



Australian Government

Workforce Australia

Workforce Australia – Webinar (15 June 2022) – Placement Management, EST, CTA, SEE, SEA, Self-Employment (EF) and LJP Q&A

Program	Question	Response
EST and CTA	How will the 50% referral cap be managed and reported on?	<p>The department will regularly review referral and commencement data to ensure that Referring Providers are not exceeding their the 50 per cent referral cap. Providers that exceed the referral cap may be requested to cease referring to their own organisation, related entity or subcontractor.</p> <p>The department will publish further information regarding the 50 per cent referral cap on the provider portal shortly.</p> <p>Until such time as Workforce Australia – Transition to Work (TtW) referrals can be made through the department’s IT systems, TtW providers will not be subject to a referral cap for EST.</p>
	When will the CTA Online Delivery Supporting Document and Request Form be made available on the Portal. The link is currently not there.	The CTA Online Delivery Supporting Document and Request Form is now available on the Provider Portal.
	In relation to the Training Block 2, being partially funded, will EST Providers only need to do Fee for Service for the difference to the referring providers, and the partial payment is "auto" from the Department if all elements have been met to be considered eligible for payment?	<p>The amounts for the fee for service for Training Block 2 are listed in the EST Deed under the defined term of ‘EST Charge’:</p> <ul style="list-style-type: none"> for a referral of an eligible EST participant to a Training Block 2 course, the amount of: <ul style="list-style-type: none"> \$1,250 (GST inclusive) for a referral from a DES provider; and \$300 (GST inclusive) for a referral from a Workforce Australia Employment Services or TtW provider.



		<p>Providers can make their own arrangements to facilitate these payments.</p> <p>As outlined in the EST guideline, the department automatically pays EST providers the applicable payment for the following Training Block 2 participants:</p> <ul style="list-style-type: none"> • Workforce Australia Services Online Participants • Yarrabah Employment Services Participants • Workforce Australia Services Participant <p>To claim the applicable payment for TtW participants who participate in a Training Block 2 Course, providers must create a payment in ESS Web 2.0 in accordance with the <i>Course Management Instructions</i>.</p>
	<p>Is there a vaccination requirement for participants to attend face to face training?</p>	<p>This is dependent on whether there are vaccine-related restrictions in place, set by either your organisation or by local health orders.</p> <p>If it is a condition of the course that participants are required to be fully vaccinated, they will not be able to be commenced in the course face-to-face until they can prove they are fully vaccinated. If they are unwilling/unable to be vaccinated by the time the course commences, the provider should request that the job seeker's referral be ended, and that they be referred to a non-face-to-face course instead.</p>
	<p>Are EST providers able to promote open Internship opportunities to participants beyond existing EST clients and be eligible for Placement Fee's? E.g. other online, DES or TTW clients?</p>	<p><i>Please Note: The CEO letter on 1 July 2022 requested providers pause all referrals to the PaTH Internships and the National Work Experience Program while the Government considers alternatives for work trial settings that better meet its expectations around fair and equitable pay for job seekers.</i></p> <p>Yes, EST providers can promote Internship (or NWE) opportunities to individuals other than existing EST participants.</p> <p>The individuals would need to meet the PaTH Internship Participant Eligibility (or NWE) Placement Participant Eligibility) set out in section 2.2.1 (or 2.2.2) of the <i>Workforce Australia Guideline Part B: Employability Skills Training</i> in order for EST providers to be eligible for payments for delivery of Placement Management Services.</p>
	<p>In regard to the placement fee - is that eligible to claim from the time the participant commences</p>	<p><i>Please Note: The CEO letter on 1 July 2022 requested providers pause all referrals to the PaTH Internships and the National Work Experience Program while the Government considers alternatives for work trial settings</i></p>

	<p>work or is this only eligible for a particular milestone?</p>	<p><i>that better meet its expectations around fair and equitable pay for job seekers.</i></p> <p>The \$250 EST Placement Payment can be claimed when the participant commences in the Placement, subject to deed and guideline requirements being met.</p>
	<p>Is there a cap on the \$1000 payment to host companies for work placement?</p>	<p><i>Please Note: The CEO letter on 1 July 2022 requested providers pause all referrals to the PaTH Internships and the National Work Experience Program while the Government considers alternatives for work trial settings that better meet its expectations around fair and equitable pay for job seekers.</i></p> <p>Providers have discretion over the amount that it wishes to pay a host organisation, but providers may only claim a \$1000 host payment as a reimbursement in the department's IT systems, subject to deed and guideline requirements being met.</p>
	<p>Are referrals likely to come to providers via ESS?</p> <p>And from July 4?</p>	<p>Providers will see referrals of Workforce Australia Services participants, Workforce Australia Services Online participants, and Yarrabah Employment Services participants in Workforce Australia Online for Providers (ESS Web 2.0) from 4 July 2022.</p> <p>Referrals of TtW and DES participants are offline and require TtW and DES providers to contact the EST or CTA provider directly.</p> <p>For CTA referral of Workforce Australia Online for Individuals Base Service participants will occur via an email from the Digital Services Contact Centre.</p>
	<p>How will the courses be categorised or sorted and then displayed to the jobseeker?</p> <p>i.e.. alphabetical or by provider?</p>	<p>Individuals can only search for courses within each activity type on the Workforce Australia Digital Platform, that is:</p> <ul style="list-style-type: none"> • CTA • EST Training Block 1 • EST Training Block 2 <p>The default display of course search results are by proximity from the location entered in the search.</p>
	<p>How does an EST provider generate a list in ESS 2.0 of referred potential participants ?</p>	<p>EST providers can view activity placements in the Activity Hub in Workforce Australia Online for Providers (ESSWeb 2.0), which can be exported to Excel.</p>
	<p>How do you refer PNx and TTW clients to the activity as they are generally created through Workforce Australia Services systems (ESSWeb 2.0)?</p>	<p>Referrals of Transition to Work (TtW) participants need to occur offline and require TtW providers to contact the EST or CTA provider directly.</p> <p>ParentsNext participants are not eligible to undertake EST or CTA.</p>

<p>Is there an option to continue with a rolling intake model for CTA?</p>	<p>No. Under Workforce Australia, CTA courses will be delivered using a standard block training model, which means that all course participants start and finish the course at the same time. This change to the program design was informed by provider and participant feedback received by the department.</p>
<p>Are both blocks of EST funded at 70/30?</p>	<p>Where the department is fully or partially funding a participant's participation in EST, regardless of whether it is Training Block 1 or Training Block 2:</p> <ul style="list-style-type: none"> • the applicable EST Commencement Payment and EST Charge will make up 70% of the flat fee of \$1,250 • the EST Final Payment is always 30% of the flat fee of \$1,250. <p>Where participation in EST is fully funded by the referring provider, the referring provider must pay the EST provider \$1,250 before the course start date.</p>
<p>Can we search for EST Activities in the current WFA Online for Providers?</p>	<p>Workforce Australia Employment Services providers and TtW providers can search for EST activities in Workforce Australia Online for Providers (ESS Web 2.0). DES providers can search for EST activities in ESSWeb.</p>
<p>What should EST providers do when Employment Service Providers are hesitant about paying fee for service?</p>	<p>EST providers have discretion over how much they will market and promote their services to employment services providers, and employment services providers have discretion over whether they will refer participants to EST.</p> <p>If employment services providers are hesitant about paying for EST courses, EST providers can convey the benefits of EST for participants. EST providers can also remind Workforce Australia Employment Services providers that participation in EST can contribute towards a progress payment for the participant.</p>
<p>Is CTA completely funded by the department?</p>	<p>CTA is completely funded by the Department for participants in Workforce Australia Services and Workforce Australia Services Online.</p> <p>DES Participants referred to a CTA Course will be funded by their DES Provider.</p>
<p>What is the reason behind CTA being completely funded by the department and EST being a fee for service?</p>	<p>EST is a fee for service program as employment services providers receive funding as part of their core service offering to help ensure their participants have job search and employability skills that employers want.</p> <p>Training Block 1, which covers employability and job search skills, is considered a core service offering of employment services</p>

	<p>providers and is therefore fully fee for service (\$1,250 per participant).</p> <p>As Training Block 2 focuses on industry specific training that is not a core servicing requirement for employment services providers, the government subsidises this training (for employment services providers other than DES) so the fee is lowered to \$300.</p>
When will the new forms be available on the portal please?	<p>There are numerous <i>Supporting Documents</i> being developed for EST and CTA under Workforce Australia. As these become finalised, they will be published on the provider portal prior to 4 July 2022.</p> <p>Many of the forms have already been published, including the <i>EST Online Delivery Request Form</i>, <i>EST Rolling Intake Request Form</i>, <i>CTA Online Delivery Supporting Document and Request Form</i> and <i>CTA Initial Meeting and Career Pathway Assessment Checklist</i>.</p>
Where the Workforce Australia provider is also an EST provider is it acceptable to have only internal processes for the \$1250 or \$300 to move between programs. Or alternatively no funds changing hands at all.	<p>The EST Deed requires the EST provider to charge the Workforce Australia Employment Services provider the applicable EST charge if the EST provider accepts a referral from the referring provider.</p> <p>The Workforce Australia Services Deed of Standing Offer requires the Workforce Australia Employment Services provider to pay the EST provider for each participant referred to EST in accordance with the guideline.</p> <p>This contractual requirement exists in all circumstances, regardless of the relationship between the organisations.</p> <p>Providers can make their own arrangements to facilitate payment.</p>
With EST and CTA courses, can the course names and details be modified after the courses are entered?	<p>The Department's IT Systems allow providers to make changes to course details after the course has been created, with the exception of the following fields:</p> <ul style="list-style-type: none"> • activity type • activity sub-type • training category (only applies to EST Training Block 2 courses) • if accredited training is included (only applicable to EST Training Block 2 Specialist courses). <p>If changes are required to the above fields, the course must be withdrawn and a new course created.</p>
Will EST be compulsory for participants? If so, will the department cover the cost of	<p>EST is always a voluntary activity for participants in Workforce Australia Services, Yarrabah Employment Services, TtW or DES.</p>

	<p>this or will the provider have to pay this expense?</p>	<p>Workforce Australia Services Online participants with Mutual Obligation Requirements have a Mandatory 4 Month Activity Requirement. At the start of their fourth month in service, participants must undertake EST as their mandatory activity if they are not working or studying, or have not participated in or been referred to a suitable activity.</p> <p>EST is fully funded by the department for Workforce Australia Services Online participants.</p>
	<p>Is EST still going to be a mandatory activity?</p>	<p>EST will not be mandatory for participants in Workforce Australia Services, Yarrabah Employment Services, TtW or DES.</p> <p>Workforce Australia Services Online participants with Mutual Obligation Requirements have a Mandatory 4 Month Activity Requirement. At the start of their fourth month in service, Participants must undertake EST as their mandatory activity if they are not working or studying, or have not participated in or been referred to a suitable activity.</p>
	<p>Is there a template for the Career Pathway Plan that can be used or is it specific to the participant?</p>	<p>No, the department has not developed a Career Pathway Plan template. CTA Providers should create their own Career Pathway Plan format/template, however, a Career Pathway Plan must be completed for each Participant and tailored to the individual.</p> <p>Please note there is a Career Pathway Plan Checklist available on the Provider Portal that CTA Providers can use as a guide to meet the Deed and Guideline requirements.</p>
	<p>Why are there such different price points for EST and CTA?</p>	<p>EST and CTA are different programs that have differing program settings, objectives, and service offerings due to being designed for the needs of different cohorts.</p>
<p>Skills for Education and Employment</p>	<p>Will the SEE logo still be used from 1 July 2022?</p>	<p>Yes.</p> <p>Further information will provided once the Department finalises details of any changes to branding. Any changes to branding will be directly communicated to SEE providers.</p>
	<p>Are there any increased requirements for SEE Providers reporting participant progress?</p>	<p>There is no formal increase in reporting requirements for SEE Providers.</p> <p>As SEE Providers typically work cooperatively with their referring agencies, it's anticipated they will support Workforce Australia Providers to claim Progress Payments (available once per client within a 24 month period) by supplying the relevant documentation.</p>

	As a training provider when will the new SEE program tender open?	Not in scope for this forum
	Will there at any time in the near future be an indigenous specific LLN program run by SEE?	Not in scope for this forum
	Can a self-employment assistance provider recommend a participant to SEE, where it is deemed that increased language proficiency would support them in starting their own business?	<p>Participation in these two programs cannot be concurrent. The Participant would need to exit Self-Employment Assistance to be referred to SEE and re-engage when they were ready to do so.</p> <p>Alternative state or territory based LLN programs may be available to the Participant while participating in Self-Employment Assistance. The Reading Writing Hotline could assist with exploring options (1300 655 506).</p>
Self-Employment Services	If you are already self-employed you go to this provider and not on wfa caseload?	<p>Existing small business owners who wish to take advantage of the Self-Employment Assistance must be either:</p> <ul style="list-style-type: none"> assisted to create an account on the Workforce Australia website and link this to their myGov account. The Provider must then complete a Provider Self-Referral in the Department's IT Systems; or <p>provide the person with the Direct Registration Form and create a new Participant record in the Department's IT Systems following the person's completion of the form.</p>
	When will the SEA business agreement button be available to help with the creation of the Coaching agreements?	The department is aiming to have online Small Business Agreement functionality available by the end of July.
	I have dozens of Self Employed Taxi Drivers that Centrelink continue to pay full Payments too providing they send Profit/Loss Statements each quarter. How can I move these Customers on when they sit in a Cab 60 hrs/week - they won't participate in extra workshops or training.	Providers are responsible for assessing whether a participant meets the eligibility requirements of Self-Employment Assistance. This includes determining if the Participant has the capacity and/or capability to benefit from accessing the Services.
	\$1250 is too expensive for providers bottom line	
	Can a self-employment assistance provider recommend a participant to SEE, where it is deemed that increased language proficiency would	Self-Employment providers should refer Participants to other programs and services, such as SEE, if this will better support the Participant's needs.

	support them in starting their own business?	
	Is there a NEIS system user guide available for SEA providers?	System-user task cards will be available to help provider staff use the system. Providers can also contact the help desk and Account Managers for system advice.
	How will new providers be trained in the SEA systems?	System-user task cards will be available to help provider staff use the system. Providers can also contact the help desk and Account Managers for system advice.

