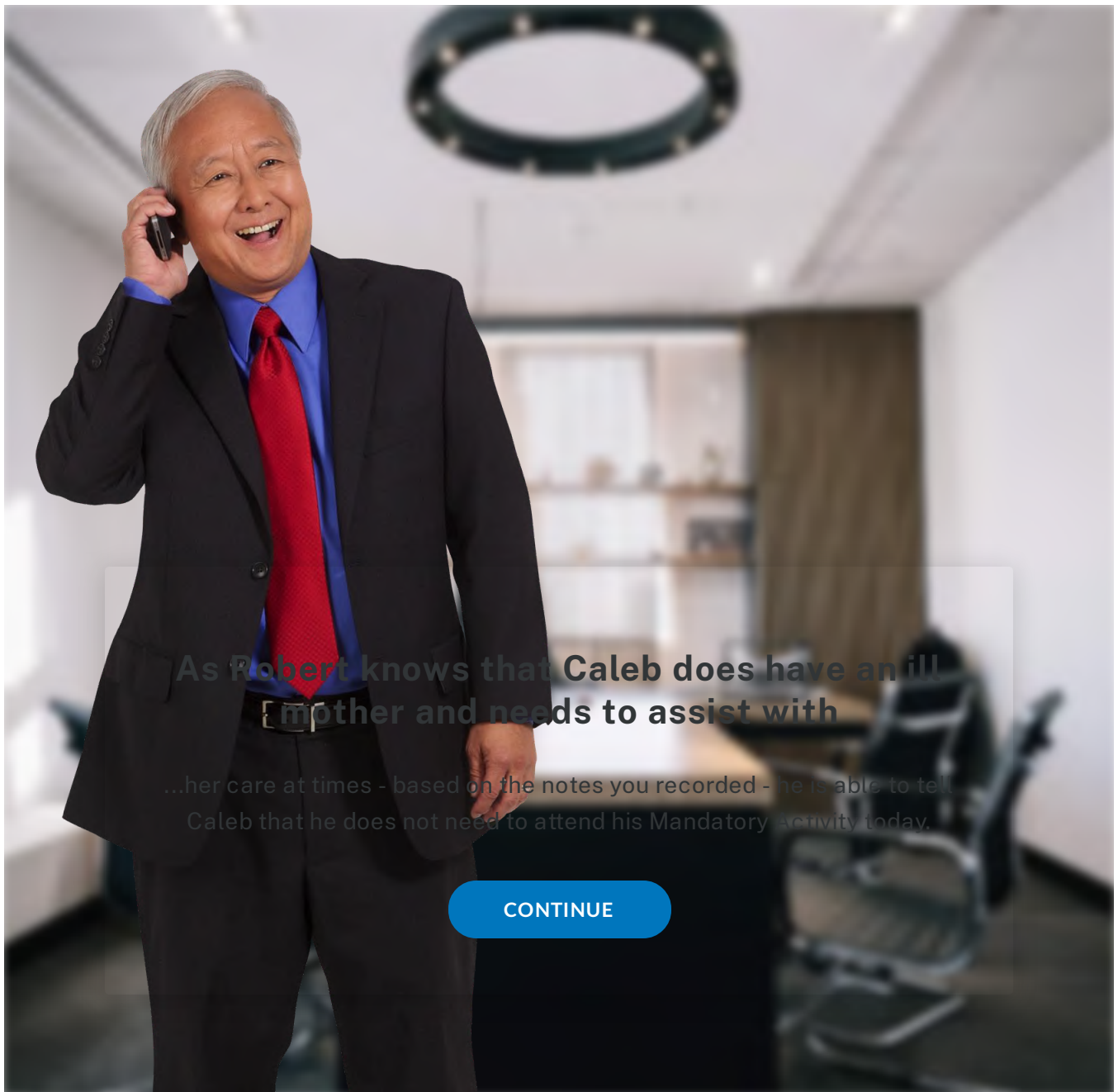
can quickly and easily see the note you recorded at his last appointment. Robert confirms with Caleb that on this occasion his brother is unable to help.

CONTINUE

### Scene 2 Slide 3

Continue → Next Slide





As Robert knows that Caleb does have an ill mother and needs to assist with

...her care at times - based on the notes you recorded - he is able to tell Caleb that he does not need to attend his Mandatory activity today.

CONTINUE

## Scene 2 Slide 4

Continue → Next Slide



**Robert reminds Caleb of his next appointment and records...**

No Longer Required (NLR) for today's Mandatory Activity.

START OVER



## Scene 2 Slide 5

Continue → End of Scenario



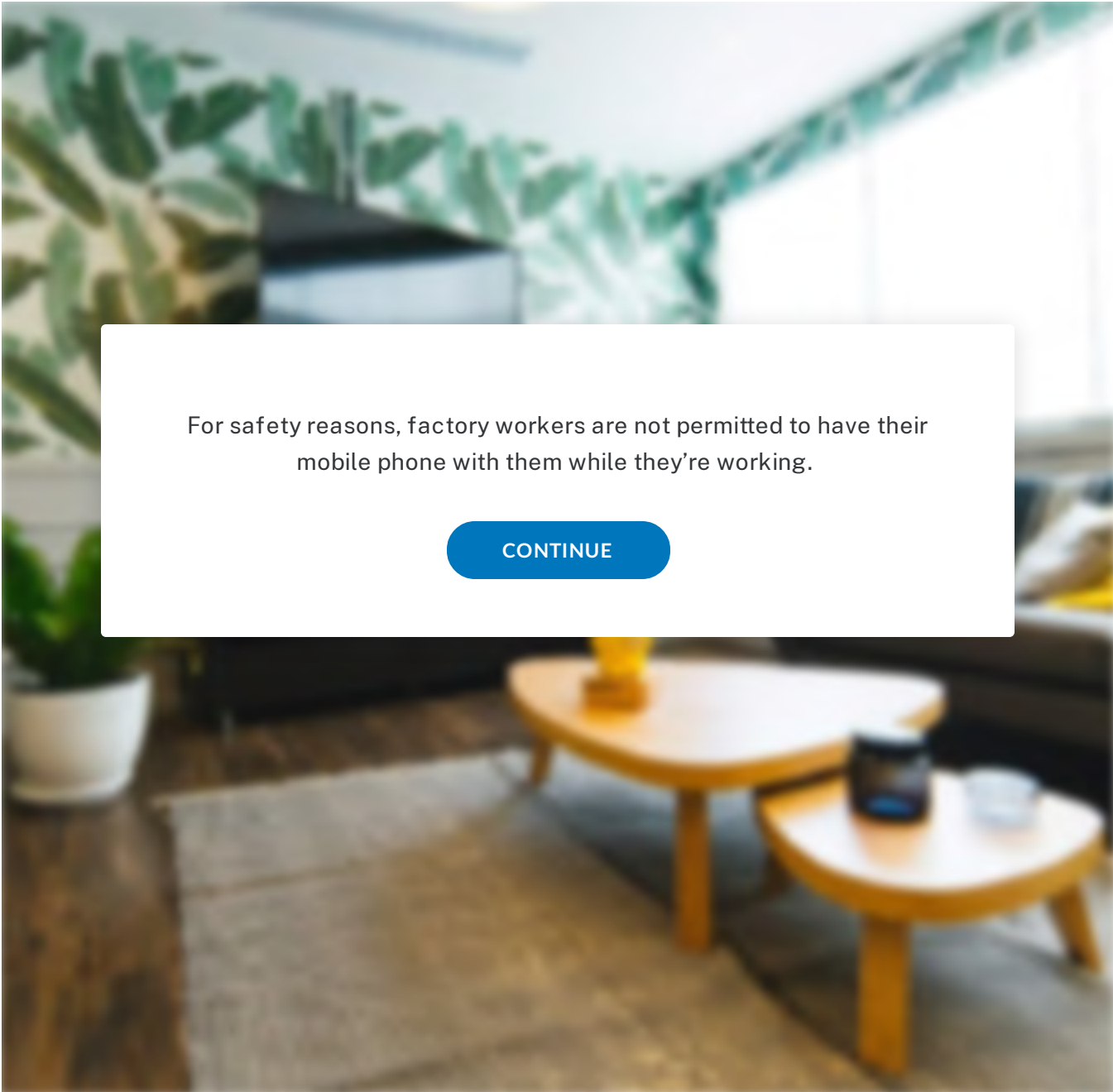
## Meet Ali

Ali is offered shifts at a local factory on a casual basis. When the factory Supervisor calls to ask Ali to work a shift, it's usually at short notice and requires an early morning start.

CONTINUE

### Scene 1 Slide 1

Continue → Next Slide

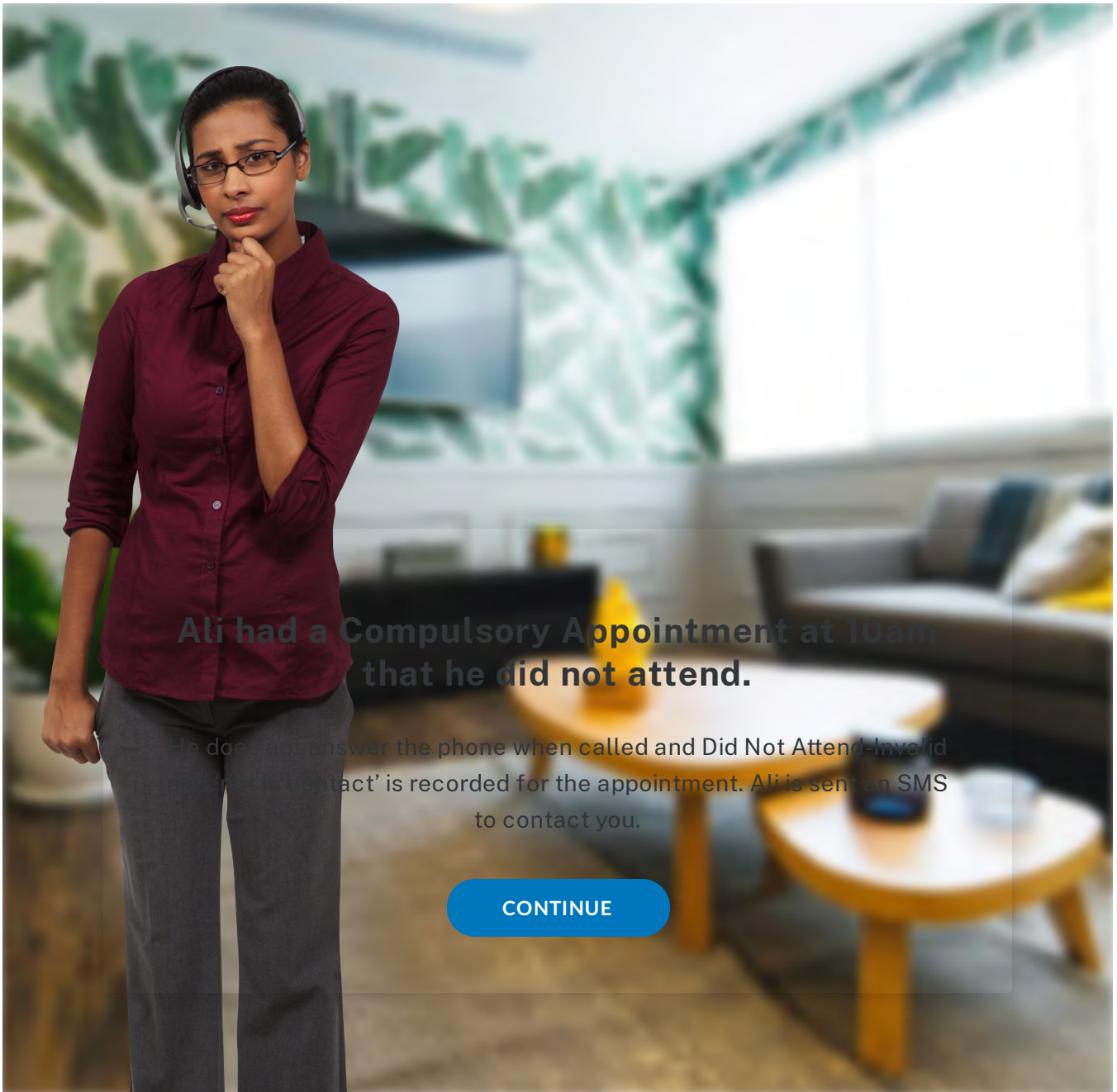


For safety reasons, factory workers are not permitted to have their mobile phone with them while they're working.

CONTINUE

## Scene 1 Slide 2

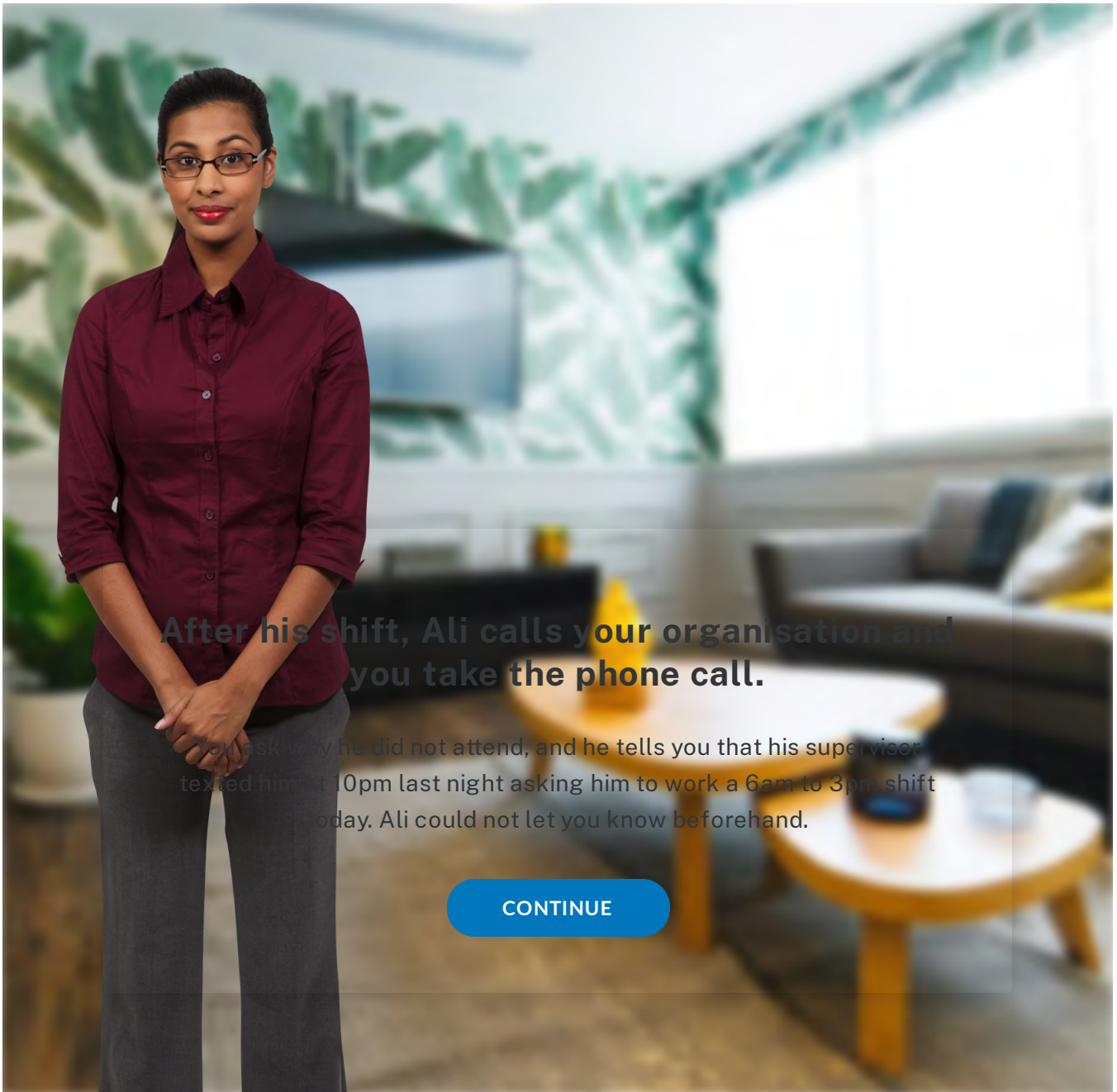
Continue → Next Slide



### Scene 1 Slide 3

Continue → Next Slide





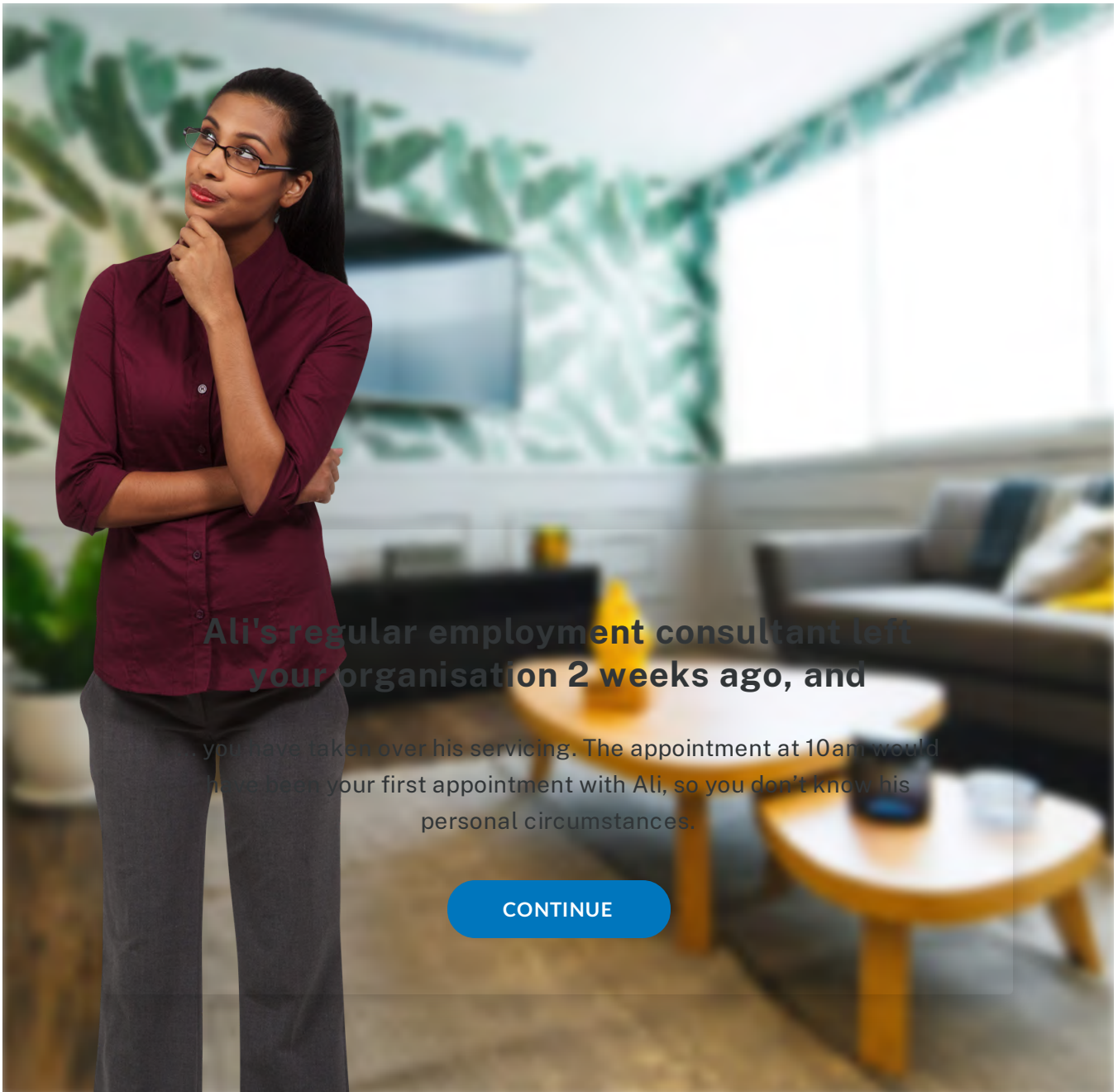
**After his shift, Ali calls your organisation and you take the phone call.**

You ask why he did not attend, and he tells you that his supervisor texted him at 10pm last night asking him to work a 6am to 3pm shift today. Ali could not let you know beforehand.

**CONTINUE**

## Scene 1 Slide 4

Continue → Next Slide



**Ali's regular employment consultant left your organisation 2 weeks ago, and**

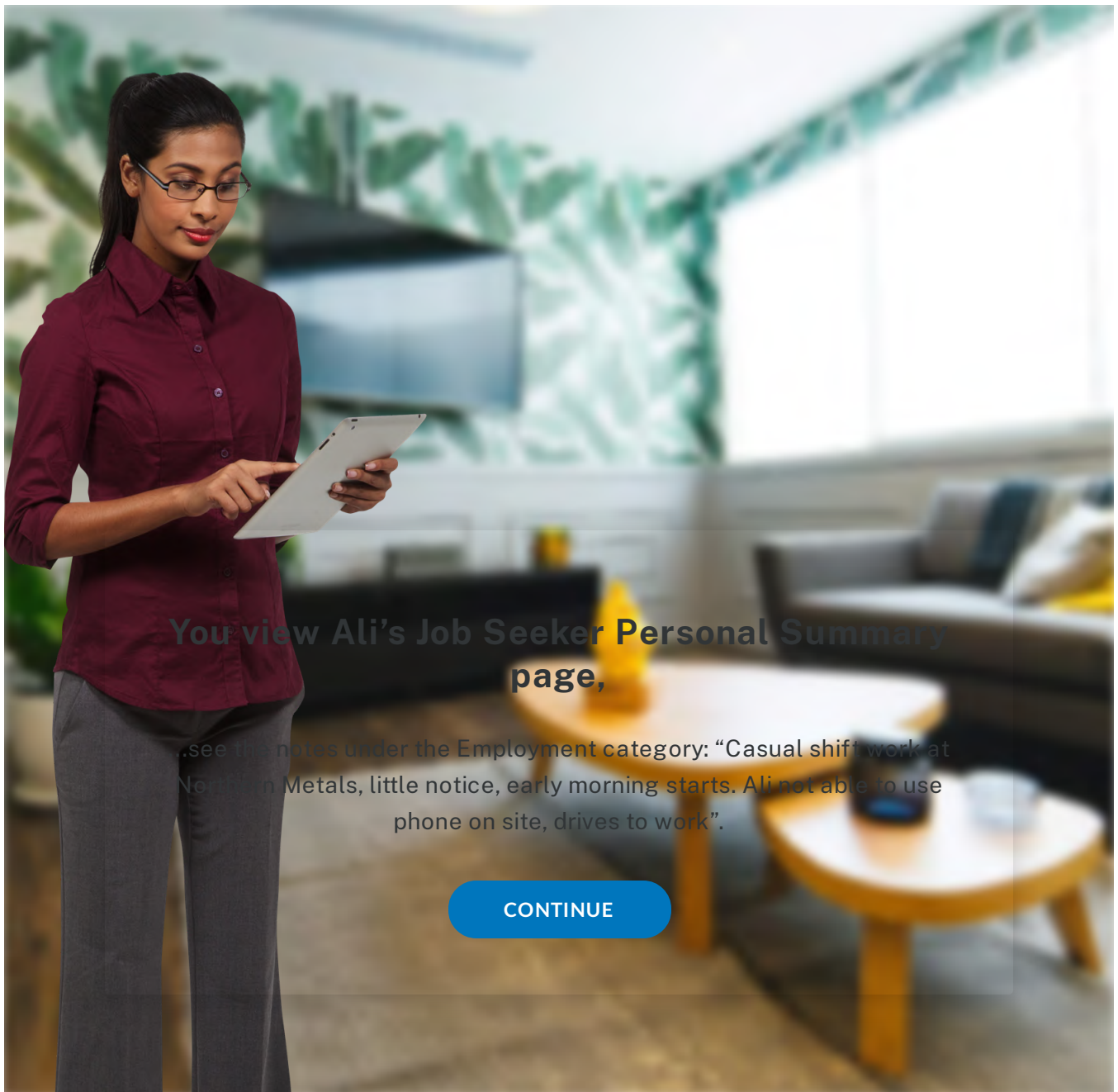
you have taken over his servicing. The appointment at 10am would have been your first appointment with Ali, so you don't know his personal circumstances.

[CONTINUE](#)

## Scene 1 Slide 5

[Continue](#) → [Next Slide](#)





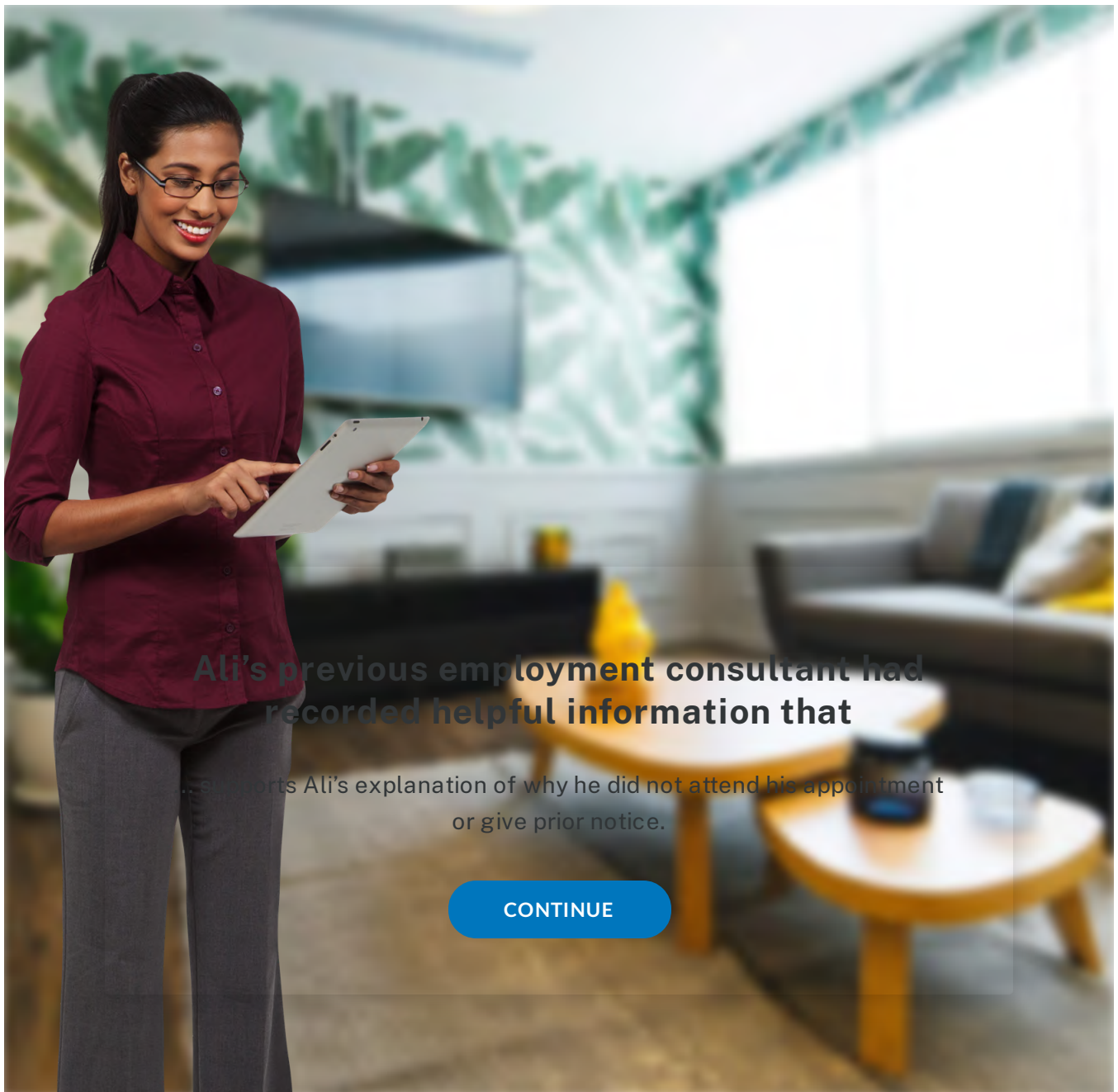
**You view Ali's Job Seeker Personal Summary page,**

.see the notes under the Employment category: "Casual shift work at Northern Metals, little notice, early morning starts. Ali not able to use phone on site, drives to work".

**CONTINUE**

## Scene 1 Slide 6

Continue → Next Slide



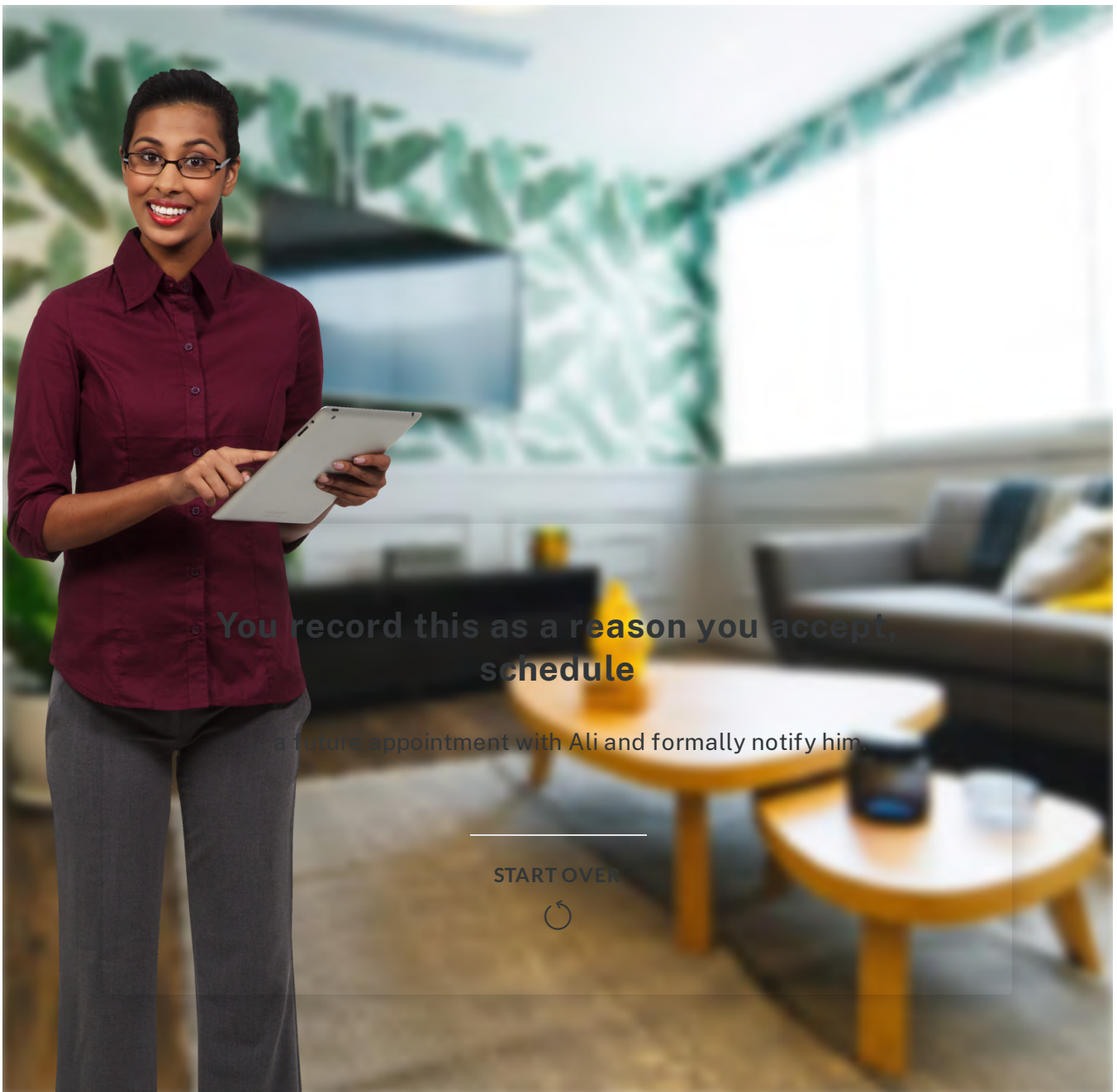
**Ali's previous employment consultant had recorded helpful information that**

supports Ali's explanation of why he did not attend his appointment or give prior notice.

[CONTINUE](#)

## Scene 1 Slide 7

[Continue](#) → [Next Slide](#)



## Scene 1 Slide 8

Continue → End of Scenario

**GOT IT! (Click to continue)**



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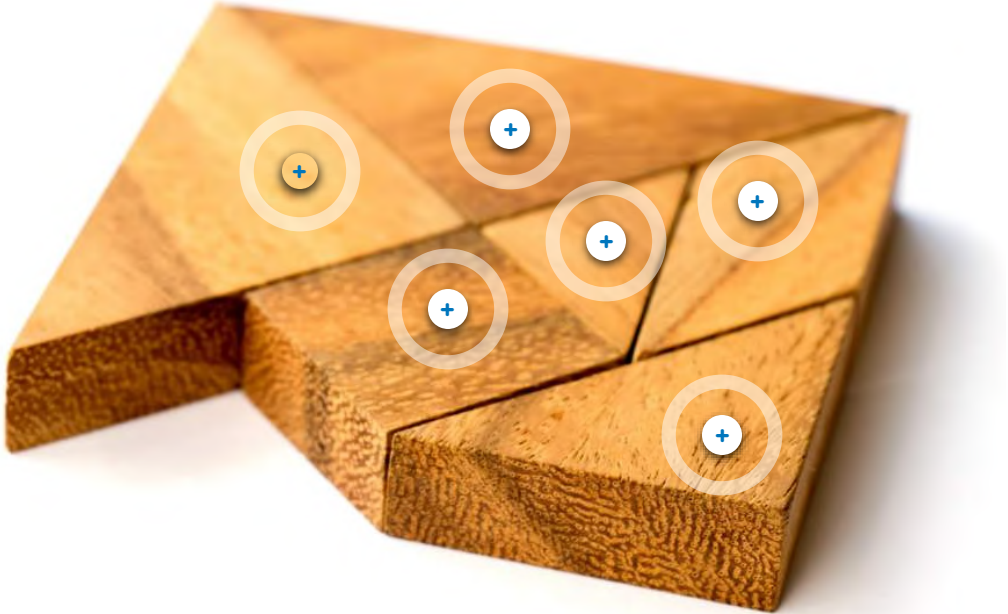
**Job Seeker Tags**

**Tags are keywords applied to a participant's record that describe characteristics directly relevant to participants' finding suitable paid work.**

**There are 6 categories, with Tags under each category.**

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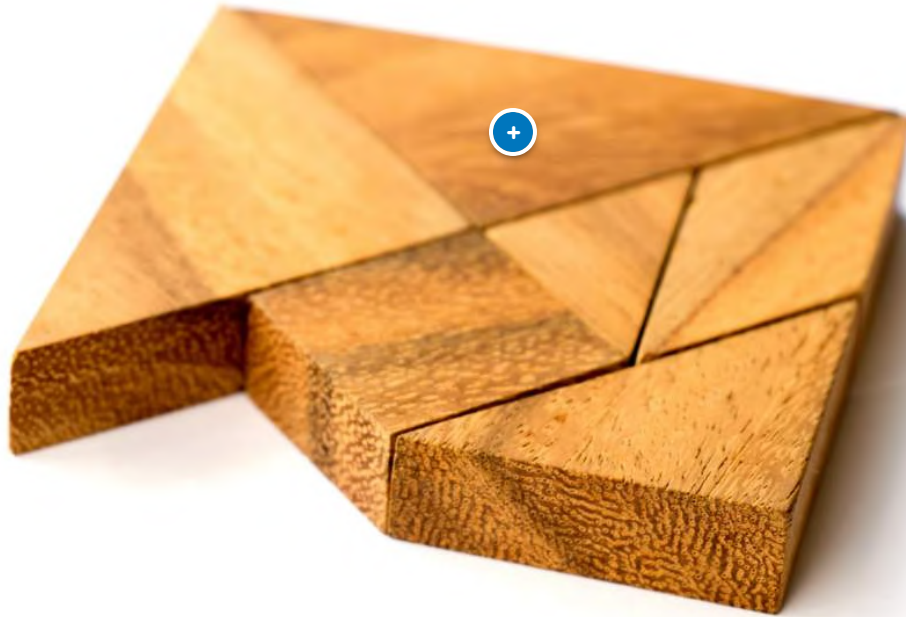
Let's take a look at the categories and Tags





## Industry/Work preference

Admin  
Aged care  
Childcare  
Construction  
Fitness  
Horticulture  
Hospitality  
Information Technology  
Retail



## Checks/qualifications

First Aid Certificate

Police check

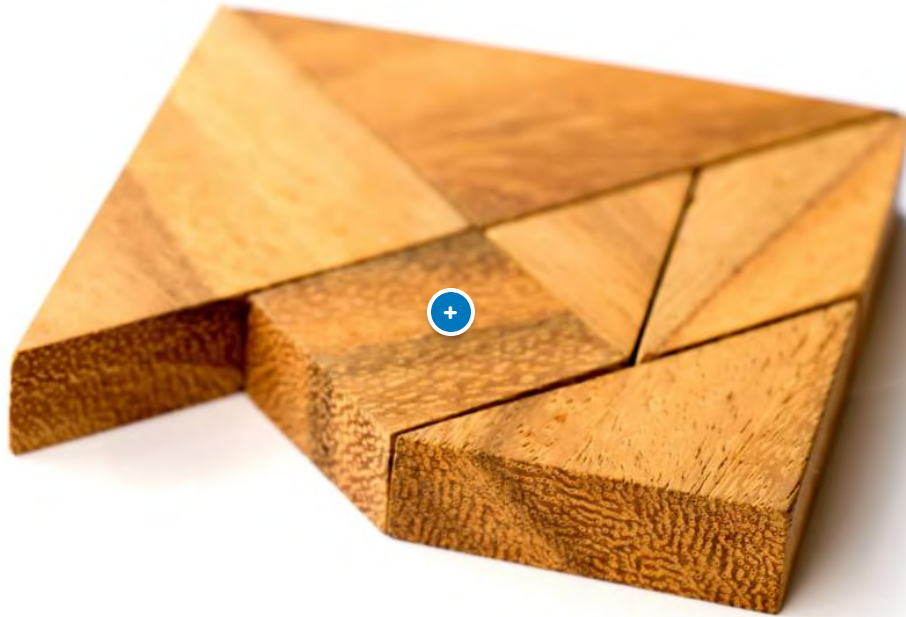
RSA

Traffic control certificate

White Card

Working with children and vulnerable people





## Current licence and vehicle

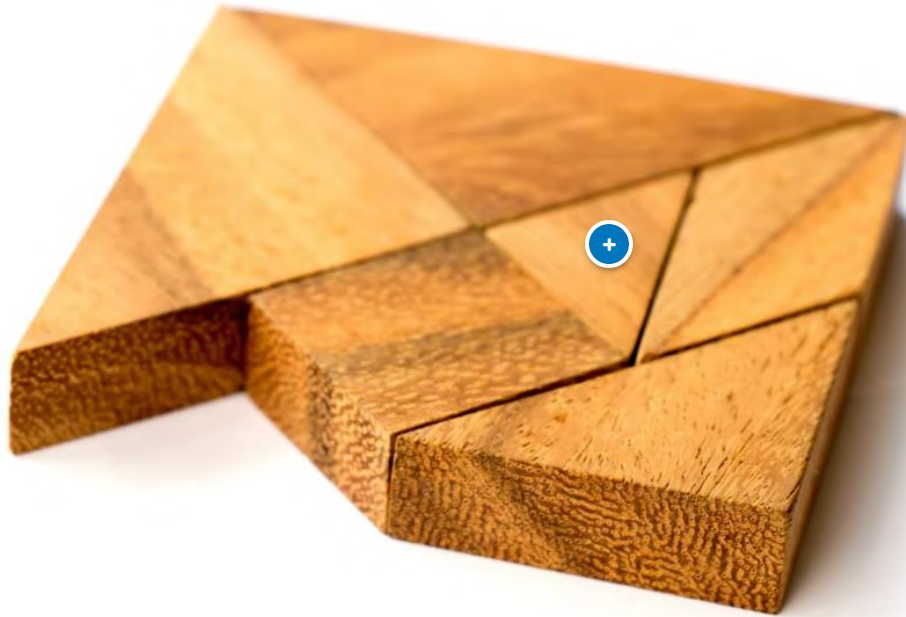
Forklift licence

Heavy vehicle licence

Own car and have auto licence

Own car and have manual licence

Security licence



## Special considerations

Hearing impaired

Interpreter needed

Needs assistance technology

Self-employed

Needs assistance technology

Vision impaired



## Vaccination Status

Declines to disclose or unable to present proof

Medically exempt

Unvaccinated

Vaccinated - 1 Dose

Vaccinated - 2 Doses

Vaccinated - 3 Doses



## Others

Job Ready

Languages both born and spoken

Parent but not Principal Carer Parent (PCP)

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These identifiers can assist you to sort and search for participants quickly and easily depending on their characteristics.

For example: If an employer contacts you looking to fill a position in construction, you will be able to search for every participant on your site's caseload who has the "Construction" Tag added to

their profile.

The IT system will return a list of all of the participants with this Tag.

Once the Tag has been submitted, it will display in the Job Seeker Tags history panel. Tags can only be added by a participant's current provider, but Tags will follow a participant if they transfer to another provider or move across employment services programs. Multiple Tags may be applied to a single participant.

Tags can be ended when they are no longer applicable for the participant's circumstances. When a Tag is ended, it will no longer appear in any Tag searches.

**CONTINUE**

## Chapter conclusion

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Now you understand the management of What You Need to Know and Job Seeker Tags.

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In the next chapter, you will learn about

**Participant Personal Events.**

CONTINUE





# Participant Personal Events

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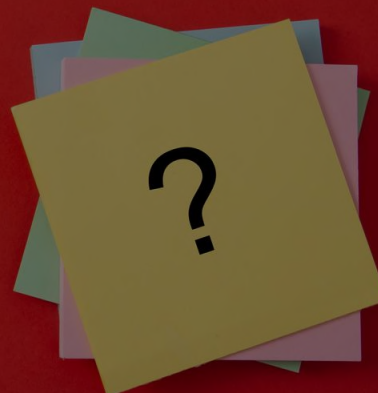
## Learning Outcomes

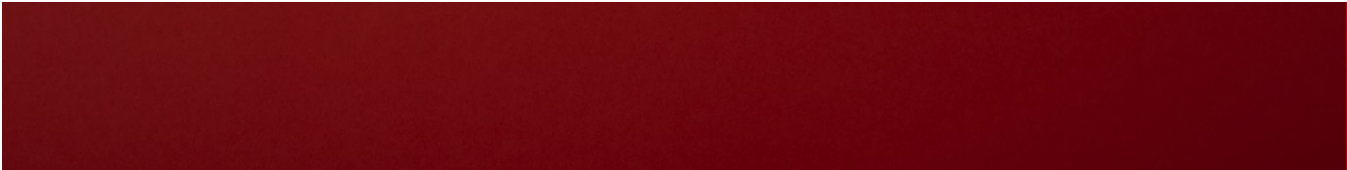
At the end of this chapter you will be able to:

- 1 Describe what Personal Events are.
- 2 Understand how to decide Acceptable Reason based on Personal Events.
- 3 Understand when Mutual Obligation Requirements can be scheduled over a Personal Event.

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**Personal Events - what are they?**





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Personal Events are just that - they are the responsibilities  
of participants in their personal life, outside of their  
Mutual Obligation Requirements.

They may include things like medical appointments, childcare arrangements, school events  
or cultural or religious observations.

While participants have a responsibility to meet their mutual obligations, this must be  
balanced with their responsibilities in their personal lives.



Knowing a participant's Personal Events assists you in scheduling compulsory requirements for them at appropriate times. This means they won't need to contact you to reschedule a requirement. This will save you and your participant time.

Participants can create Personal Events in their calendar when they have personal commitments.

You can also create Personal Events on behalf of the participant if you are aware of a Personal Event, or if the participant needs your assistance to do so.

The calendar is shared by you and the participant: you can both see the mutual obligation requirements you have scheduled for the participant, as well as Personal Events created by you or the participant.



Participants view their calendar on their homepage on the Workforce Australia website or via the app.

 Did you know?

It is a requirement of the Deed of Standing Offer that if the participant has paid employment, **you** must schedule their paid work hours in their calendar if the hours are regular and you can reasonably schedule them.

You schedule paid work hours as participant Personal Events in the calendar.

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## Categories of Personal Events

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There are different categories of Personal Events to reflect the nature of the participant's personal commitment.

Some categories can only be created by participants. Participants should be encouraged and assisted, if required, to create Personal Events in their



calendar.

Let's take a look at the different categories of Personal Events, what they mean and who can create them:

Category	Example	Participant Creates	Provider Creates
Working - Casual / Regular	Participant in paid employment, including travel time from residence to workplace	☑	☑
Medical/Health Appointment	Participant has a medical appointment	☑	☑
Caring Responsibilities	Participant is required to care for children or immediate family members	☑	☑
Community Service	Participant has court-imposed requirements such as community service or home-detention	☑	☑
Cultural/Religious	Participant's religious/cultural beliefs mean they are required to be home before/after certain times	☑	☑
School Pick Up/Drop Off	Period of time where parents need to drop off or pick up children in their care from school or childcare	☑	☑
Child Activities	Participant has appointments (such as medical) for a child	☑	☑
Public Transport	Nominate where public transport is not available before or after certain times in participant's area which means they may have difficulty in attending requirements	☑	☒
Court/Legal	Participant has a legal requirement such as a court appearance or is supporting immediate family at court appearance	☑	☒
School Event/ Interview	Participant has an event at their child's school such as a parent-teacher interview, sports carnival or school performance that they want to attend	☑	☒
Job Interview	Participant has a Job Interview they have arranged	☑	☒
Personal Event (other)	Other events that do not match above criteria	☑	☒

Click to enlarge

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## Evidence of Prior Notice

As you know, if a participant cannot meet a Mutual Obligation Requirement, they must give you prior notice.

If a participant has a Personal Event in their calendar, **they have given you prior notice** of their inability to attend requirements at that time.

With careful consideration, you can still schedule a Mutual Obligation Requirement for the participant at that time, but the principles of deciding if a participant has an Acceptable Reason still apply: they have given you prior notice, so you need to consider if the reason they gave you for not being able to attend aligns with what you know about their personal circumstances.

The reason they gave you is the type of Personal Event they scheduled in their calendar.

For example, if your participant schedules a Personal Event for a Parent-Teacher Interview and you know your participant has a school aged child, this reason aligns with what you know about them.

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## Confirmed and unconfirmed Personal Events

Personal Events can be confirmed or can remain unconfirmed.

Confirming a Personal Event is done by you, and this tells the participant that you have seen their Personal Event in their calendar.

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## Creating Personal Events - the basics for participants

- Participants can create Personal Events in their calendars up to **8 weeks ahead of time** via their homepage on the App or the Workforce Australia website.

- They can be created for any time/day **if there are no Mutual Obligation Requirements already scheduled at the same time**, including Compulsory Appointments, Mandatory Activities and scheduled Job Interviews.
- Some events can be recurring, such as 'School Pick Up' to allow this to be repeated daily, if necessary.
- Certain events have maximum timeframes to allow a reasonable amount of time for the event.
- Participants must be advised that even if they create a Personal Event, Mutual Obligation Requirements may still be scheduled.

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## Creating Personal Events - the basics for providers

### *Participant Created*

Initially, a Personal Event that a participant creates will be 'unconfirmed'.

You review it, consider the participant's circumstances and then 'confirm', if appropriate.

This is best practice to ensure that requirements are not being set at times that you **know** the participant is not able to attend.

### *Provider Created*

You can create Personal Events on behalf of participants. For example, you may schedule one day a week for 'Community Service' for 8 weeks where the participant has a Community Service order.

All Personal Events that you create in a participant's calendar will automatically be 'confirmed'.

Providers may also cancel Personal Events they have created when it has been created in error or is no longer applicable to the participant's circumstances.

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Special considerations for Principal Carer Parents



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For participants who are identified as Principal Carer Parents (PCP), the IT system will automatically identify the times outside of school hours as being potentially inappropriate for scheduling requirements.

School hours are generally from 9am to 3pm.

**Outside of these times - that is, before and after school - the assumption is that the participant will be caring for their child or children.**

If you try to schedule a requirement for a PCP outside of school hours, the IT system will alert you that you can only schedule this requirement after a discussion with the participant.

You record in the IT system how this discussion took place.



CONTINUE



## Chapter conclusion

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Now you understand how and why Personal Events are created in the calendar shared between yourself and your participant.

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In the next chapter, you will learn about

**Provider Events and Local Events.**

[CONTINUE](#)



# Provider Events and Local Events

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## Learning Outcome

At the end of this chapter you will be able to:

1

Understand how Provider Events and Local Events can block periods of time in your calendar.



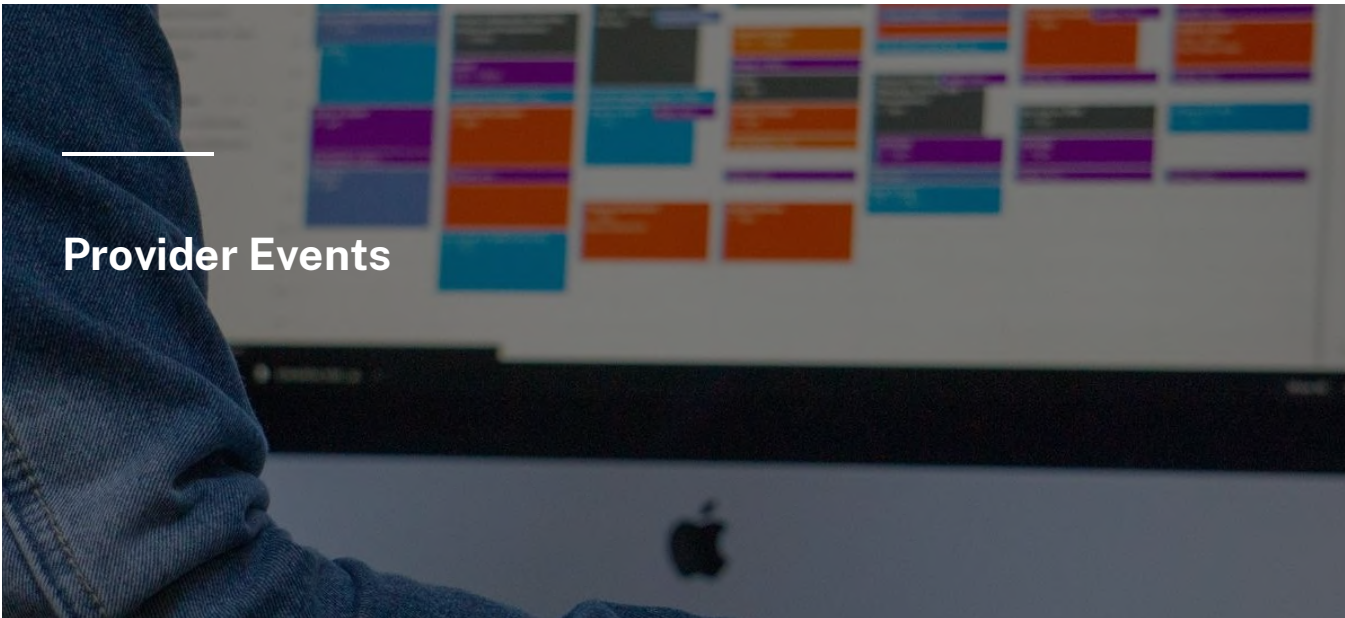
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Provider Events and Local Events allow you to manage your site's calendar to reflect times you or the site may be unavailable to service participants.



Providers should agree on an organisation-wide practice for using Provider Events or Local Events to allow all staff to see site-based events or closures. This helps with shared knowledge of site management across an organisation, especially when organisations have consolidated service centres or when consultants deliver services across multiple sites.





## Provider Events

Provider Events allow you to record events that will block your individual calendar for a period of time, ensuring you are not required to deliver services at these times.

Some Provider Events may only be for site information purposes and, as such, they will not block consultant availability but allows for useful information exchange.

Let's take a look at Provider Events types and whether they block your calendar:

Event	Blocks out the calendar
Religious holiday / event	No
Out of office - business	Yes

Event	
Provider travel time (between sites)	
Conference/Forum	
Meeting with potential employers/industry	
<b>Out of office - personal</b>	
Consultant on leave	Yes
Lunch	
Off-site Event	
<b>Provider training/learning and development</b>	Yes
Face to face/online	
<b>Free text</b>	Provider to select Yes/No

## Local Events

Local Events allow you to record local public holidays or any site closures. These will block the ability for any requirements to be set for participants on those days at the site.



This ensures that participants are not having requirements set for them that they can't meet.



You should take the time to set up Local Events for local public holiday management to ensure appropriate setting of requirements and service delivery.

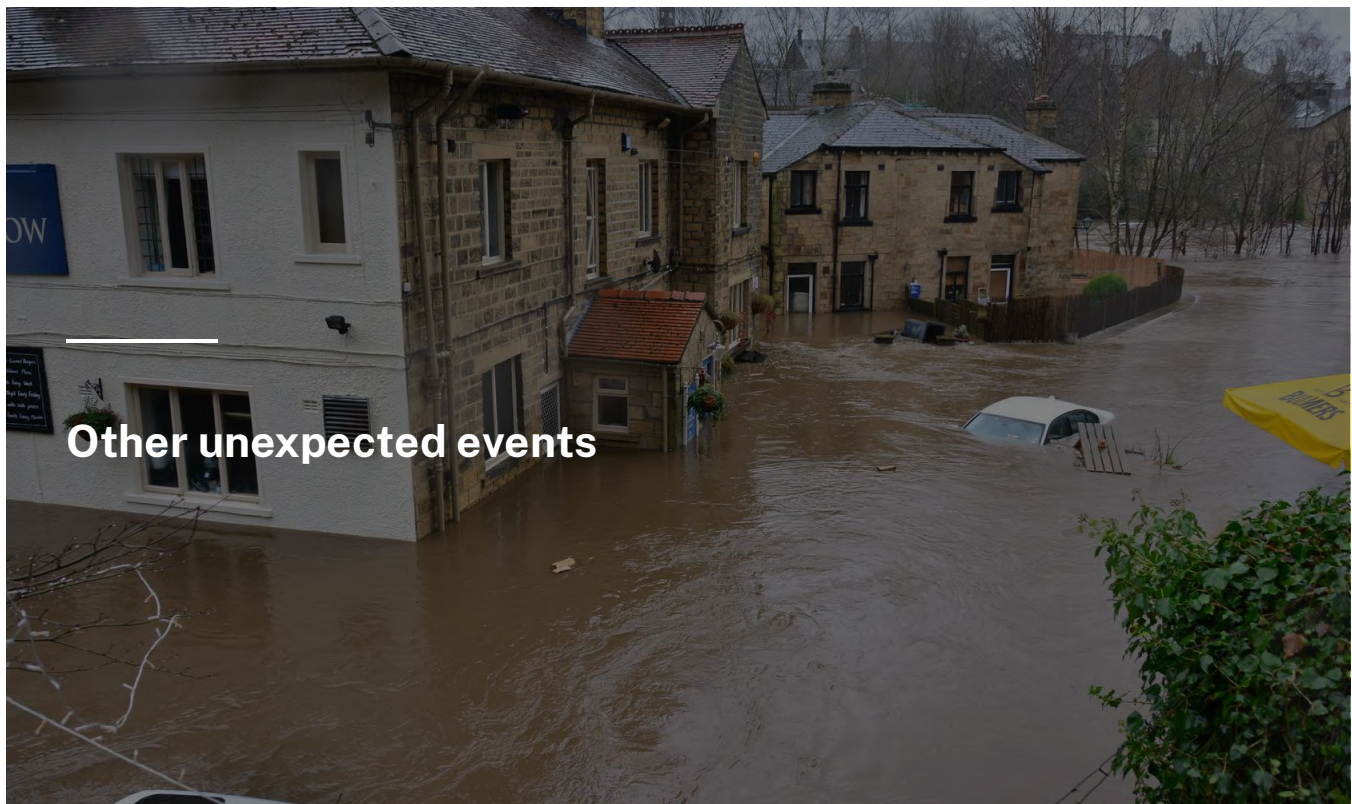
By identifying these dates early, it ensures that participants are not having requirements scheduled in their calendars, and then being removed as they're inappropriate.

Let's take a look at Local Event types:

Local Public Holidays

Site Closure

Local Public Holidays	Site Closure
Local festival	No staff available
Picnic day	Power / building failure
Show / Rodeo day	Security threat
	Other unexpected event



From time to time, unexpected events will occur that will impact service delivery at your site as well as your participants more broadly. This might be a severe local weather event, or restrictions on movement due to state and territory government announcements on community health management.

Where these situations occur, the department may make the decision to temporarily suspend Mutual Obligation Requirements for participants in a certain area or region.

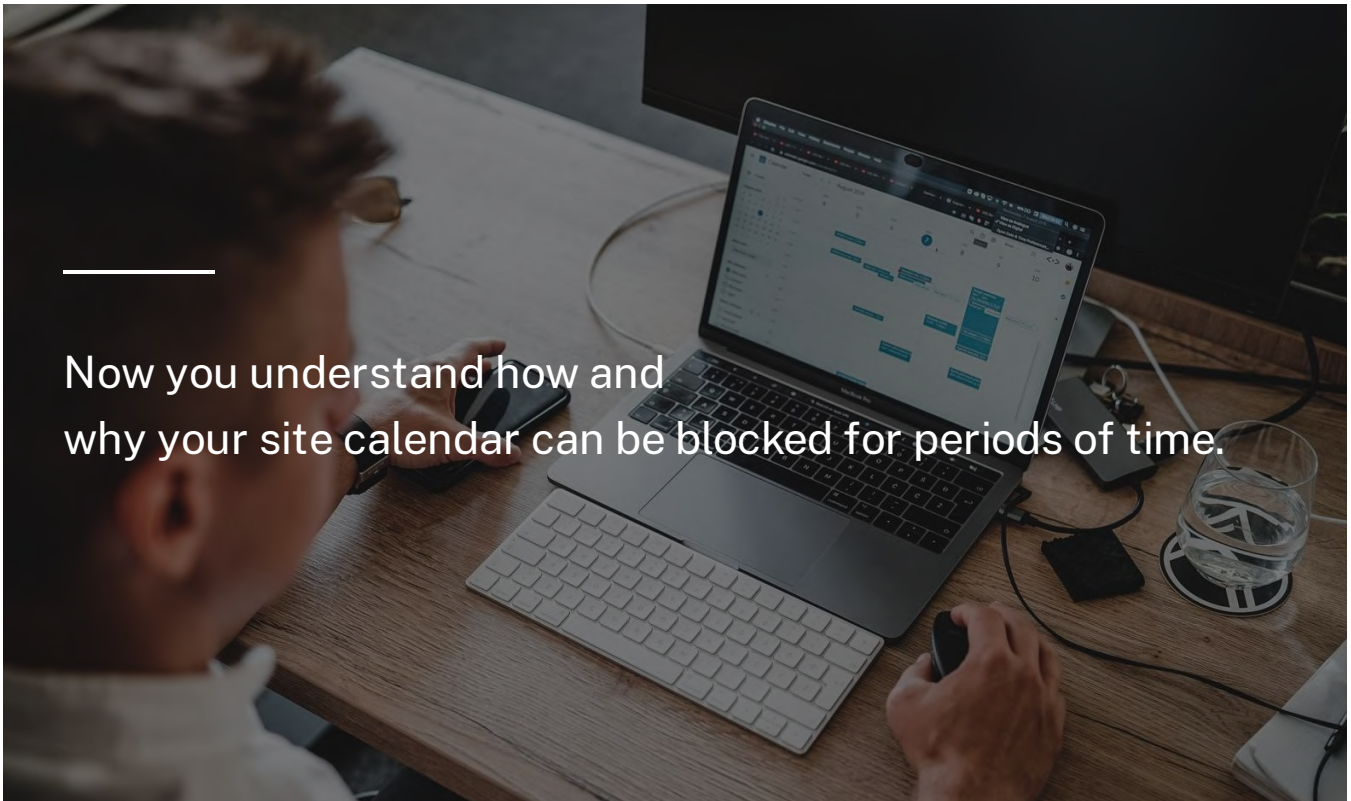
However, when these situations occur in your area, you will likely have first-hand knowledge of the effects and impacts of the situation on your participants.

If you judge that the situation in your area means you need to close your site and remove your participants' requirements due to an unexpected event, you should not hesitate to arrange to do so. This will have no impact on the department's decision or processes to temporarily suspend Mutual Obligation Requirements.

**CONTINUE**

## Chapter conclusion

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Now you understand how and why your site calendar can be blocked for periods of time.

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In the next chapter, you will learn about the department temporarily suspending mutual obligation requirements.

[CONTINUE](#)





# Temporary suspension of Mutual Obligation Requirements

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## Learning Outcome

At the end of this chapter you will be able to:

- 1 Identify when the department temporarily suspends Mutual Obligation Requirements.
- 2 Understand servicing expectations during and after a temporary suspension of Mutual Obligation Requirements.
- 3 Describe where information on temporary suspension of Mutual Obligation Requirements can be found.
- 4 Explain to participants what this means.



## Unexpected events



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As you learnt in the previous chapter, occasionally situations arise that mean the department will temporarily suspend Mutual Obligation Requirements of participants.

We also sometimes refer to this as “Contingency”.

### **But what does that actually mean?**

Essentially, it means that participants are not required to meet any of their Mutual Obligation Requirements while the temporary suspension is in place.

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It also means the participant will not have the TCF applied to them while the suspension is in place.

### **This means participants with temporary suspension:**

Don't need to give you

Won't have Resolution Time set

prior notice

Won't have their payment suspended

Don't need to attend  
scheduled requirements

Won't accrue demerits

Don't need to meet their  
Points Requirement or  
agree to their Job Plan if  
it is due during the  
temporary suspension

Won't have penalty reports submitted to Services Australia

Can't be notified to attend a compulsory requirement, *even if that requirement is scheduled to occur after the temporary suspension of Mutual Obligation Requirements ends*

Don't need to meet re-  
engagement  
requirements

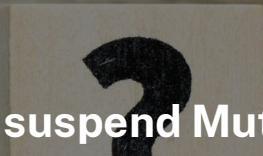
Don't need to contact  
you to discuss  
Valid Reason



The department puts these arrangements in place via the department's IT system: providers don't have to do anything to put these arrangements in place.



Why does the department temporarily suspend Mutual



## Obligation Requirements?

The National Office of the department carefully considers this action in consultation with the state office network. When the decision is made to temporarily suspend Mutual Obligation Requirements, the main consideration is always the impacts on participants.

The expectation that participants should be doing everything they can to secure paid work and take responsibility to meet their Mutual Obligation Requirements is reduced during a temporary suspension of Mutual Obligation Requirements: instead, the participant's first responsibility is to ensure their safety, that of their family and their property.

The other main consideration of the department when considering a temporary suspension is impacts of the unexpected event on providers. If participants in your local area are affected, for example, by a major weather event, it is likely you and your family will also be impacted.

This is why the department may decide to temporarily suspend Mutual Obligation Requirements.

**Let's consider a scenario...**

# 1

## Jeremy



One of your participants, Jeremy, failed to attend a Compulsory Appointment with you on Monday. He contacts you on Tuesday and you record that you do not accept the reason Jeremy gave. You set a re-engagement requirement for Thursday. When he attends the re-engagement requirement, his payment suspension will be lifted.



# 2

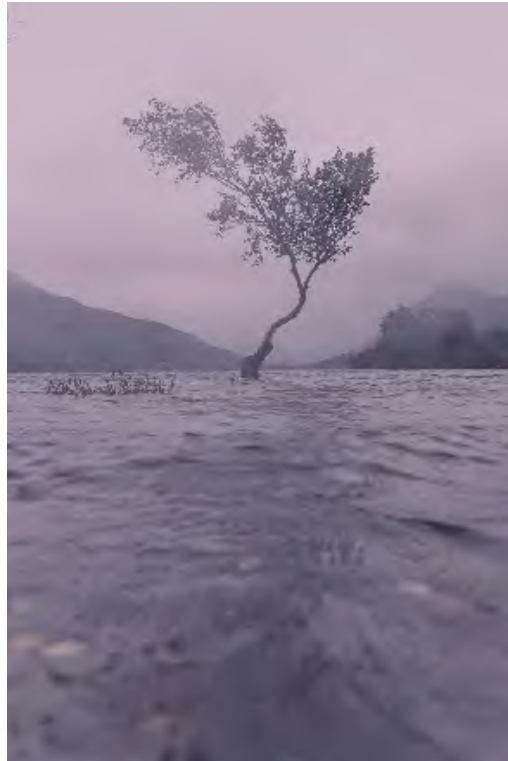
## Sara



Another of your participants, Sara, also failed to attend a Compulsory Appointment with you on Monday. You attempt contact with Sara but are unsuccessful. Sara is notified and Resolution Time is set. By close of business Tuesday, Sara has not been in touch to discuss Valid Reason.

# 3

## Carina



On Tuesday, you see that another participant, Carina, still has to record some tasks to meet her Points Requirement, which is due on Friday. Although the IT system has sent Carina reminders, you call and leave a message on her phone to remind her that her Points Target is due soon, and she is falling behind.

On Tuesday evening, a major storm occurs, causing widespread flooding and damage to houses and to road and train infrastructure in your town.

## Temporary suspension

On Wednesday, the department temporarily suspends Mutual Obligation Requirements for all participants in your Local Government Area from that day until next Thursday. An SMS message is sent to participants living or being serviced in the Local Government Area to tell them they don't have to meet their requirements, and alerts are posted on social media.

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The department putting these arrangements in place means:

### **Jeremy**

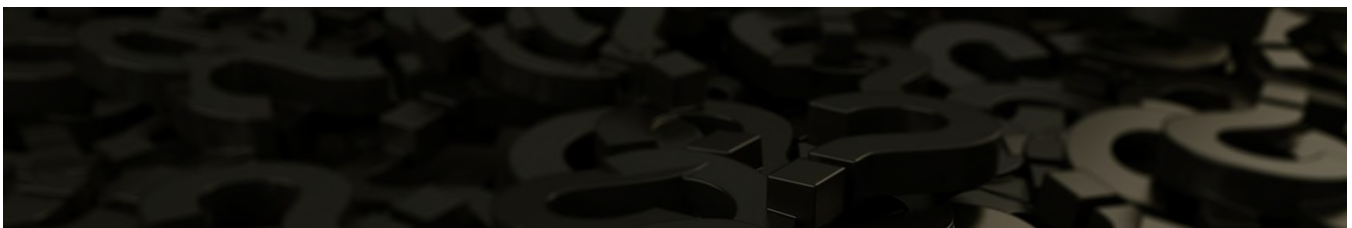
Jeremy's payment has been automatically restored. Instead of worrying about getting to his re-engagement requirement or calling you to tell you he is impacted by flooding, Jeremy can concentrate on making arrangements for emergency accommodation for his family and comforting his children.

## **Sara**

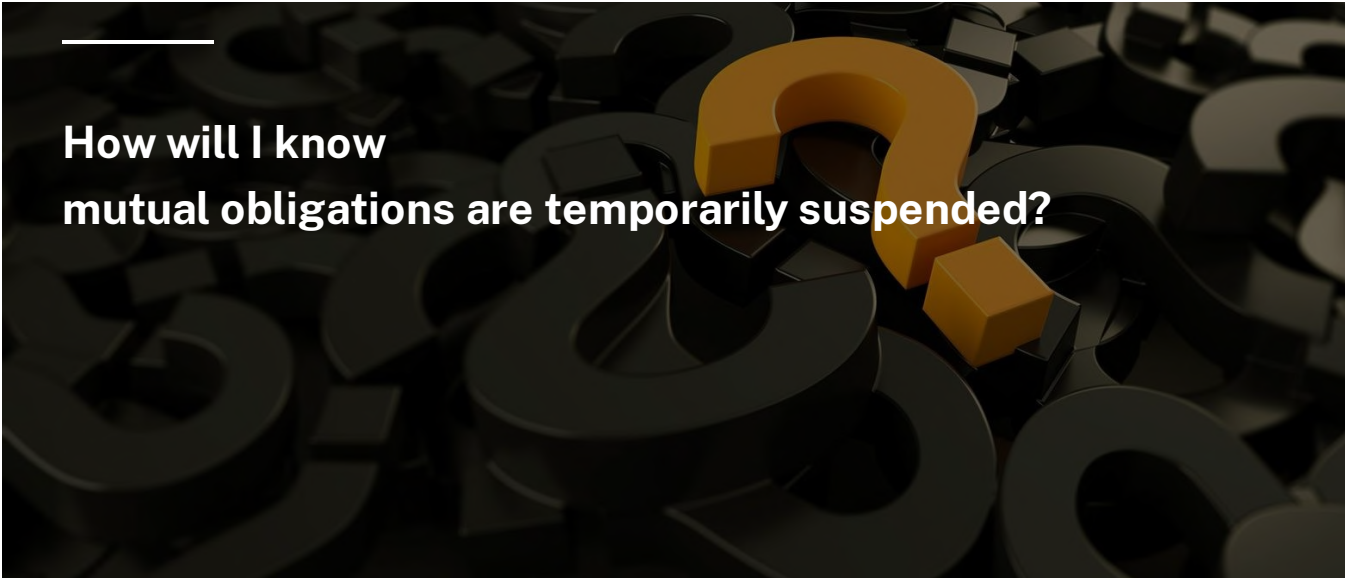
Sara's payment will not be impacted, because Resolution Time has been automatically ended. The non-compliance event is removed from her record. Sara doesn't need to discuss Valid Reason with you, even after the temporary suspension of Mutual Obligation Requirements ends. Instead of needing to worry about impacts to her payment, she can concentrate on getting help to make her house safe.

## **Carina**

Carina won't need to meet her Points Target by Friday: if she does not record sufficient tasks to meet her Points Target, she will not be notified that she has failed to meet a requirement, she won't accrue a demerit and her payment will not be impacted. Instead of worrying about recording her completed tasks to meet her requirement and have no impacts to her payment, she can assist her family to save their possessions.



---



## How will I know mutual obligations are temporarily suspended?

The department will tell you when temporary suspension of Mutual Obligation Requirements occurs by publishing:

- Provider Portal Notices
- Workforce Australia Online for Providers Bulletins
- Updates to the department's website

These communications will advise what locations or areas are impacted, and how long Mutual Obligation Requirements will be temporarily suspended.

The Chief Executive Officer of your organisation also receives this advice directly from the department.

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**How will participants know mutual obligations are temporarily suspended?**





The department usually sends an SMS message to each affected participant. They also post updates to Facebook, Twitter and the App.

These communicate the affected locations and the timeframes for the temporary suspension of Mutual Obligation Requirements.

Participants can also access the department's website for advice for when their mutual obligations are temporarily suspended.

---

## **Servicing expectations during the temporary suspension of Mutual Obligation Requirements**

If you are in contact with your participants, you should also advise them to continue to check their homepage on the Workforce Australia website or App for when their requirements are due or scheduled to occur after the suspension of Mutual Obligation Requirements ends.

If the participant's Points Target is due during the temporary suspension period, their homepage will update to show it is no longer required.

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## **Servicing expectations after the temporary suspension of Mutual Obligation Requirements**

However, if the participant's Points Target is due after the temporary suspension period ends, **they will still need to meet the requirement shown on their homepage.**



In cases where the participant needs to meet their Points Target shortly after a temporary suspension of Mutual Obligation Requirements ends, you should consider this as part of your assessment of Acceptable or Valid Reason decisions.

You should also consider whether participants who are unable to return home or to their place of residence, or whose movement is restricted for community health reasons, should have their requirements amended or set to no longer required following the end of the temporary suspension of Mutual Obligation Requirements.



Although you may want your participants to immediately engage with you following a temporary suspension of Mutual Obligation Requirements, you still need to provide appropriate and tailored servicing. The department closely monitors provider behaviour after the arrangements cease to ensure participants are not having requirements inappropriately set.



## Further expectations of providers



**First and foremost, in an emergency or crisis situation, you are expected to prioritise your and staff's safety!**

The department also expects during the temporary suspension of Mutual Obligation Requirements that:

- Conversations during this time are about assisting the participant, not about

## non-compliance or non-attendance

- All information you provide about impacts to payment is correct
- No attempts to bypass any of the IT system settings put in place by the department will be made by provider staff
- If the IT system settings that restrict application of the TCF don't appear to be in place, you will promptly advise your Account or Contract Manager.

### **IMPORTANT NOTE:**

The department has authority to temporarily suspend Mutual Obligation Requirements.

Providers **should not** attempt to bypass, ignore or reverse any of the settings in the IT system.

When the temporary suspension of mutual obligations is in place, the department closely monitors the actions of provider staff. The department will seek an explanation of the provider organisation if their staff attempt to apply the TCF during this time.

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## Servicing expectations when Mutual Obligation Requirements are NOT temporarily suspended

If an unexpected events occurs and the department decides not to suspend Mutual Obligation Requirements, this does not mean that your participants are not being impacted by the situation in



your local area. You need to consider this when managing mutual obligation requirements and deciding Acceptable and Valid Reason.

As you learnt in the previous chapter, you can remove requirements from your participants' calendars and block your site calendar when an unexpected event impacts your service delivery.

If this is not appropriate or required, you still need to consider the impacts of the event on your participants and support them as appropriate. This includes what you consider when deciding Acceptable and Valid Reason.



## Need assistance?

If you need advice on the temporary suspension, or on any aspect of servicing during these times, your organisation's Account Manager or Contract



Manager is always your first port of call.

[Click to continue to the Quiz](#)

## Quiz 2 - Multiple choice

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There are 5 questions. When you obtain 100% please click the continue button.

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**Question**

**01/05**

Who decides to temporarily suspend Mutual Obligation Requirements?

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- The National Office of the department in consultation with Employment Service Providers
- Services Australia in consultation with the office of the Minister responsible for Employment
- The National Office of the department in consultation with the department's state network
- Services Australia in consultation with Employment Service Providers

Question

02/05

Information about the temporary suspension of Mutual Obligation Requirements can be found (select all that apply)

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On the departments website

In Workforce Australia online for providers Bulletin

Provider Portal Notice

On Twitter

On Facebook

Question

03/05

During a temporary suspension of Mutual Obligation Requirements, providers can  
(select all that apply)

---

- Refer participants to complementary services
- Bypass IT system settings
- Advise participants to check their mutual obligation requirements on their dashboard
- Deliver voluntary services
- Set re-engagement requirements

*Question*

04/05

True or false:

Following a temporary suspension of Mutual Obligation Requirements, providers should consider the impact of the recent event when assessing Valid Reason AND whether the participant can meet their Points Target by the due date

---

True

False



**Question**

**05/05**

Your participant, Jean, contacted you on Tuesday and her Mutual Obligation Requirements are temporarily suspended until the end of the week. Jean's Points Target is due tomorrow. Jean wants to know what to do. What do you tell Jean?

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- That she won't face any impacts to her payment if she does not meet her Points Target tomorrow
- To check her dashboard to know when her Points Target is next due
- That you can provide support to Jean with voluntary or complimentary services
- All of the above

## Chapter conclusion

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CONTINUE

# Course conclusion

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### Exit the course

To confirm you have completed the course, click the Close button.

CLOSE