

Guideline:

Job Plan Guideline

This Guideline outlines the Transition to Work Provider's responsibilities and required actions when creating, reviewing and updating a Participant's Job Plan. Providers must consult with the Participant when determining the Activities to be included in the Job Plan. The requirements for a Job Plan, as outlined in this Guideline, apply to both Participants with Mutual Obligation Requirements (Group One and Group Three) and to Participants who do not have Mutual Obligation Requirements (Group Two).

The Job Plan outlines the agreed items that will satisfy the Participant's participation in Transition to Work. In return for the safety net of receiving taxpayer-funded income support and/or intensive support provided through Transition to Work. Participants are generally required to engage in Transition to Work for 25 hours per week. If they do not, they must be exited from Transition to Work; if they have Mutual Obligation Requirements they must be exited and referred to jobactive or a New Employment Services Trial provider (NEST provider).

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Changes from the previous version (TtW Job Plan Guideline Version 2.3)

Policy changes:

Page 3 – Minor edits have been made to reflect broader policy changes related to the implementation of JobSeeker Payment. From 20 March 2020, JobSeeker Payment replaces Newstart Allowance, Sickness Allowance, Bereavement Allowance and Wife Pension, and becomes the main participation payment for people aged 22 years or over, and under Age Pension age.

Wording changes:

Throughout the document – Department name update.

A full documentary history is available at the [Provider Portal](#)

Related documents and references

[Participant Requirements Guideline](#)

[Social Security Law \(Social Security Act 1991\)](#)

[Guide to Social Security Law](#)

[Job Plan template – Compulsory](#)

[Job Plan template – Voluntary](#)

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1. Defining a Job Plan

For Participants in Transition to Work, a Job Plan is an ‘employment pathway plan’ and a ‘participation plan’ for the purposes of the Social Security Law. The Job Plan must be recorded in the Department of Education, Skills and Employment (the Department) IT System.

The Job Plan must be regularly updated and must consider the Participant’s individual circumstances.

The Job Plan will record the Activities Participants have agreed to undertake to meet participation requirements for Transition to Work. For Group One and Group Three Participants this will satisfy the requirement to meet their Mutual Obligation Requirements under Social Security Law.

For Group Two Participants without Mutual Obligation Requirements, the Job Plan will record the Activities Participants have agreed to undertake while participating in Transition to Work.

(Deed references: Annexure A1; Clause 83)

Who must have a Job Plan?

Providers must ensure all Participants, (except ParentsNext Participants) have a current Job Plan in place at all times. This includes Group Two Participants without Mutual Obligation Requirements. A Voluntary Job Plan template is available on the Provider Portal for Participants who do not have Mutual Obligation Requirements.

Social Security Law requires Participants with Mutual Obligation Requirements to enter into a Job Plan to remain qualified to receive payment if they receive the following income support payments:

- JobSeeker Payment
- Youth Allowance (other)
- Parenting Payment Single (when the youngest child turns six)
- Special Benefit (Nominated Visa Holders)

ParentsNext Participants can choose to volunteer in Transition to Work and participate in both programs concurrently. However, ParentsNext Participants will already have a Participation Plan created by their ParentsNext provider, so Transition to Work providers must not create a new Job Plan or edit a ParentsNext Participant’s existing Participation Plan.

(Deed references: Annexure A1; Clause 83)

2. Negotiating and Updating a Job Plan

Providers are Delegates of the Secretary of the Department of Education, Skills and Employment, and have the power to:

- require a Participant to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.

Services Australia may also update a Job Plan if requested by the Provider.

When must a Job Plan be created, reviewed and updated?



Documentary evidence: Providers must ensure, at all times, each Participant has a current Job Plan. Providers must ensure a Participant's Job Plan is created and signed within the Initial Phase for all Participants except for a ParentsNext Participant.

Providers must regularly review and, as required, update the Job Plan including when the:

- Participant's circumstances change
- Participant commences a new Activity, and
- Participant completes an Activity that was in their Job Plan.

Even if there is no obvious change in a Participant's circumstances, the content of their Job Plan should be reviewed regularly to ensure all Activities are up-to-date and remain relevant.

(Deed references: Annexure A1; Clause 83)

Considering a Participant's circumstances when deciding the Activities in the Job Plan

Under the Social Security Law, a Job Plan must contain the Activities in which the Participant must participate and that are suitable for the person.

When deciding the Activities in a Participant's Job Plan, the Provider must consult with the Participant and consider the following:

- the Participant's individual circumstances, in particular, their assessed work capacity, their capacity to participate and their personal needs. Providers can find information on a Participant's circumstances in the Participation Profile screen of the Department's IT system. See the [Participant Requirement Guideline](#) and the [Assessments Guideline](#) for more information.
- the Participant's education, experience, skills and age
- whether the Participant is an Early School Leaver, in which case Providers should consider and judge whether education and further study is appropriate for the Participant
- the impact of any disability, illness, mental condition or physical condition or other non-vocational issues of the Participant on their ability to work, to look for work or to participate in Activities
- the state of the local labour market and the transport options available to the Participant in accessing that market
- the participation opportunities and Activities available to the Participant
- the family and caring responsibilities of the Participant (including availability of child care)
- the length of travel time required to participate (reasonable travel time is up to 90 minutes each way, or 60 minutes if the Participant is a Principal Carer Parent or has a Partial Capacity to Work)
- the financial costs (such as travel costs) of participating and the Participant's capacity to pay for such costs
- any other matters the Provider considers relevant in the circumstances (including if the Participant discloses they are a victim of family violence)
- if the Participant has any vulnerabilities or vulnerability indicators such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, traumatic relationship breakdown, etc.

- where relevant, any history of the Participant not participating to help ensure they do so in the future, and
- cultural factors.

What must be included in a Job Plan

Providers must ensure a Job Plan contains Activities and services that will enable the Participant to meet their Mutual Obligation Requirements under the Social Security Law (Group One or Group Three) or engagement for the required 25 hours a week (Group Two).

Most Participants will need to undertake a range of Activities and services to meet their Mutual Obligation Requirements depending on their circumstances: whether they have part-time or full-time Mutual Obligation Requirements and their capacity to participate.

Providers are able to determine the appropriate mix of individual, group and self-directed activities for a Participant to meet their 25 hours per week participation requirement. This may include:

- training or education Activities
- Provider Appointments
- job search
- referrals to jobs
- Activities designed to develop Job Search and job interview skills or soft skills needed in the workplace
- National Work Experience Programme
- Work Experience (other)
- Part-Time work
- Voluntary Work
- Skills for Education and Employment (SEE) programme
- Adult Migrant English Programme (AMEP)
- Defence Force Reserves
- Activities that address non-vocational issues.

Providers must consult with the Participant to understand the Activities the Participant is interested in or prefers to undertake and any personal issues that may affect their employability. While the Provider should take this into account wherever possible, the Provider will have the final decision on what should go into the Job Plan.

(Deed references: Clause 83.5)

What must not be included in a Job Plan

Under Social Security Law, the following items must **not** be included in a Job Plan:

- an Activity that would aggravate an illness, disability or injury
- a requirement the Participant undertake an Activity where the appropriate support or facilities (that take account of a person's illness, disability or injury) are unavailable
- a requirement the Participant involuntarily undergo medical, psychiatric or psychological treatment
- an Activity involved in the sex or adult entertainment industry

- an unlawful activity, including an Activity that would contravene Commonwealth, state or territory laws relating to discrimination or workplace health and safety
- an Activity outside of Australia
- a requirement the Participant participate or otherwise be involved in a criminal activity
- any other terms contrary to Social Security Law.

A Job Plan must not include irrelevant information such as detailed personal medical information, specific details of medical conditions and medications.

What must be explained to the Participant?

Providers must explain the Job Plan to each Participant including:

- the purpose of the Job Plan
- how the Provider intends to support the Participant
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- the Participant's rights and responsibilities under the Job Plan (including 'thinking time' to consider the Job Plan before accepting it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- the consequences of failing to meet those requirements including being exited from Transition to Work
- that the Participant should give prior notice when they cannot attend Appointments or participate in Activities
- the Participant's right to appeal decisions and where they can find assistance to do so, and
- how their information is protected under privacy legislation and under Social Security Law.

Under Social Security Law, Participants must be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in Activities.

Interpreters and support persons

When a Participant requests, or where the Provider considers it appropriate, Providers must use an interpreter to ensure each Participant understands their requirements before the Participant agrees to or signs the Job Plan.

Participants may bring a third party to the negotiation of the Job Plan if they wish.

Providers must work cooperatively with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the Provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

3. Updating a Job Plan on the Department's IT Systems

The Job Plan must be created and recorded using the Department's IT Systems unless the young person is a Group Two Participant (use the Voluntary Job Plan template), the Department's IT Systems are temporarily unavailable or there is no computer access. In these cases, Providers must use the Job Plan template available on the Provider Portal.

Details of the Activities included must be entered into the Department's IT Systems as soon as possible after the Job Plan is created. The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hardcopy Job Plan.

4. Using Job Plan codes

Providers must use the comprehensive list of available Job Plan codes as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department's IT Systems, the Participant's personal page (Job Seeker's Dashboard) on the jobactive powered by JobSearch website (the [jobactive website](#)) and also the Services Australia's IT system.

Note: The JS06 (Job Search with Disability) code must be used where the Participant is eligible for Mobility Allowance. More information on Mobility Allowance can be found on Services Australia's website.

The Free-text code can only be used where no available code covers an Activity the Provider has decided to include in the Job Plan. Free-text is auto-populated into the Job Plan and, as such, is viewable to Providers and Services Australia.

Job Plan Codes and descriptor:

Code	Code No and Descriptor
Appointment	AI01—Attend Appointment
	AI12—Provider Contact Appointment
Job Search	JS04—Job Search Contacts Voluntary
	JS06—Job Search with Disability
	JS07—Research and Prepare Applications
	JS09—Job Search monthly
	JS10—Job Search referrals
	EM54—Self Employment
Employment	EM56—Paid Work
	ET52—Adult Migrant English
Participation Activities	ET53—Apprenticeship/Traineeship
	ET56—SEE or ESL course
	ET57—SEE and/or ESL assessment
	ET59—Study - Part-Time or Full-Time
	ET60—Updating work related licences/quals/m-ships
	ET64—Work preparation
	ET67—PaTH Internship
	WE18—National Work Experience Programme
	WE11—Voluntary Work
	WE15—Defence Force Reserves
	NV02—Counselling
Non-vocational	NV04—Non-Vocational Training
	NV05—Parenting Skills Program
	NV07—Drug and Alcohol Rehabilitation
	NV09—Self-help Group or Support Group
	NV10—Undertake an Assessment
	NV12—Child Care
	NV13—Intervention – Non Specific
	NV14—Health Maintenance Program
	FTXT—Free-text
Free-text	

5. How is a Job Plan approved?

The Job Plan must be provided to the Participant for their agreement once the activities in the Job Plan have been negotiated and the Job Plan created in the Department's IT Systems.



Documentary evidence: Providers must ensure Participants enter into a Job Plan either by:

- agreeing to their Job Plan online (through the [jobactive website](#)), or
- signing a hard copy of their Job Plan.

Participant agreement—online

Providers may send a Job Plan to the Participant's Job Seeker Dashboard through the [jobactive website](#) for the Participant to review and agree online. If Providers decide to use this option, they must ensure the Participant has access to the [jobactive website](#) and is aware of how to agree to the terms of the Job Plan on their Dashboard.

For all Participants, Providers must inform the Participant (either face to face or over the phone) that the Job Plan has been sent to their Dashboard on the [jobactive website](#) and requires their agreement within two Business Days of sending the Job Plan.



System step: When the Participant agrees to the Job Plan, this will automatically result in the Job Plan's status being set to 'approved' in the Department's IT Systems.

Participant agreement—hard copy

Providers must provide a copy of the signed Job Plan to the Participant. Providers must retain a copy of the signed Job Plan and provide this to the Department upon request.



Documentary evidence: For a Job Plan signed in hard copy, the Transition to Work Provider must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved.

Providing Think time

Regardless of how a Participant agrees to their Job Plan, Participants can request two Business Days 'think time' to consider the proposed requirements of their Job Plan or to discuss the content with a third party before signing or agreeing to their Job Plan. If the Participant requests to have two Business Days 'think time' the Provider should book another Appointment in two Business Days' time.

6. What happens if the Participant refuses/fails to enter into a Job Plan?



System step: If a Participant refuses to sign a Job Plan prior to the end of the Initial Phase, the Provider should record in the Department's IT Systems the discussion with the Participant (Job Seeker > Comments). Participants with Mutual Obligation Requirements must also be referred to [jobactive](#) or a NEST provider and exited from the service. Participants without Mutual Obligation Requirements must be exited from the service.

7. Additional information

Intervention Management Tool

The Intervention Management Tool (IMT) in the Job Plan section of the Department's IT System is an optional tool for Providers. It can be used to review and manage a Participant's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues including any identified by the Participant.

The IMT can help Providers to:

- ensure the Participant has Activities in the Job Plan appropriate to their circumstances
- include Employment Services Assessment (ESAt) recommended Interventions in the Job Plan, where relevant, and
- record additional vocational or non-vocational issues.

Note: In case Participants request access to their Records contained in the IMT, Providers should familiarise themselves with relevant Deed provisions (see clause 38 of the Deed).

Privacy and information sharing

The Deed requires Providers to comply with Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose for which it was collected except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow it or in other special circumstances.

Providers must also ensure they comply with Social Security Law.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any relevant privacy or any other relevant legislation.

8. Summary of required Documentary Evidence



Documentary evidence: When must a Job Plan be created, reviewed and updated?

Providers must ensure, at all times, each Participant has a current Job Plan. Providers must ensure a Participant's Job Plan is created and signed within the Initial Phase for all Participants except for a ParentsNext Participant.



Documentary evidence: How is a Job Plan approved?

Providers must ensure Participants enter into a Job Plan either by:

- agreeing to their Job Plan online (through the [jobactive website](#)), or
- signing a hard copy of their Job Plan.



Documentary evidence: Participant agreement – hard copy

- For a Job Plan signed in hard copy, the Transition to Work Provider must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved.

All capitalised terms in this guideline have the same meaning as in the Transition to Work Deed 2016–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Transition to Work 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.