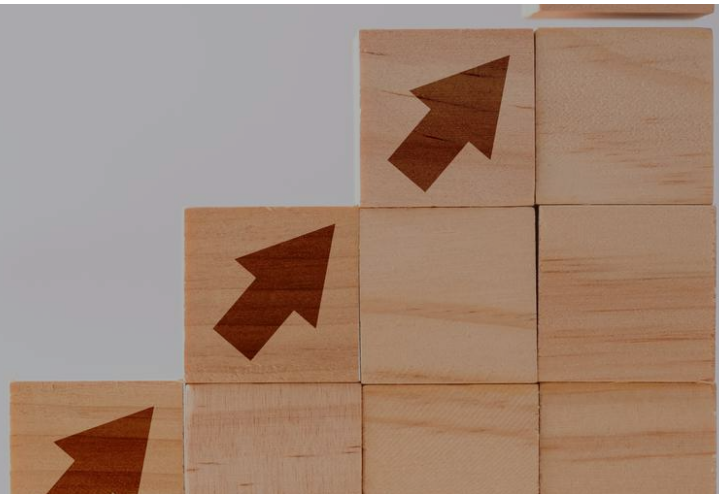


Progress Payments



This module provides scenarios to demonstrate the practical application of progress payment policy with the aim of helping provider staff know when they can and cannot claim progress payments.

- ≡ Welcome
- ≡ Overview
- ≡ Deciding whether to claim a progress payment
- ≡ Progress payment scenarios
- ≡ Summary
- 🔍 Final quiz

Welcome



For many participants on the Workforce Australia Services caseload, finding a job will be a journey with challenges along the way.

As a provider, you'll play a key role in delivering personalised support to help participants overcome their barriers. Progress payments recognise the investments you'll need to make to help participants become job ready and secure employment based on their strengths, skills and experience.

In this module, you'll learn what a progress payment is and how to assess a participant's circumstances to determine if a progress payment can be claimed.

i This module, along with the Outcome Payments module, comprises the Claims Process Training referred to in clause 56.3 of the Workforce Australia Services Deed of Standing Offer 2022-2028 and chapter 5 of the Workforce Australia Services Guideline. This module must be completed prior to making a claim for a progress payment.

Learning outcomes

As a result of doing this training, you will be able to:


- define what a progress payment is and describe its purpose
- describe your role in assessing whether a participant has achieved progress towards employment and if a progress payment can be claimed
- accurately evaluate a participant's circumstances and determine if a progress payment is eligible to be claimed
- understand the range and nature of required documentary evidence.

This module assumes you have read the Progress Payments section of the Workforce Australia Services Guideline. It is not designed to replicate that information or to teach you how to use the department's IT system.

The module has been designed using research-based training methods. It presents you with new information, and supports you to practise using it. It gives you the opportunity to check your understanding and to apply your new knowledge.

Each lesson follows a similar format and includes:

- definitions
- descriptions of your role and responsibilities
- process diagrams
- scenarios
- activities
- feedback
- quiz questions
- links to cheat sheets and other resources.

 This training module (the Module) is provided to assist Workforce Australia Services Providers (Providers) realise the objectives of Workforce Australia Services in providing employment services under the Workforce Australia Services Deed of Standing Offer 2022 – 2028 (the Deed). The Module is made available to Providers solely for the purpose of receiving training from the Commonwealth to assist in their performance of their obligations under the Deed. Providers may not use the Module for any other purpose than receiving training from the Commonwealth.

The Module does not in any way vary the Deed or the obligations of Providers under the Deed (including without limitation any Guidelines). Any general statements in the Module do not diminish specific obligations applicable to Providers under the Deed or the Guidelines. The Module is not incorporated into the Deed.

The Module may contain videos representing working environments. These videos should be taken as illustrative only and may not necessarily represent what is a safe system of work as required by the Deed or by work health and safety laws in Australian jurisdictions in which Providers operate.

GET STARTED

Overview



In this lesson you will discover what a progress payment is, the types of activities and interventions that can be claimed, and your role in deciding if a progress payment can be claimed.

What is a progress payment?

Progress payments are payments made to a provider for demonstrable improvement in a participant's employment prospects through the provision of intensive, tailored services. The payments recognise the investments made to get participants job-ready, including efforts to reduce or remove vocational or non-vocational barriers.

Flip the cards to learn the more about vocational and non-vocational barriers to employment.

Vocational barriers

Lack of appropriate training,
skills and qualifications needed
for work.

Non-vocational barriers

Things preventing a person from obtaining and sustaining employment, education or training (e.g. mental health, substance abuse issues, caring duties).

You can make a claim for a progress payment if it can be demonstrated that a participant is better placed to gain employment because of their involvement in Workforce Australia Services.



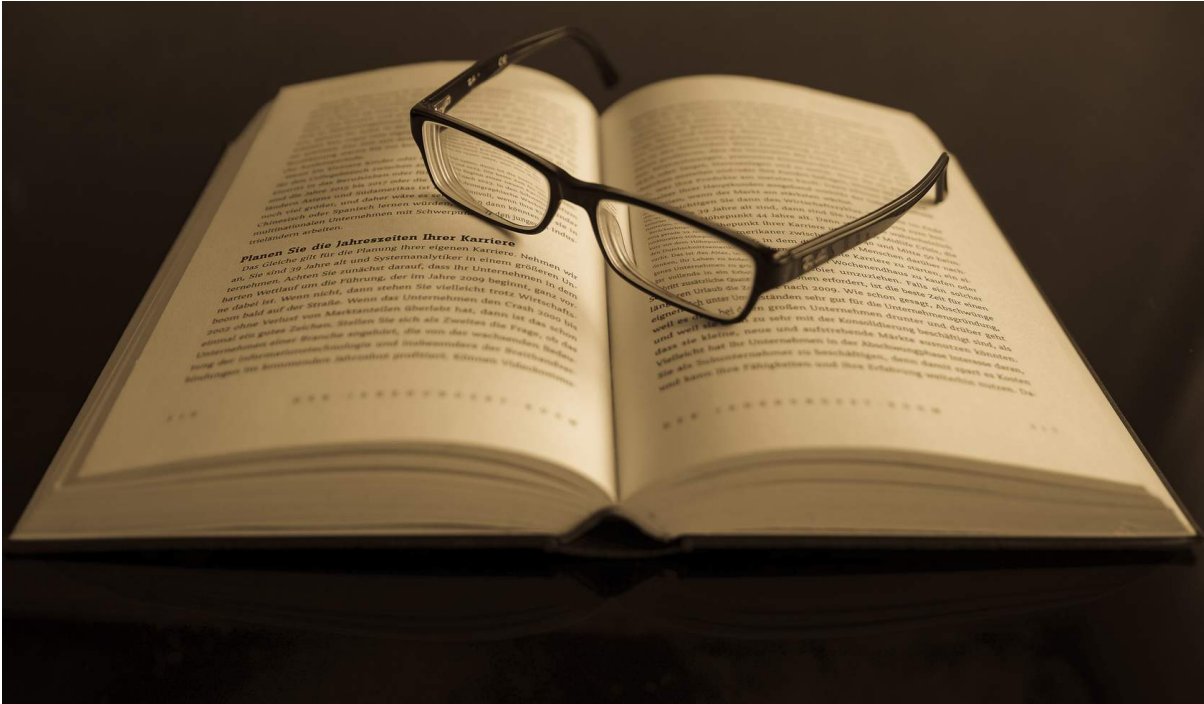
Types of activities and interventions

Progress towards employment can be demonstrated in one of the following ways:

- Undertaking education
- Undertaking activities or interventions
- Completing a pathway to employment
- Using a progress payment review

Scroll through the interaction below to learn more about each.

Undertaking education



The progress payment for undertaking education recognises the importance of education in improving the job readiness and employability of participants.

Providers may claim a progress payment where a participant:

- attains a Certificate III or higher qualification (or participates full-time for 26 consecutive weeks)
- makes progress in the Adult Migrant English Program (AMEP) and/or Skills for Education and Employment (SEE) as defined in Table 5-A of the Workforce Australia Services Guideline.

Undertaking activities or interventions



The progress payment for completion of activities or interventions recognises the importance of addressing barriers to employment and must be appropriate to a participant's individual needs.

Providers can claim a progress payment when a participant completes 2 approved activities or interventions across 3 categories:

- work placements
- vocational interventions (e.g. Career Transition Assistance and Employability Skills Training)
- non-vocational interventions (e.g. Drug and alcohol program, obtaining stable housing)

Only one vocational intervention can be used for this purpose.

Completing a pathway to employment



Some activities combine several interventions and are specifically designed to provide a participant with a full pathway to employment (for example, by combining training and work experience targeted to a particular industry such as through a Launch into Work project or Workforce Specialist project).

Activities that provide a full pathway towards employment can be used to claim the progress payment.

Using a progress payment review

Participant Details

Participant Name
Michael Carpenter

Participant ID
1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

What interventions or activities has the Participant undertaken to facilitate gaining employment?

Over what period were the interventions undertaken?

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?
Please provide examples (e.g. results of assessment such as JCC, ESA or interview, medical evidence voluntarily supplied by the Participant, statement from the Participant they undertook the interventions/activities).

Does the Participant agree they can more effectively look for work due to these interventions or activities?
Please provide Participant's comments.

Participant Signature
«EMAIL ATTACHED»

Date
20/09/2023

Progress-Payment-Review-Template

Disclaimer
This supporting document is not a legal document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Services Code of Standing Offer 2022-2026 and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review
This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.
Progress Payments are payable for demonstrable improvement in a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants' job ready, including efforts to reduce or remove non-vocational barriers.

Provider details

Organisation Name
Example Provider


Site Name
Example Provider - Perth City

Provider Representative - Name and Position (e.g. Employment Consultant)
John Jackson, Employment Consultant

For some participants with non-vocational barriers, it may not be possible to demonstrate progress towards employment through completion of interventions.

Some barriers may not ever be fully resolved but can be addressed and improved to help the participant prepare for employment.

For participants in this circumstance, the provider can undertake a progress payment review. A template must be completed and agreed to by the participant.

 For more information about activities and interventions and their requirements, refer to section 5.3 of the Workforce Australia Services Guideline.

Got it

Role of providers

Whether a progress payment can be claimed depends on a participant's circumstances, including their qualifications, work experience and barriers.

As such, you will need to determine whether the interventions a participant has undertaken have made a meaningful difference to their ability to gain and maintain employment. The department's IT systems can't make this assessment. It is your responsibility to assess and determine whether the requirements of the progress payment have been met and the payment can be claimed.

Check your understanding

Now that you've learnt the basics, let's check your skills. Try the questions below to see how much you know.

On the left is a participant with the activities and/or interventions they have undertaken listed. Based on what you know, match the appropriate scenario on the left with the type of intervention and activity on the right.



Damien's alcohol treatment is ongoing but he is now more able to work

Progress Payment Review



Imran has made progress in the Adult Migrant English Program (AMEP)

Undertaking education



Jo finished a work placement and counselling to address her

Undertaking activities or interventions

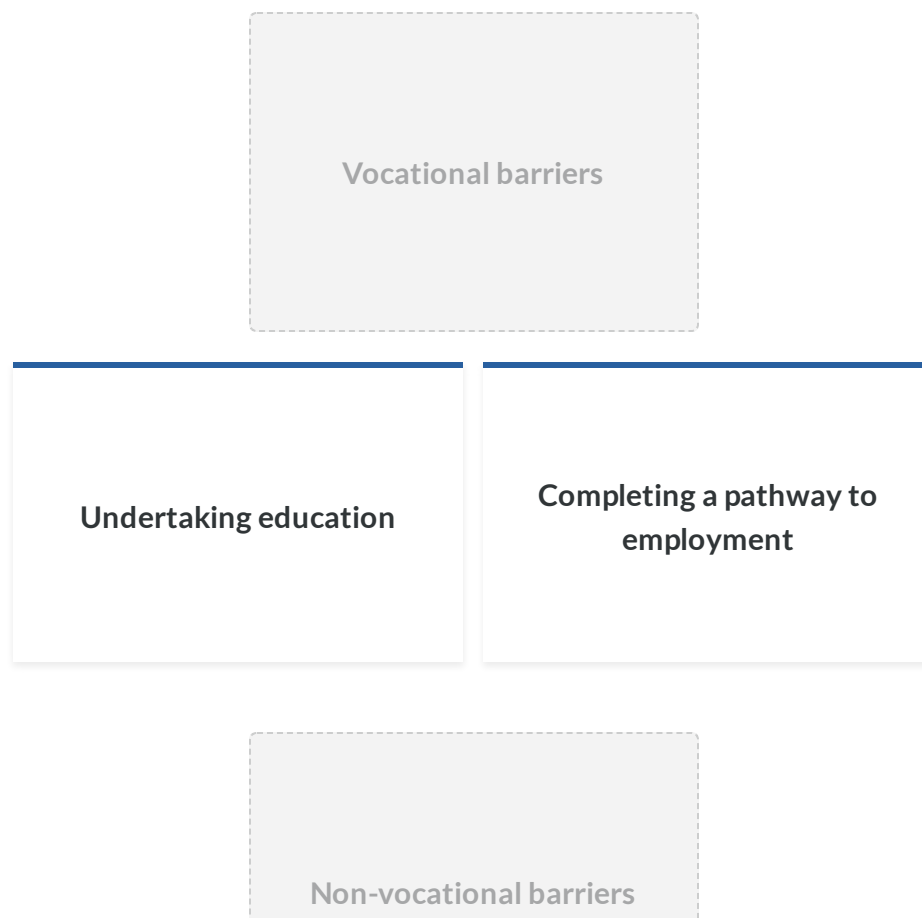
employment barriers

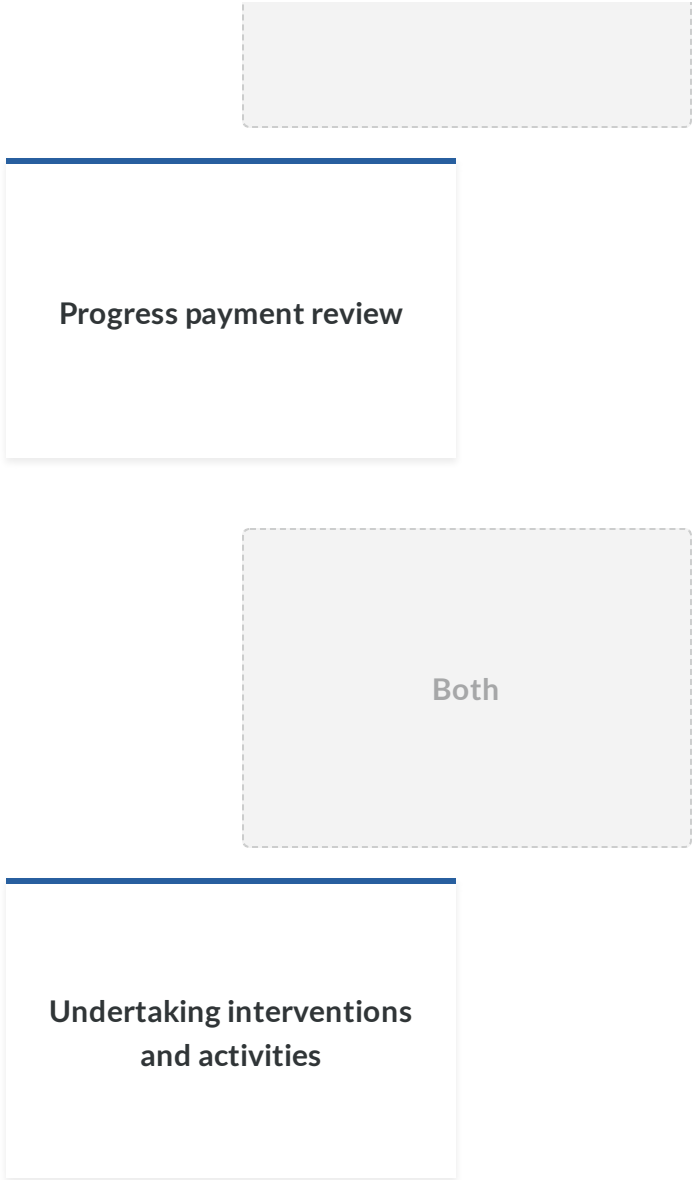
Sam completed a Launch into Work Project but a job placement didn't eventuate

Completing a pathway to employment

SUBMIT

The following activities and interventions address vocational barriers to employment, others address non-vocational barriers, and one addresses both. Sort the intervention or activity into the correct category.





Move ahead to learn about how to decide if you can claim a progress payment.

CONTINUE

Deciding whether to claim a progress payment

In this lesson you will learn how to decide whether a progress payment can be claimed using the example of Sofia.

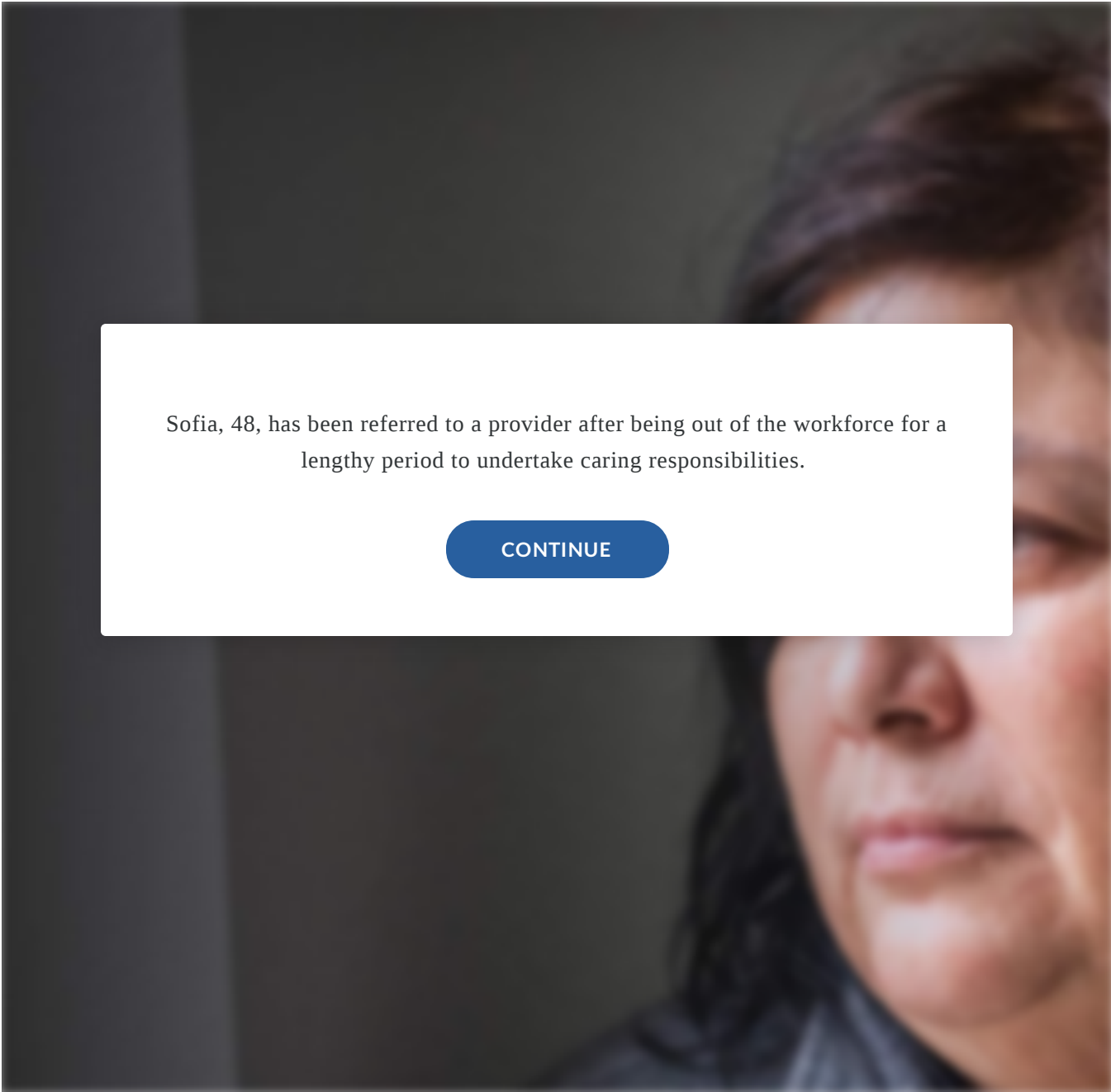


Meet Sofia

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



Sofia, 48, has been referred to a provider after being out of the workforce for a lengthy period to undertake caring responsibilities.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

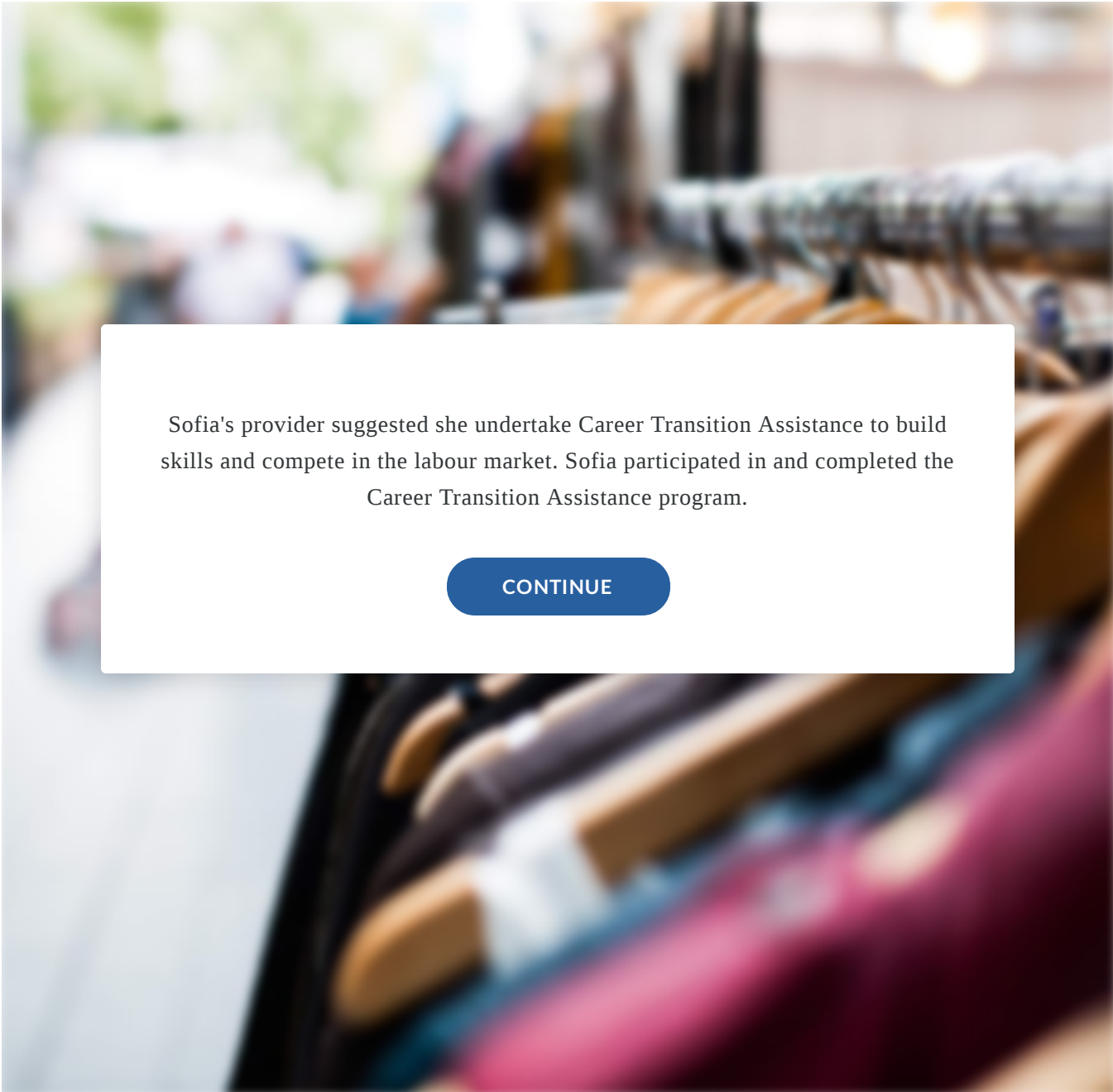


She receives JobSeeker payments and has full-time participation requirements.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

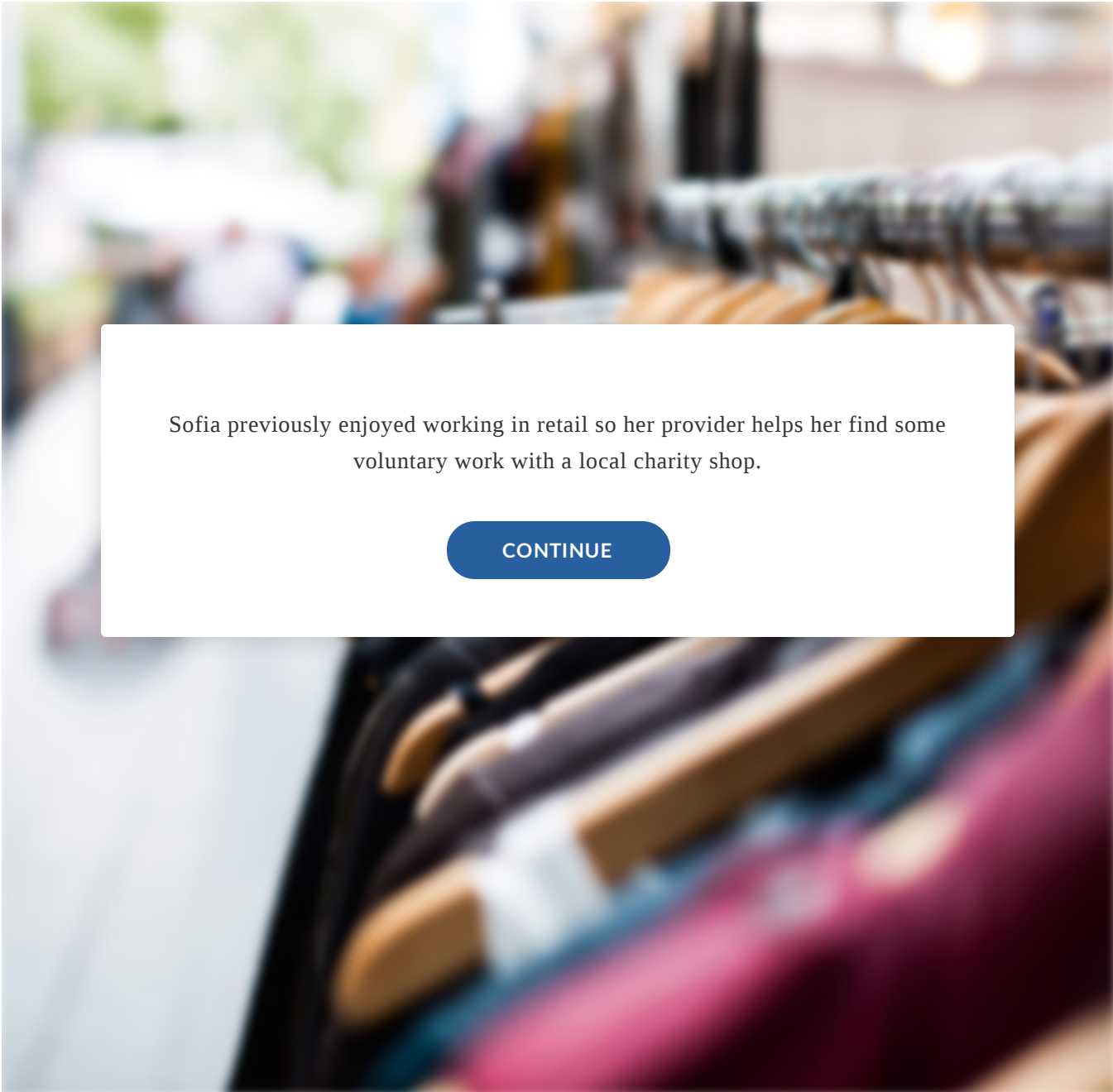


Sofia's provider suggested she undertake Career Transition Assistance to build skills and compete in the labour market. Sofia participated in and completed the Career Transition Assistance program.

CONTINUE

Scene 2 Slide 1

Continue → Next Slide

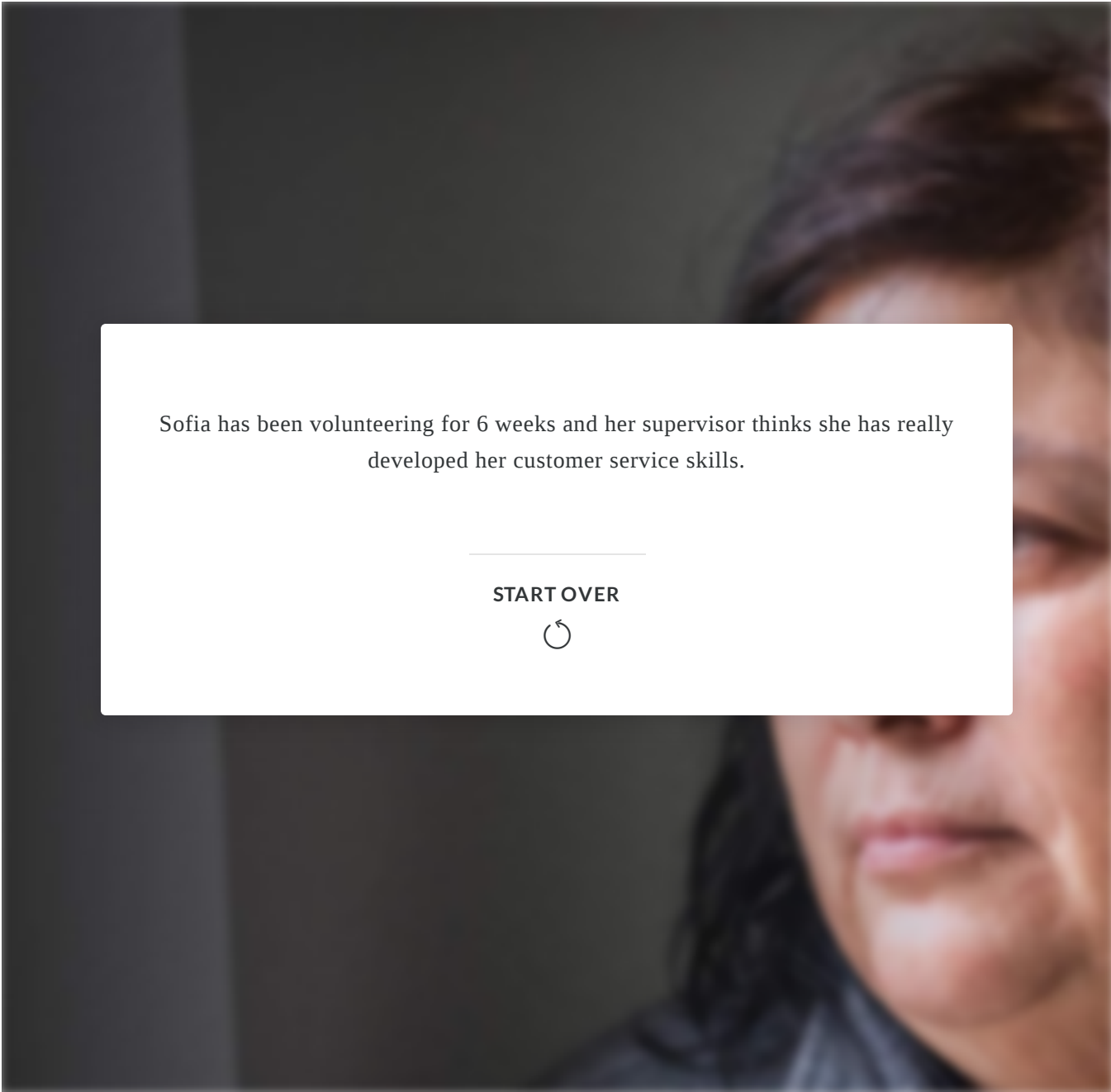


Sofia previously enjoyed working in retail so her provider helps her find some voluntary work with a local charity shop.

CONTINUE

Scene 2 Slide 2

Continue → Next Slide



Sofia has been volunteering for 6 weeks and her supervisor thinks she has really developed her customer service skills.

START OVER



Scene 3 Slide 1

Continue → End of Scenario

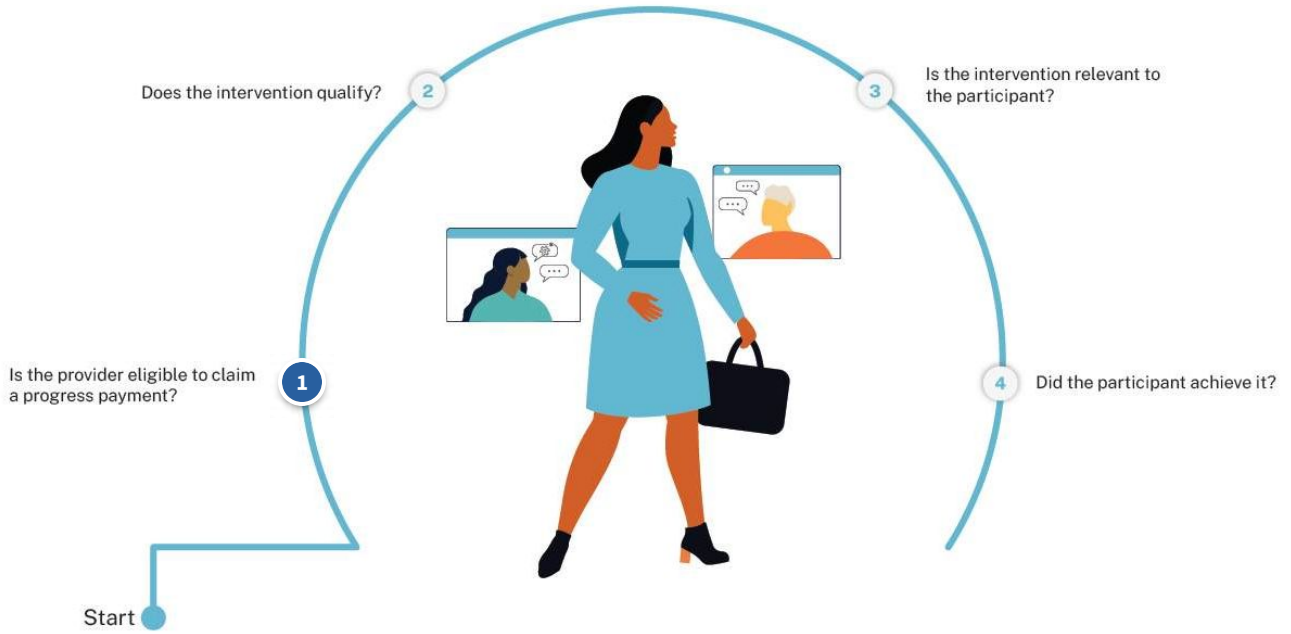
Do you think the provider can claim a progress payment for Sofia? Let's learn what steps the provider has to take and questions they need to answer in order to decide.

i At the end of each section, you'll be asked to answer a question in relation to Sofia, so keep her circumstances in mind.

Steps to deciding if a progress payment can be claimed

Before claiming a progress payment, there are several questions you need to answer. Click on the hotspots in the diagram below for a summary.





Is the provider eligible to claim a progress payment?

A progress payment is available for all participants where requirements are met, but only once every 24 months.



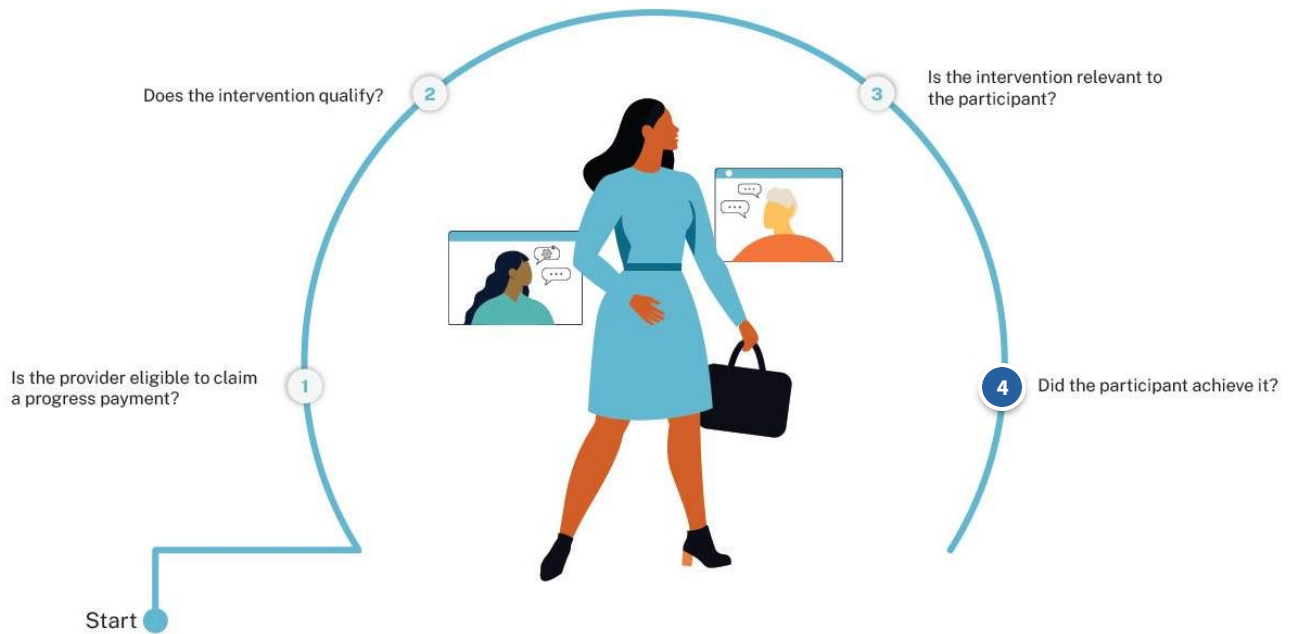
Does the intervention qualify?

Only certain activities or interventions can be counted towards the progress payment, and there are different requirements depending on which interventions have been undertaken.



Is the intervention relevant to the participant?

The purpose of the progress payment is to help participants move closer to employment. Activities and interventions that are not relevant to the participant's circumstances cannot be claimed.



Did the participant achieve it?

As well as being an appropriate and relevant intervention, the participant also needs to successfully complete it.

Is the provider eligible to claim a progress payment?

Progress payments are available for all participants in Workforce Australia Services.

The progress payment is available to claim once in each 24 month progress payment period the participant is in Workforce Australia Services. The availability of the progress payment resets after each 24 months period of service, not 24 months after the previous progress payment was claimed.

To determine whether a participant is eligible for a progress payment, you need to consider the following questions:

- Has a progress payment previously been paid?
- If a progress payment has been paid, is a new one now available?
- Which progress payment period did the participant's interventions fall into?

Milestone date

Determining the progress payment period an intervention falls into depends on the intervention's milestone date. This is the date the requirements for a progress payment have been met. The milestone date will vary based on the type of intervention.

Here's an overview of the difference.

Intervention completed

The milestone date is the date the participant successfully completes the intervention, such as a course or a certificate.

Intervention ongoing

The milestone date is the date the intervention is judged to have increased the participant's job readiness. Examples include ongoing activities such as voluntary work.



Information on determining when an intervention is complete is available in the tables in section 5.3 of the Workforce Australia Services Guideline.

Back to Sofia...

Remember, Sofia has only recently been receiving JobSeeker payments and has full-time participation requirements.

Is Sofia's provider eligible to claim the progress payment?

I'm ready to see the answer

Yes. Sofia has been newly referred to employment services. The progress payment is available to all participants and in Sofia's case, a progress payment has not been paid before and the intervention milestone date falls within the current 24-month progress payment period.

Does the intervention qualify?

There are different requirements depending on which activities and interventions have been undertaken. Key points to determine if an intervention qualifies for a progress payment, are outlined below. You need to consider whether the participant has completed or undertaken:

An education placement —

Completing a Certificate III or higher course or participating in the Skills for Education and Employment or Adult Migrant English Program may be sufficient to claim a progress payment for education and only require one activity to be undertaken.

Two activities or interventions —

Most activities require the participant to undertake 2 activities across the categories of work placements, vocational interventions and non-vocational interventions, however only one vocational intervention can be counted. Paid work placements that attract an *outcome payment* cannot be claimed.

Work for the Dole as part of their mandatory activity requirement —

If so, the Work for the Dole activity can't be counted towards the progress payment.

A pathway to employment —

If so, only one activity is required.

Interventions to address non-vocational barriers that are ongoing —

If the participant is now more work-ready but is still undergoing treatment or other interventions, demonstrating their progress using a progress payment review may be appropriate to claim a progress payment.



The activities and interventions that can be counted towards a progress payment are listed in section 5.3 of the Workforce Australia Services Guideline.

Back to Sofia...

Remember, Sofia has completed the Career Transition Assistance program and is currently engaged in a voluntary work placement.

Do the interventions Sofia is undertaking qualify for a progress payment?

I'm ready to see the answer

Yes. Sofia has undertaken 2 activities, Career Transition Assistance and Voluntary Work. Both qualify as activities that can be counted towards a progress payment.


Career Transition Assistance is classified as a vocational intervention and voluntary work is classified as a work placement that does not attract an outcome payment.

Is the intervention relevant to the participant?

The progress payment is intended to encourage you to consider the individual circumstances of each participant and what steps might assist them on their journey towards employment. As such, a key consideration in claiming a progress payment is not just whether an intervention was undertaken, but that it was relevant to the participant. Key questions to ask are listed below.

Does the intervention:

- address (or partially address) a barrier the participant faces?
- provide additional qualifications or certifications relevant to their job search and goals?
- develop skills that will assist them to gain and retain employment?
- provide work experience relevant to their circumstances, or the labour needs of local employers?

 The intervention must assist a participant on their journey towards employment. For example, a participant who already has a current driver's licence would not be more likely to find employment by doing standard driving lessons. However, lessons that helped them gain a higher class of licence

(e.g. allowing them to drive a bus or truck) may have an impact and be relevant to their circumstances if they are otherwise capable of that type of work.

Back to Sofia..

Remember, Sofia is 48 years old and has been out of work for a lengthy period. She has experience and an interest in the retail industry.

Is the intervention relevant to Sofia?

I'm ready to see the answer

Yes. Sofia has been out of the workforce for a long period of time and is mature aged, so undertaking Career Transition Assistance is relevant to her circumstances. It has helped Sofia to understand how to identify her existing skills and how they could be used in the workplace.

Sofia is also undertaking voluntary work in an industry that she is interested in and has prior experience in, which will help address her shortage of recent work experience and build her confidence.

Did the participant meet the requirements?

A successful intervention is one that helps a participant move closer to employment.

What counts as successful will depend on the nature of the intervention. It's your role to consider whether the intervention will help the participant move towards employment. You also need to consider the documentary evidence required to be uploaded to the department's IT system to validate the claim. Check the Workforce Australia Services Guideline (Section 5.3) for the minimum requirements for each different activity or intervention type and the documentary evidence required.

Where a participant is undertaking an intervention that is ongoing, but has already made them more job ready, a progress payment review can be completed. For example, drug and alcohol treatment may improve a participant's circumstances in the short term making them more able to work, but the treatment may continue indefinitely.

Key questions to consider include:

- Did the participant successfully meet the requirements of the education placement, activity or intervention as specified in the tables in section 5.3 of the Workforce Australia Services Guideline?
- What documentary evidence is required to be uploaded to the department's IT system?
- Is a progress payment review required?

i An intervention must be of value to the participant. For example, participating in training to achieve a certificate (such as a Responsible Service of Alcohol certificate) is of no value if the participant does not pass the course and achieve the certification. It is also of no value if the participant is not looking at undertaking work that would use the certificate.

Back to Sofia...

Remember, Sofia completed the Career Transition Assistance program and her provider has assessed that her participation in Voluntary Work has refreshed her skills and built her confidence.

Did Sofia meet the requirements of the intervention? If so, what evidence needs to be uploaded to the department's IT system?

I'm ready to see the answer

Yes. Sofia successfully participated in and completed the Career Transition Assistance program. Sofia's provider has also assessed that her 6-week participation in Voluntary Work has been sufficient to refresh her skills and build her confidence, so she now feels more prepared to re-enter the workforce.

The guideline states the following documentary evidence needs to be uploaded into the department's IT system:

Career Transition Assistance – Activity ID

Voluntary Work – Written confirmation from the host organisation that the participant took part in the placement for the required duration. Confirmation must include:

- details uniquely identifying the specific placement (such as the activity ID, or details of the participant and placement dates), and
- the host organisation's business name and ABN.

Now you know the basics, move to the next lesson to see if you can apply your knowledge!

[CONTINUE](#)

Progress payment scenarios

Summary of guiding questions

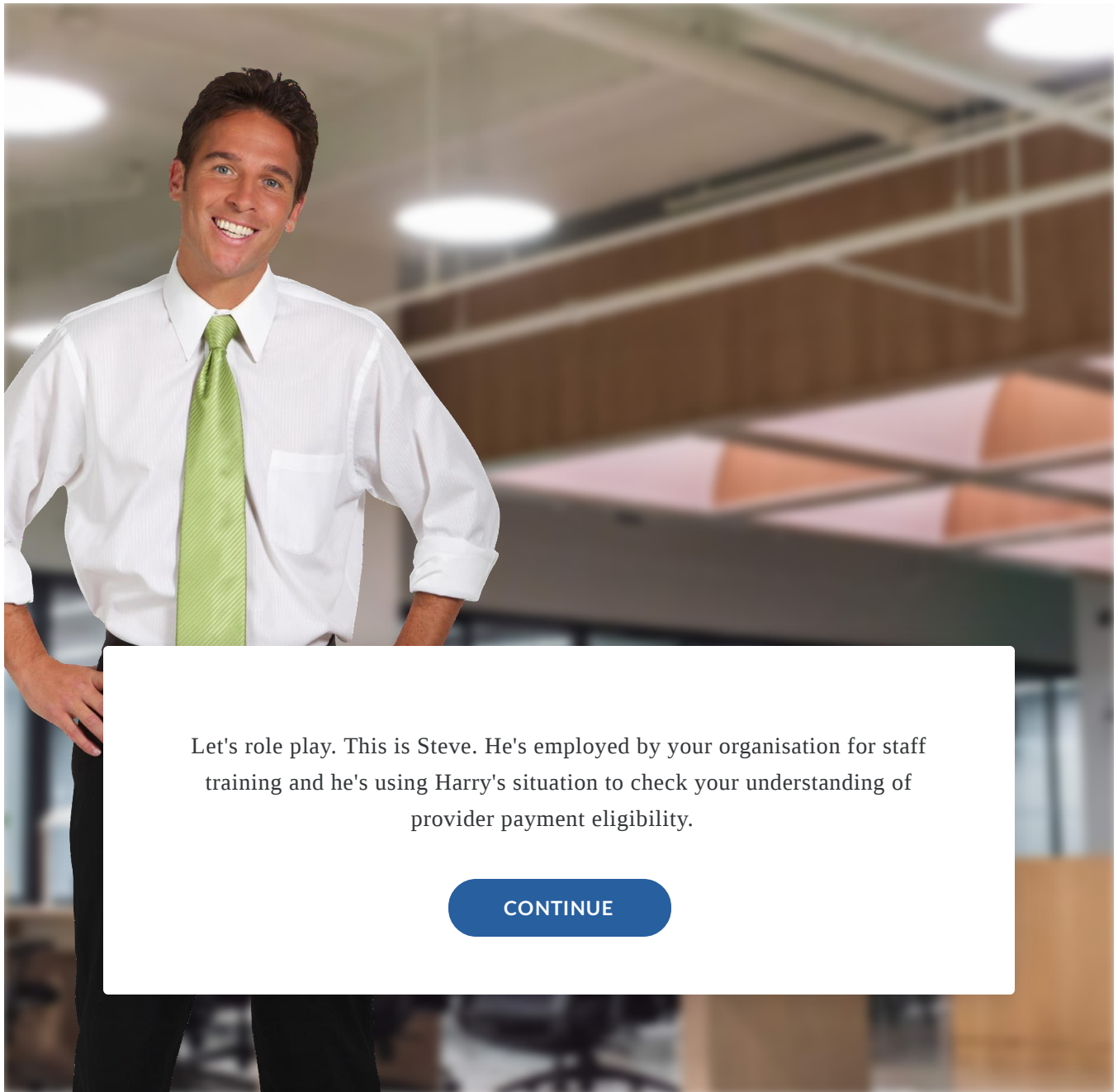
In the last lesson we worked through the guiding questions summarised in the table below to decide if Sofia's provider could claim a progress payment. You are now going to use these guiding questions to decide if a progress payment can be claimed in other scenarios.

Guiding question	Detailed questions
Is the provider eligible to claim a progress payment?	<ul style="list-style-type: none"> • Has a progress payment previously been paid? • If it has been, is a new progress payment now available? • Which progress payment period did the interventions that the participant has undertaken fall into?
Does the intervention qualify?	<ul style="list-style-type: none"> • Has the participant completed an education placement? • Has the participant completed 2 activities or interventions in accordance with the guideline? Are they both vocational interventions? • Has the participant undertaken Work for the Dole as part of their mandatory activity requirement? • Has the participant completed a pathway to employment? • Has the participant undertaken interventions to address non-vocational barriers that are ongoing?

Guiding question	Detailed questions
<p>Is the intervention relevant to the participant?</p>	<ul style="list-style-type: none"> • Considering the participant's circumstances, does the intervention: <ul style="list-style-type: none"> ◦ address (or partially address) a barrier the participant faces? ◦ provide additional qualifications or certifications relevant to their job search? ◦ develop skills that will assist them to gain and retain employment? ◦ provide work experience relevant to their circumstances, or the labour needs of local employers?
<p>Did the participant achieve it?</p>	<ul style="list-style-type: none"> • Did the participant successfully meet the requirements of the education placement, activity or intervention as specified in the Tables in section 5.3 of the Workforce Australia Guideline? • What documentary evidence is required to be uploaded to the department's IT system or kept on file? • Is a progress payment review required?

Meet Harry

Let's see if you can decide whether Harry's provider is able to claim a progress payment. Read about Harry then answer the questions that follow.

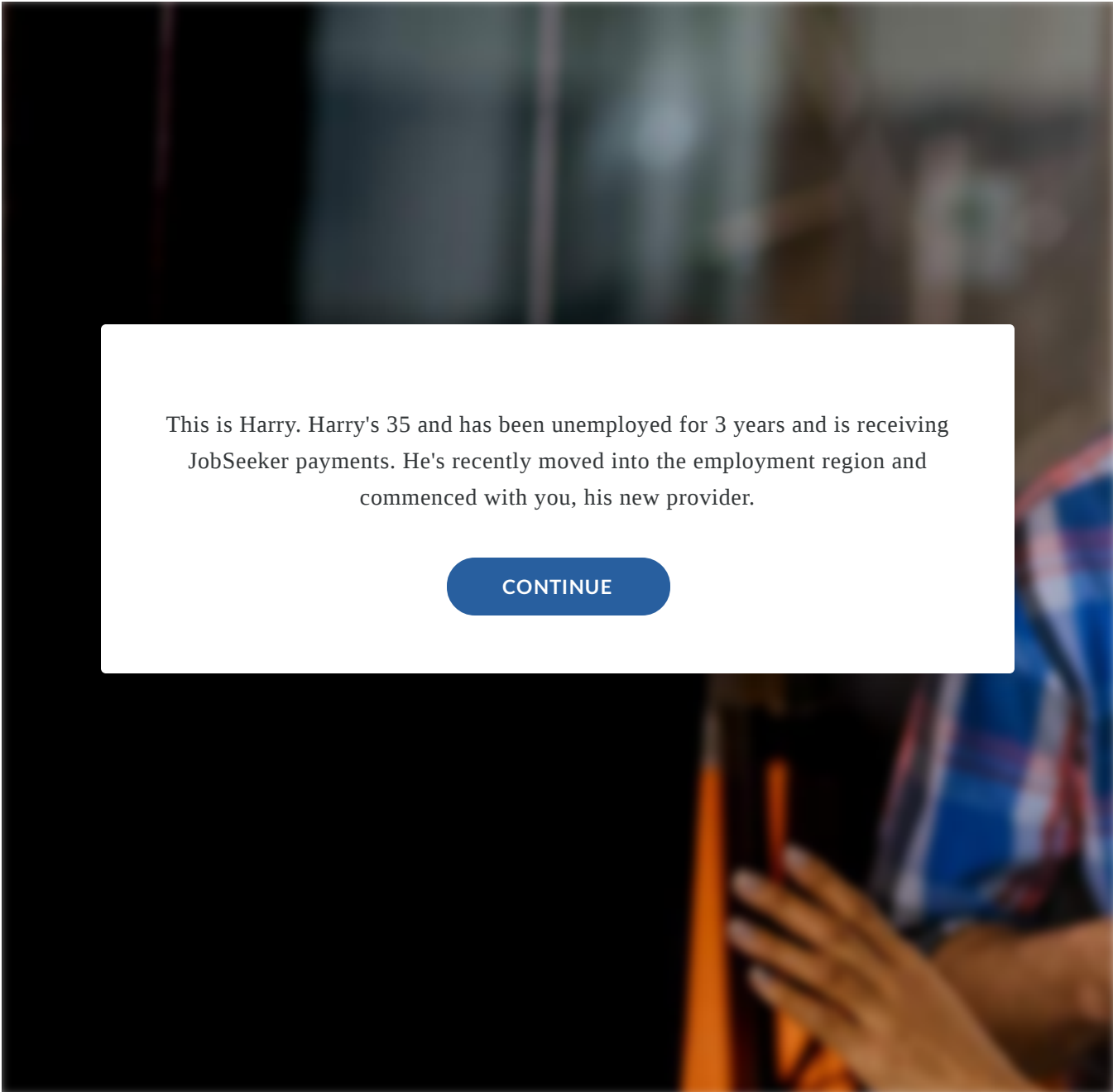


Let's role play. This is Steve. He's employed by your organisation for staff training and he's using Harry's situation to check your understanding of provider payment eligibility.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

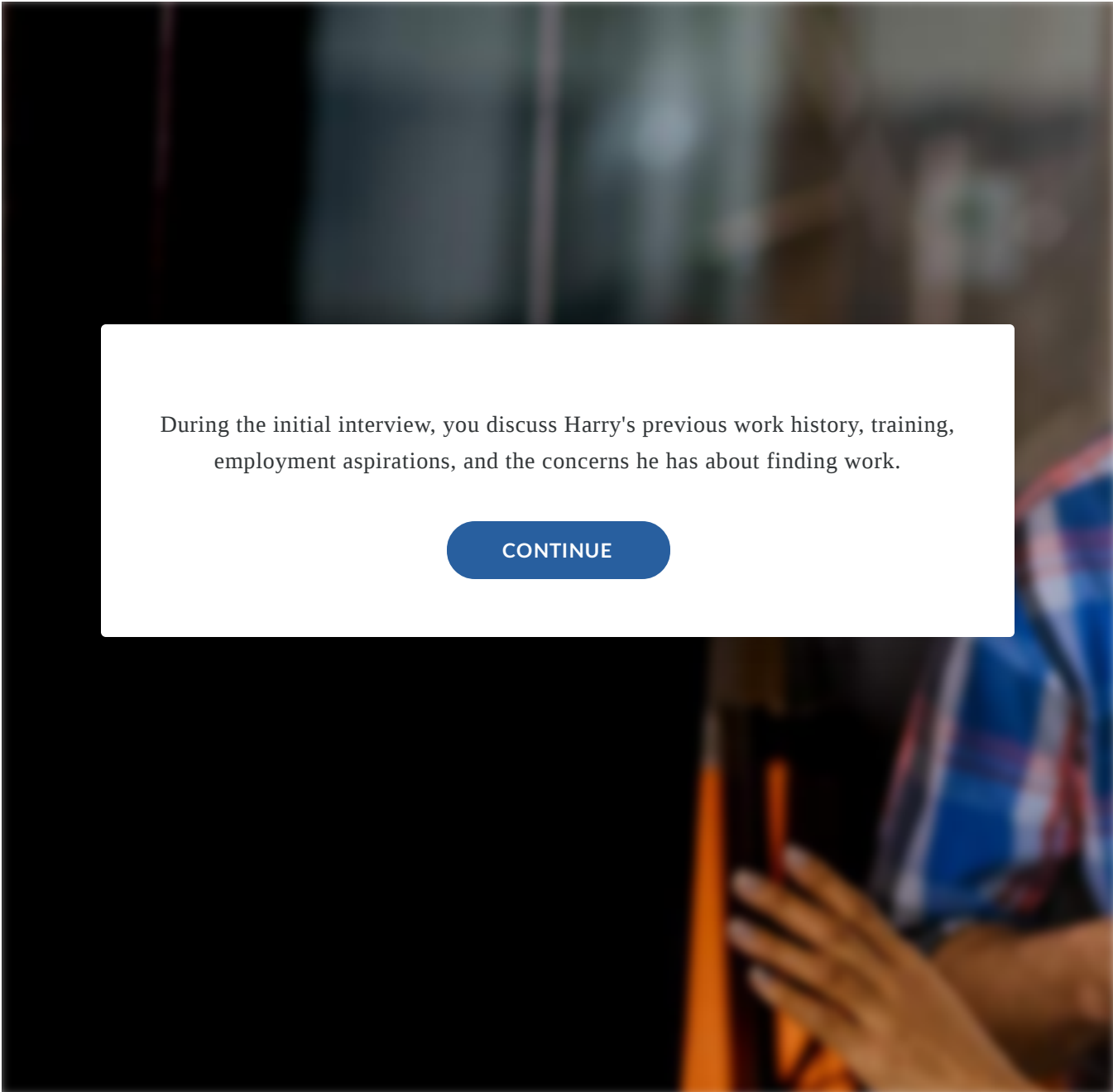


This is Harry. Harry's 35 and has been unemployed for 3 years and is receiving JobSeeker payments. He's recently moved into the employment region and commenced with you, his new provider.

CONTINUE

Scene 2 Slide 1

Continue → Next Slide

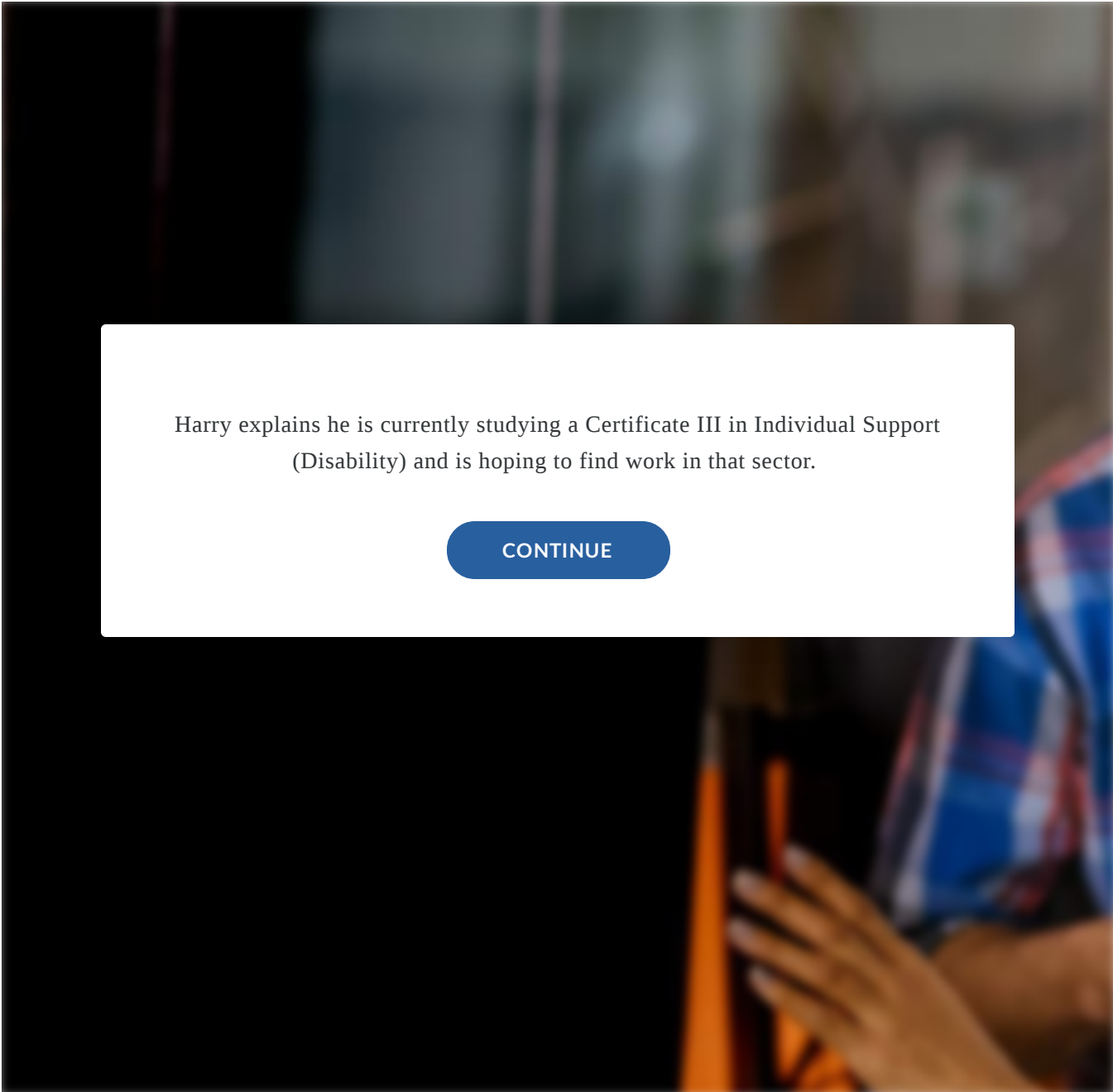


During the initial interview, you discuss Harry's previous work history, training, employment aspirations, and the concerns he has about finding work.

CONTINUE

Scene 2 Slide 2

Continue → Next Slide

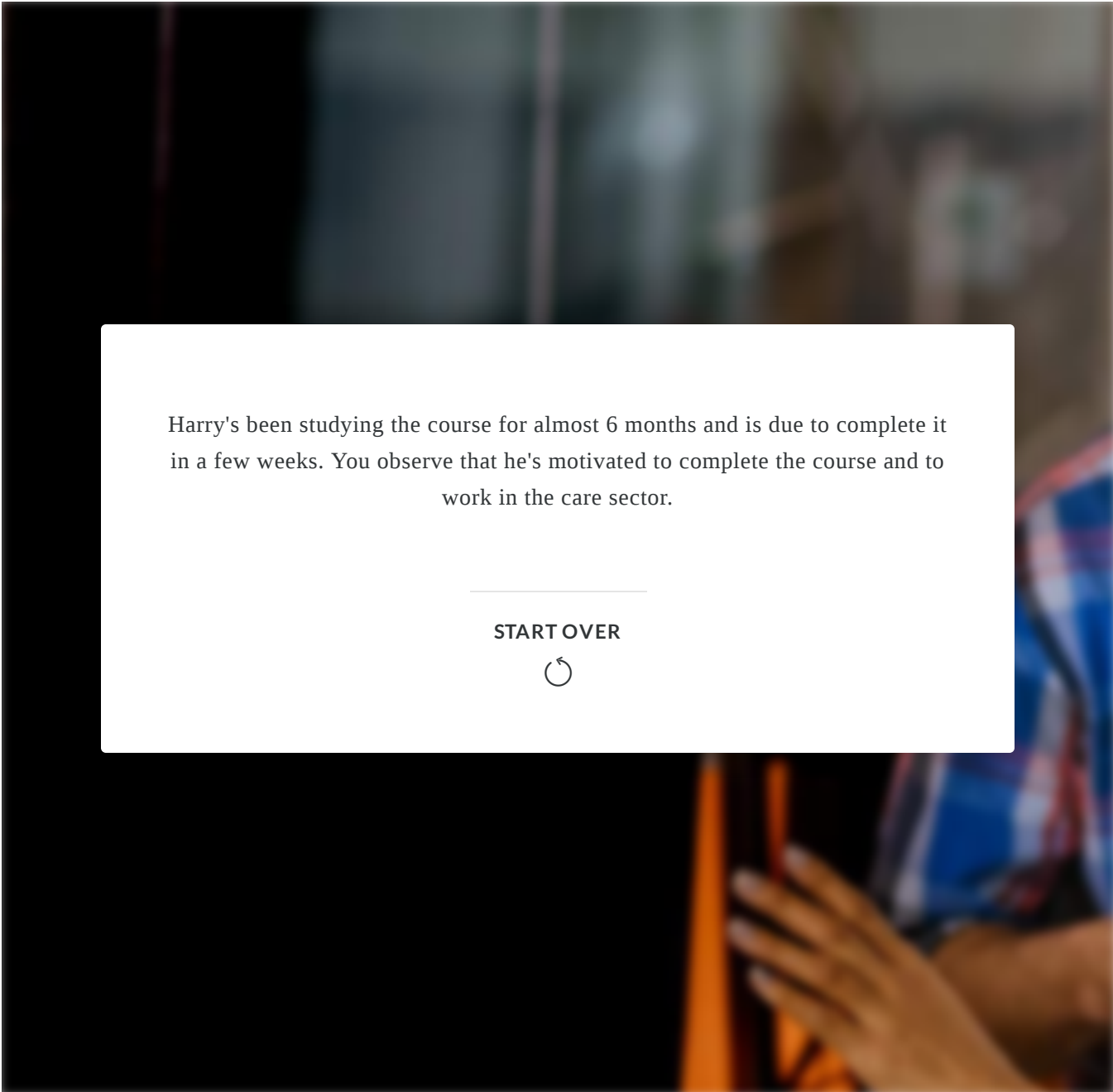


Harry explains he is currently studying a Certificate III in Individual Support (Disability) and is hoping to find work in that sector.

CONTINUE

Scene 2 Slide 3

Continue → Next Slide



Harry's been studying the course for almost 6 months and is due to complete it in a few weeks. You observe that he's motivated to complete the course and to work in the care sector.

START OVER



Scene 2 Slide 4

Continue → End of Scenario

Check your knowledge

Have a go at these multiple choice questions about Harry.

When Harry completes the course, is a progress payment claimable?

- Yes, completing a Certificate III is enough to claim a progress payment.
- Not yet, Harry must still complete a second activity or intervention before a progress payment can be claimed.
- No, because Harry transferred providers halfway through the course he hasn't completed the entire course while on the new provider's caseload.
- No, a Certificate III can't be counted towards the progress payment.

SUBMIT

I'm ready for the next question

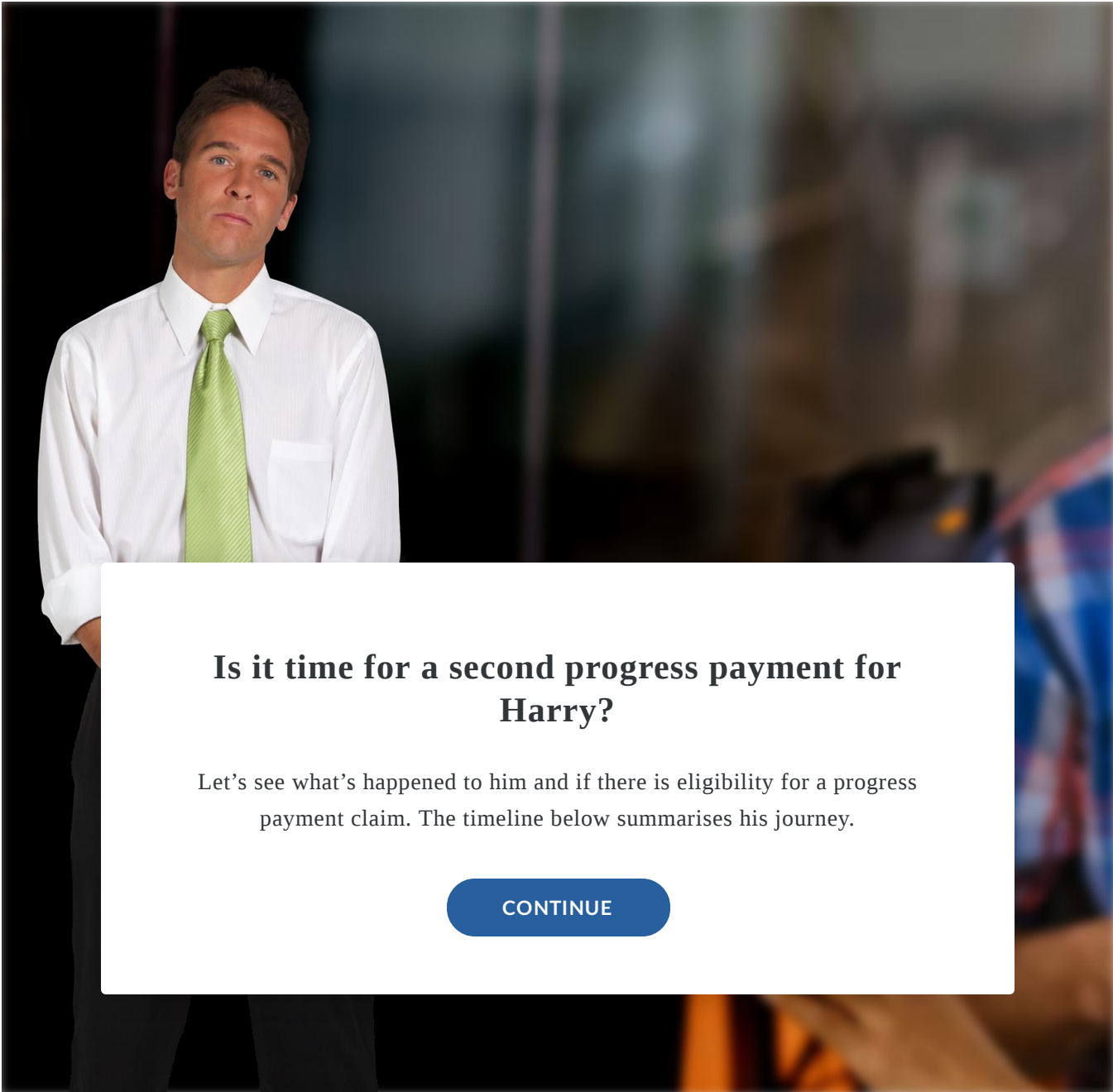
Who is eligible to claim the progress payment?

- Harry's previous provider, as he was on their caseload when he started the course.
- Harry's current provider, as he was on their caseload when he finished the course.
- A pro-rata payment is made to each provider that provided a service to Harry while he was studying

SUBMIT

Apply your knowledge

Harry's been through a lot since you last met him. Let's read more about his journey and apply your knowledge to decide if his provider can claim a progress payment. As you do, refer to the summary of key questions provided in the table above.



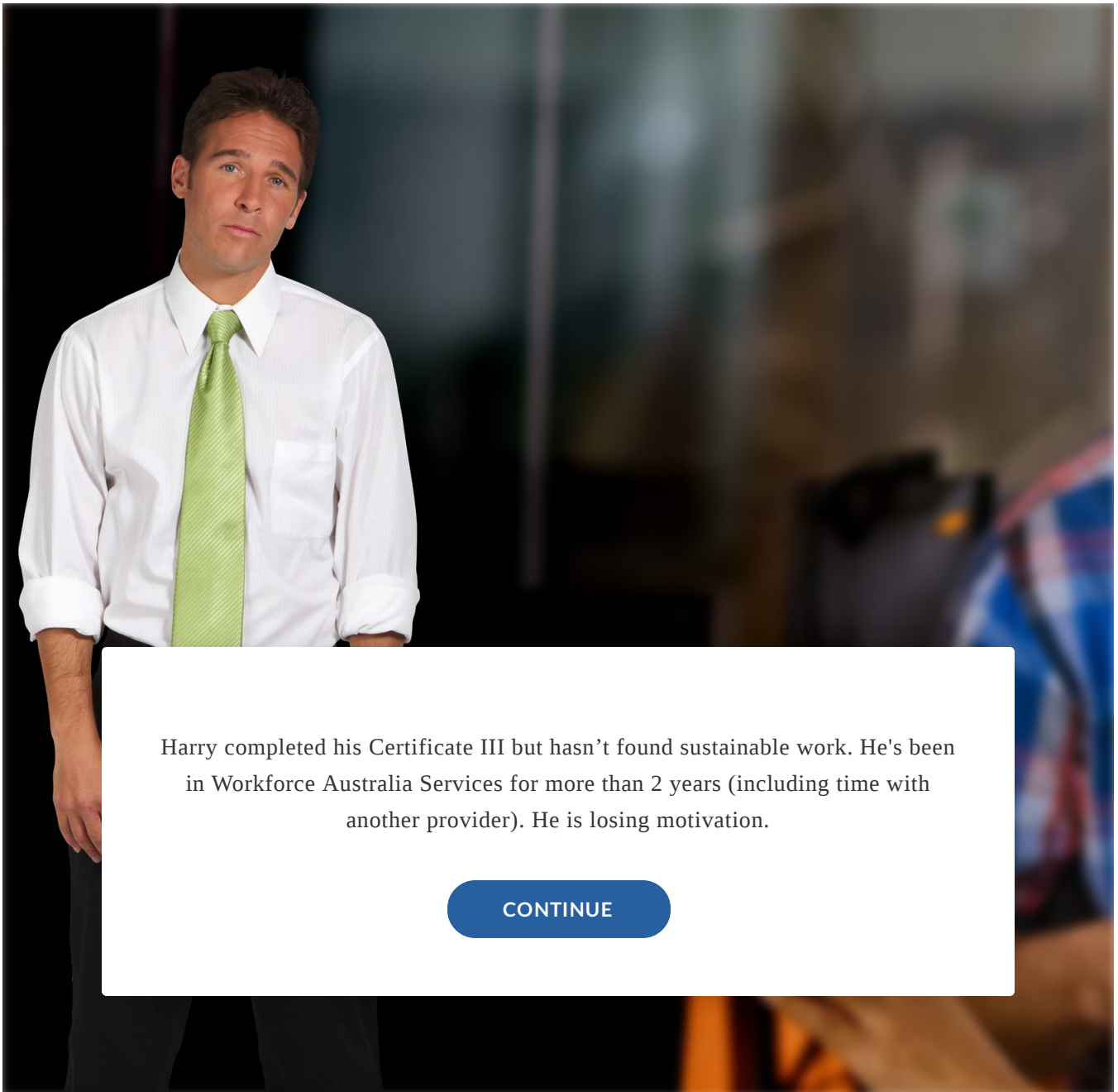
Is it time for a second progress payment for Harry?

Let's see what's happened to him and if there is eligibility for a progress payment claim. The timeline below summarises his journey.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

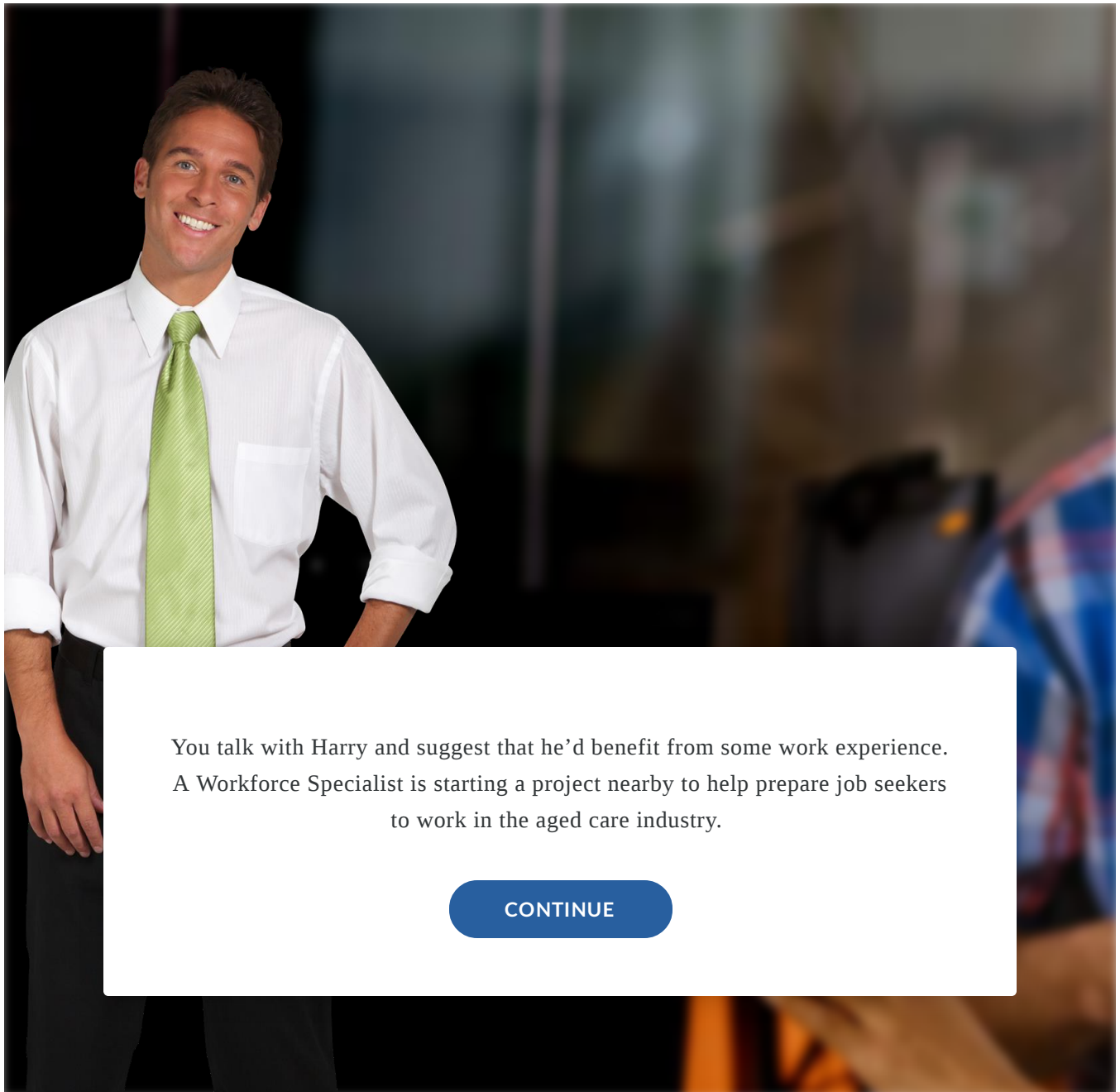


Harry completed his Certificate III but hasn't found sustainable work. He's been in Workforce Australia Services for more than 2 years (including time with another provider). He is losing motivation.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

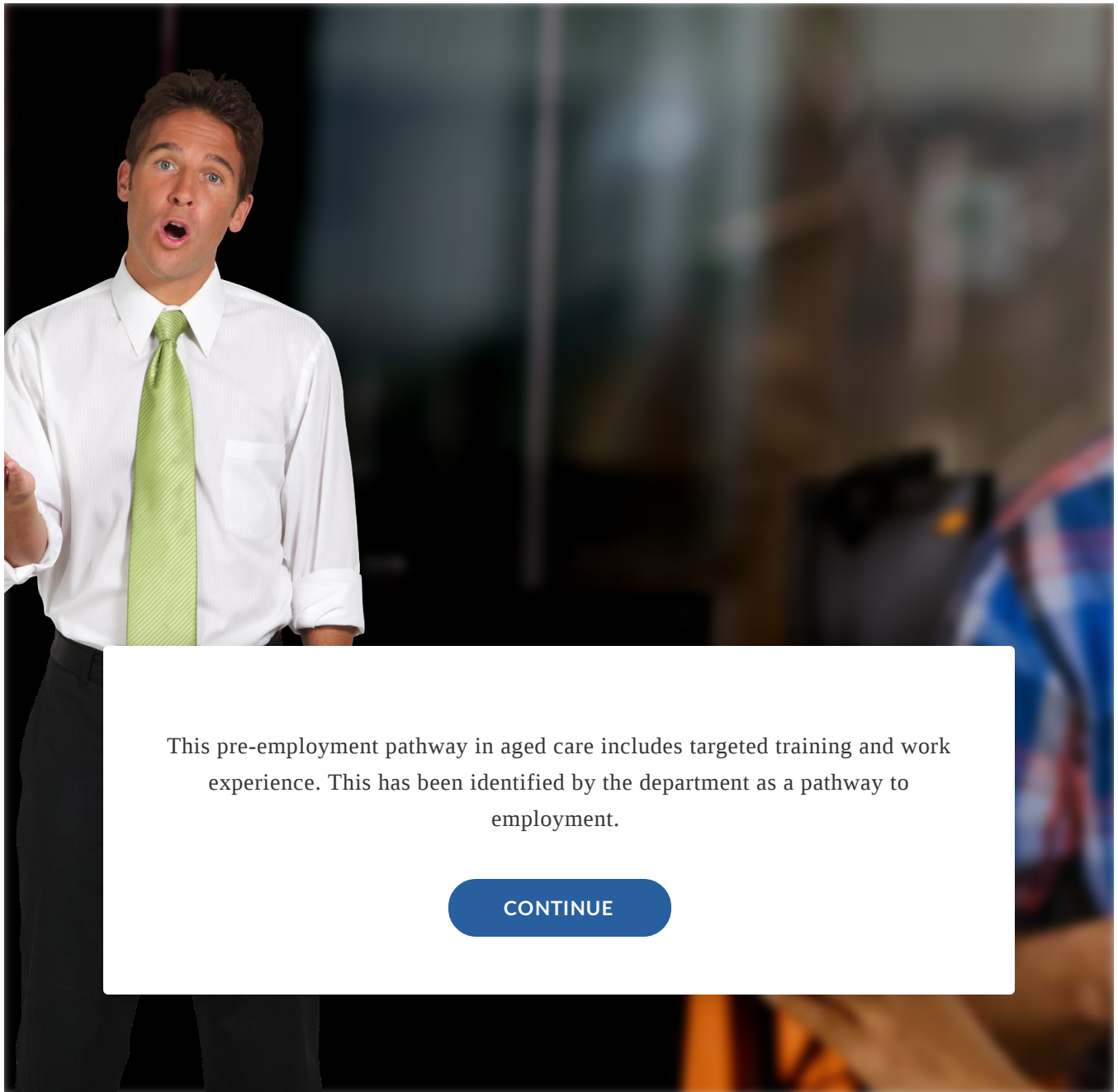


You talk with Harry and suggest that he'd benefit from some work experience. A Workforce Specialist is starting a project nearby to help prepare job seekers to work in the aged care industry.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

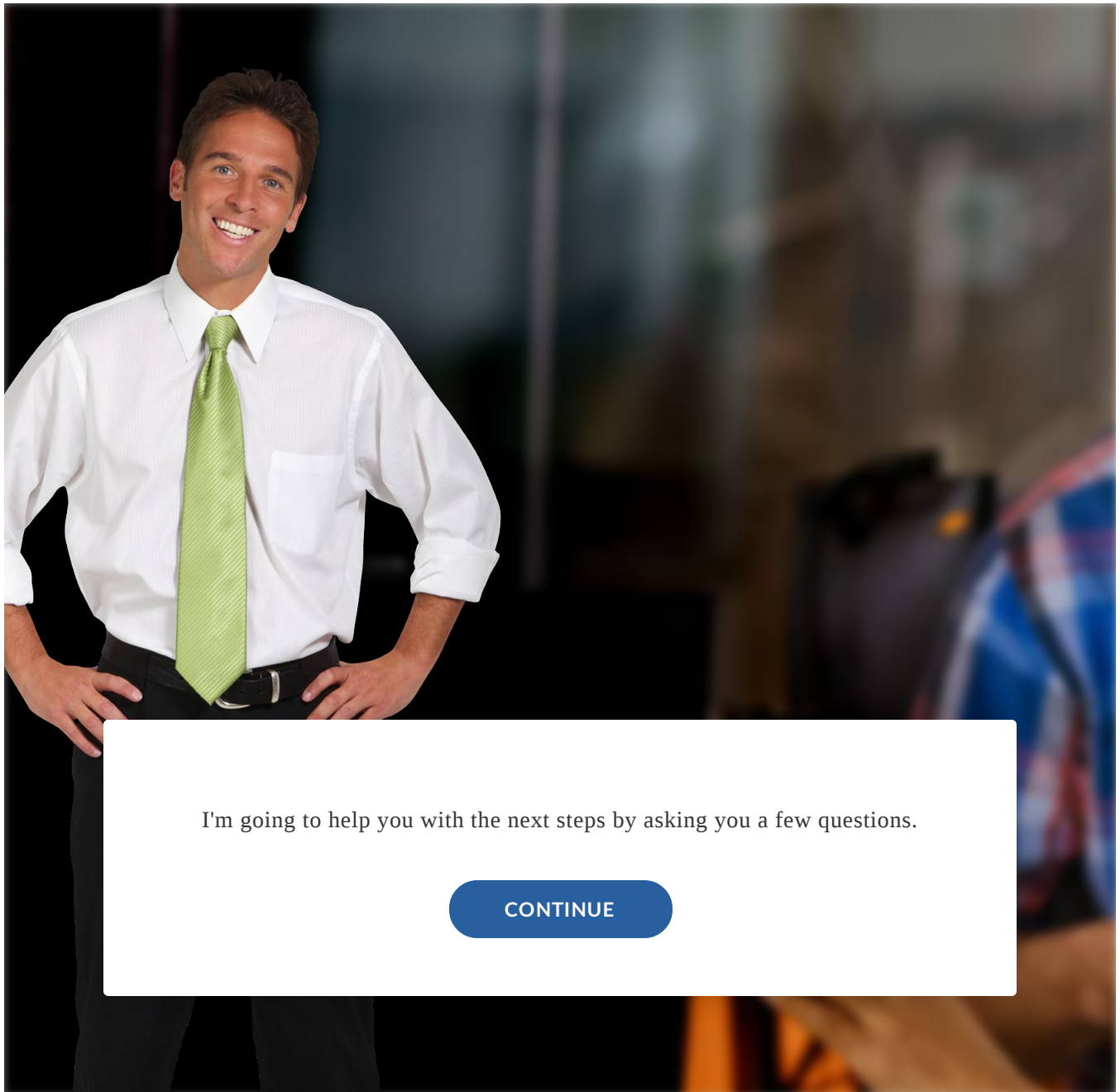


This pre-employment pathway in aged care includes targeted training and work experience. This has been identified by the department as a pathway to employment.

CONTINUE

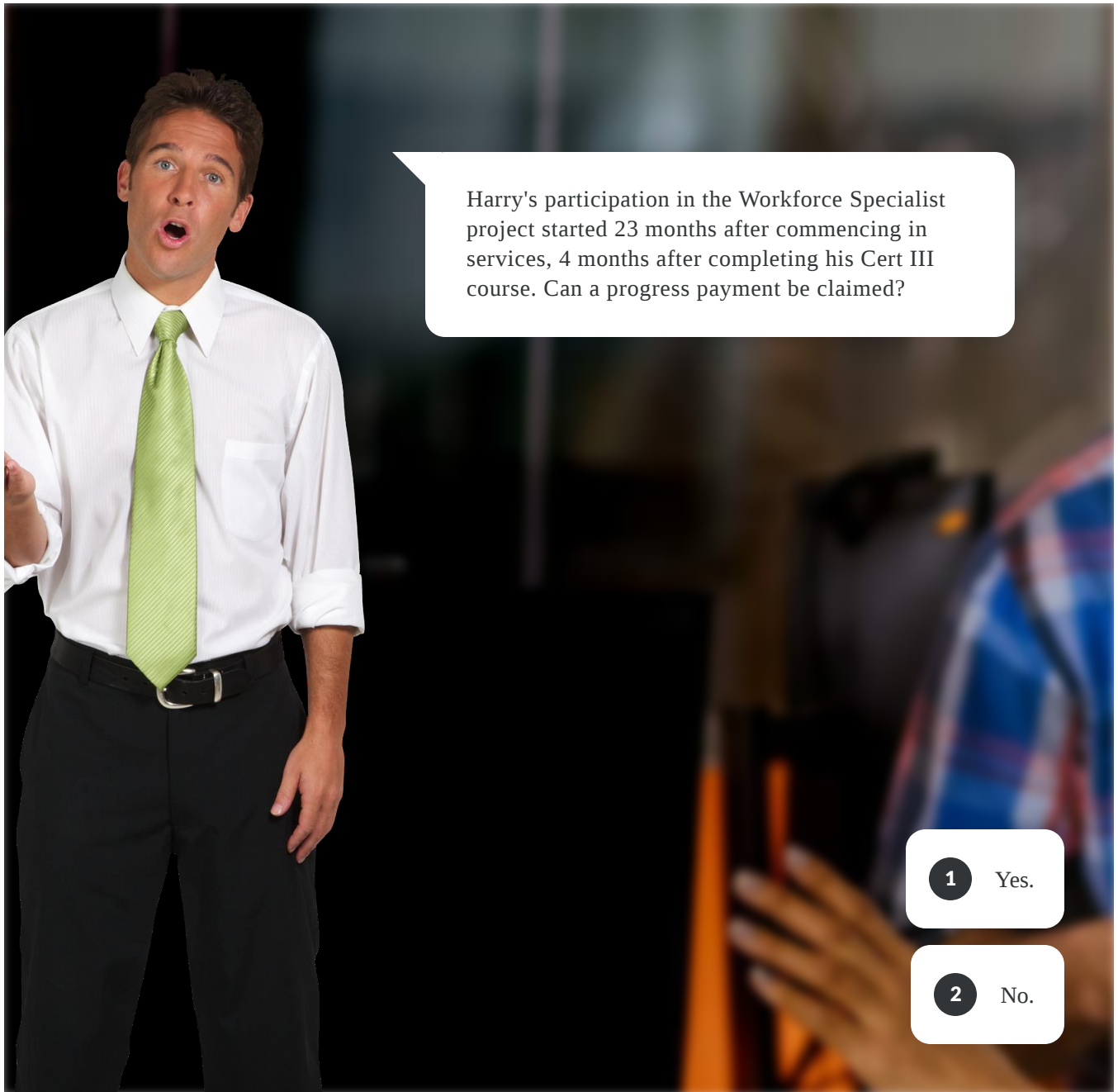
Scene 1 Slide 4

Continue → Next Slide



Scene 1 Slide 5

Continue → Next Slide



Harry's participation in the Workforce Specialist project started 23 months after commencing in services, 4 months after completing his Cert III course. Can a progress payment be claimed?

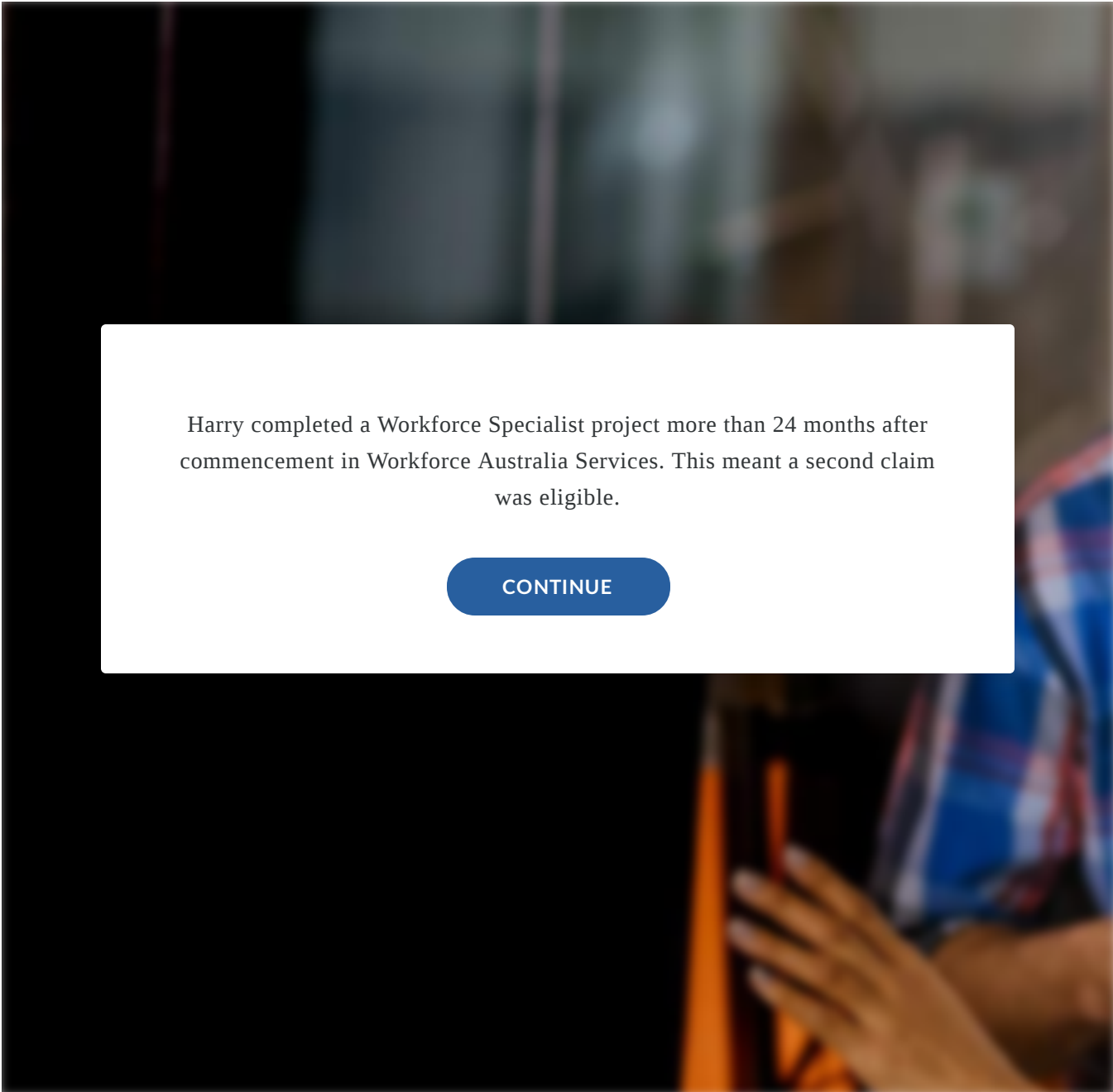
1 Yes.

2 No.

Scene 1 Slide 6

0 → Next Slide

1 → Next Slide

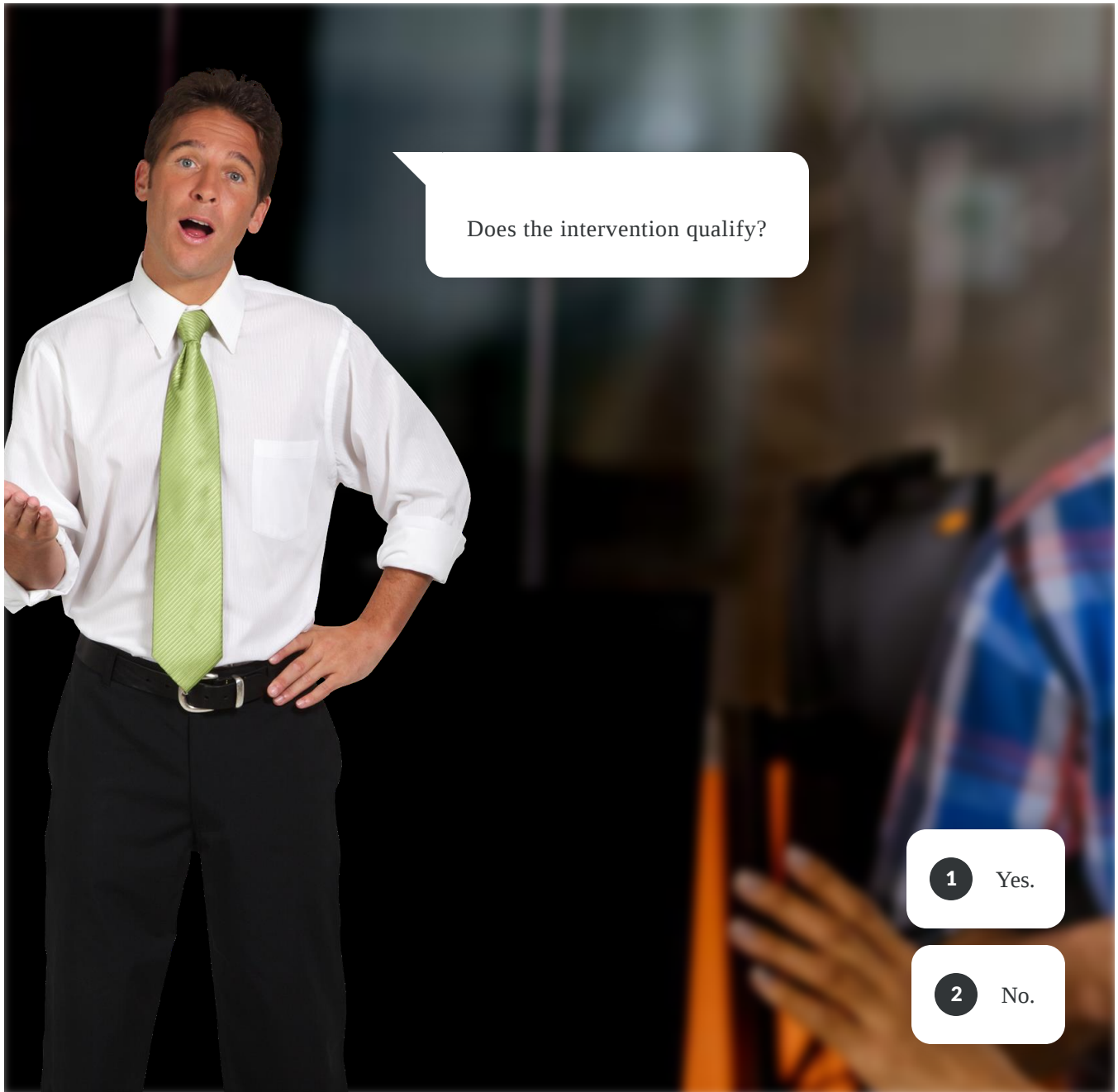


Harry completed a Workforce Specialist project more than 24 months after commencement in Workforce Australia Services. This meant a second claim was eligible.

CONTINUE

Scene 1 Slide 7

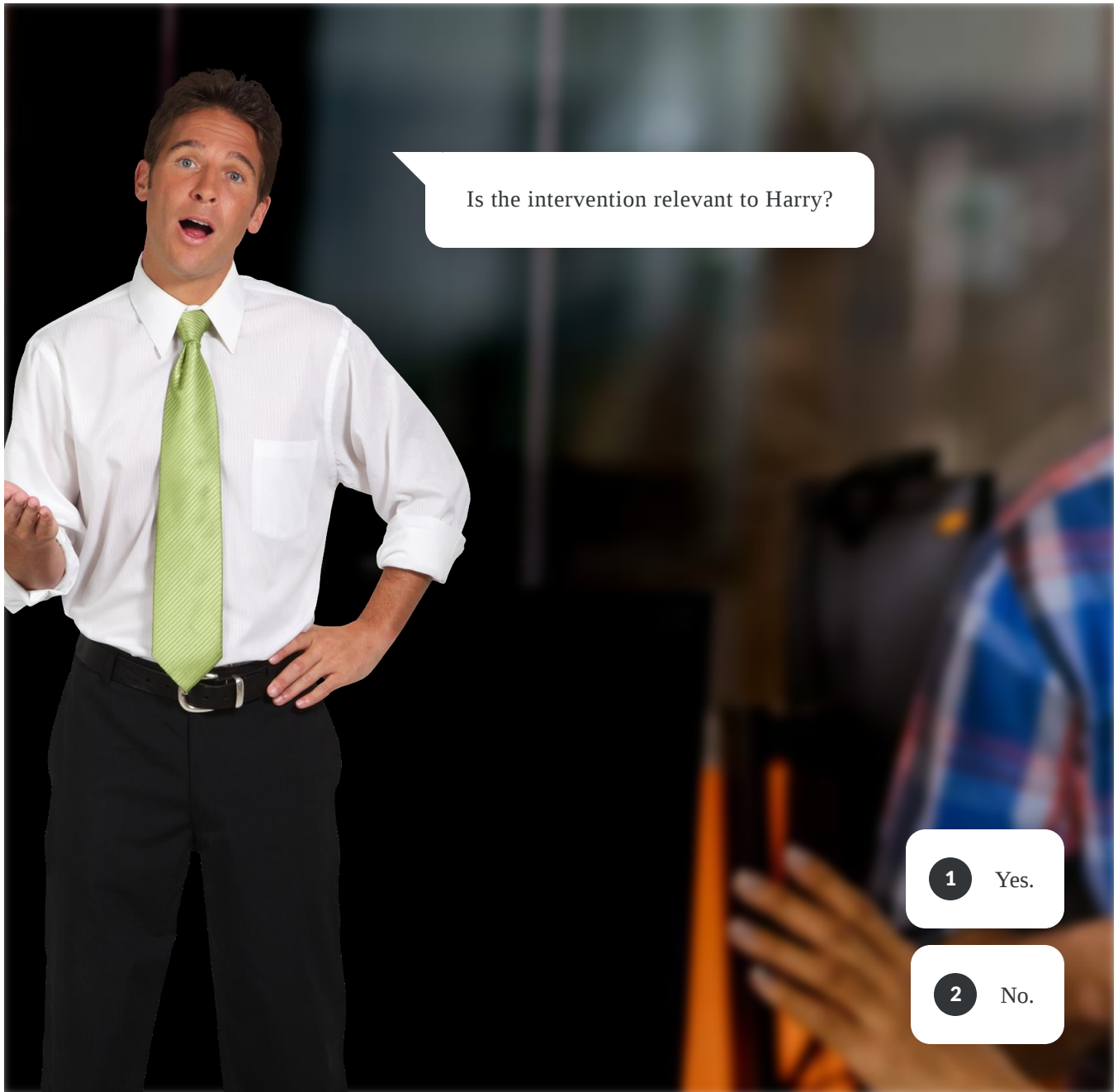
Continue → Next Slide



Scene 1 Slide 8

0 → Next Slide

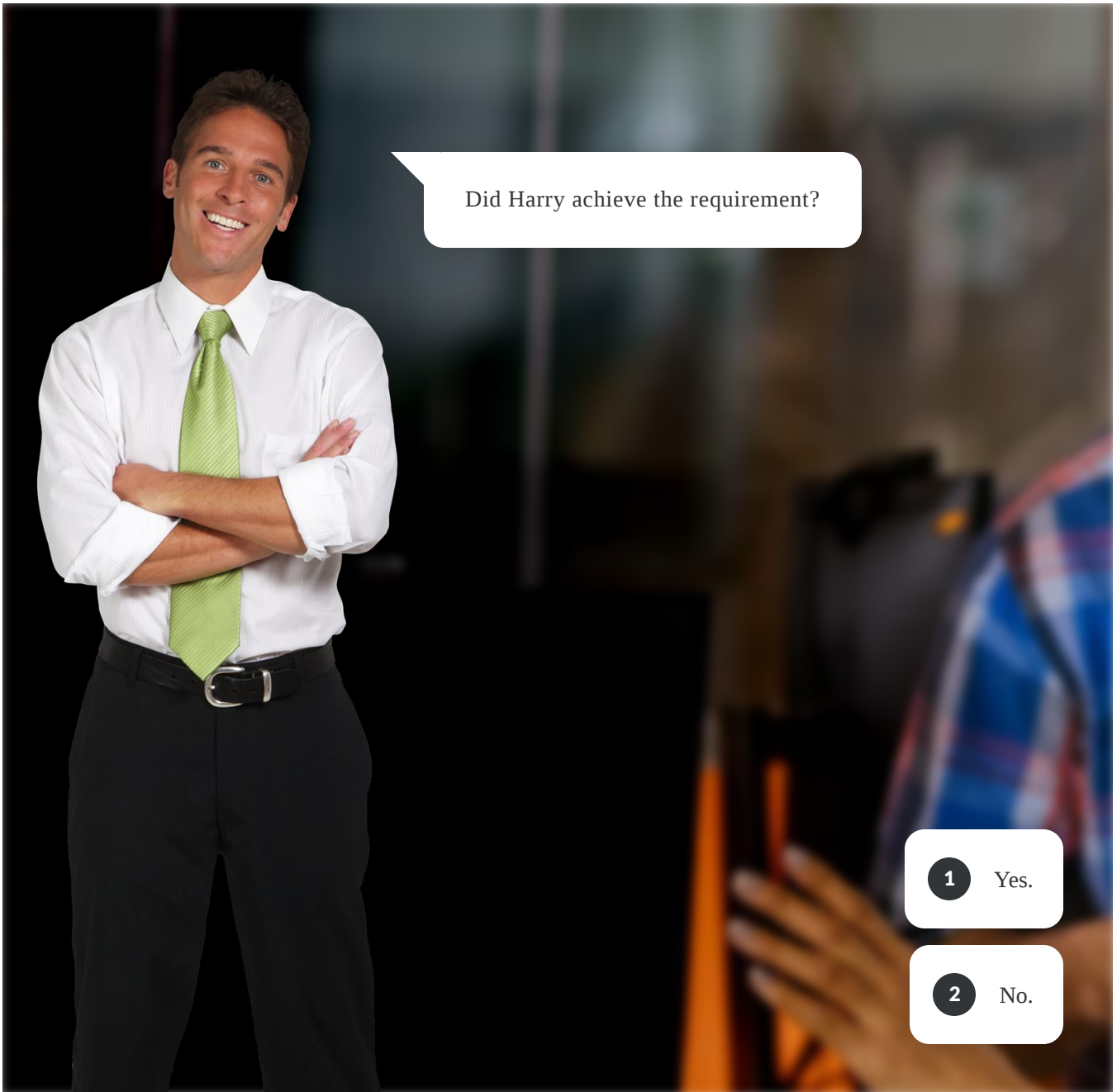
1 → Next Slide



Scene 1 Slide 9

0 → Next Slide

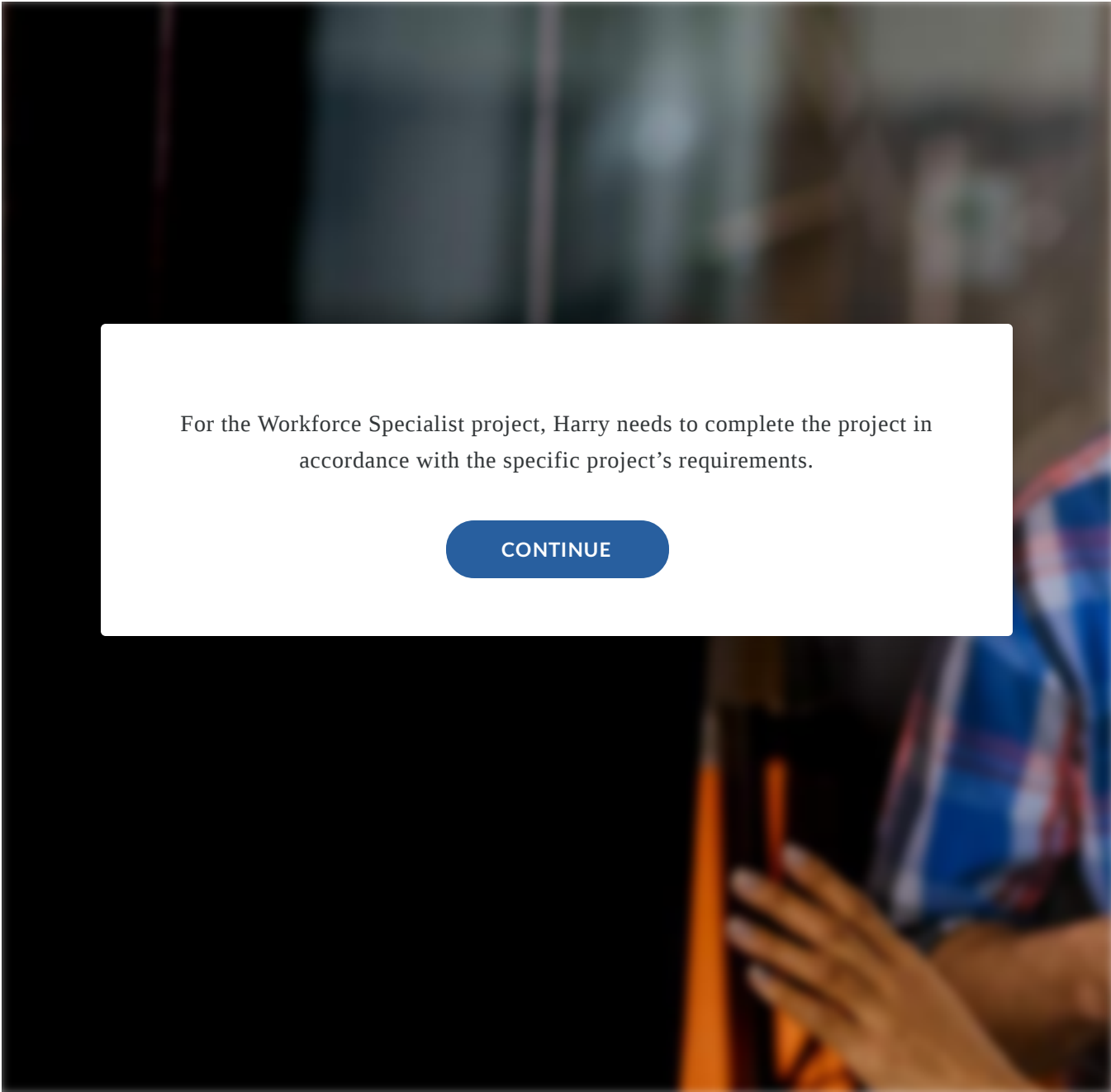
1 → Next Slide



Scene 1 Slide 10

0 → Next Slide

1 → Next Slide

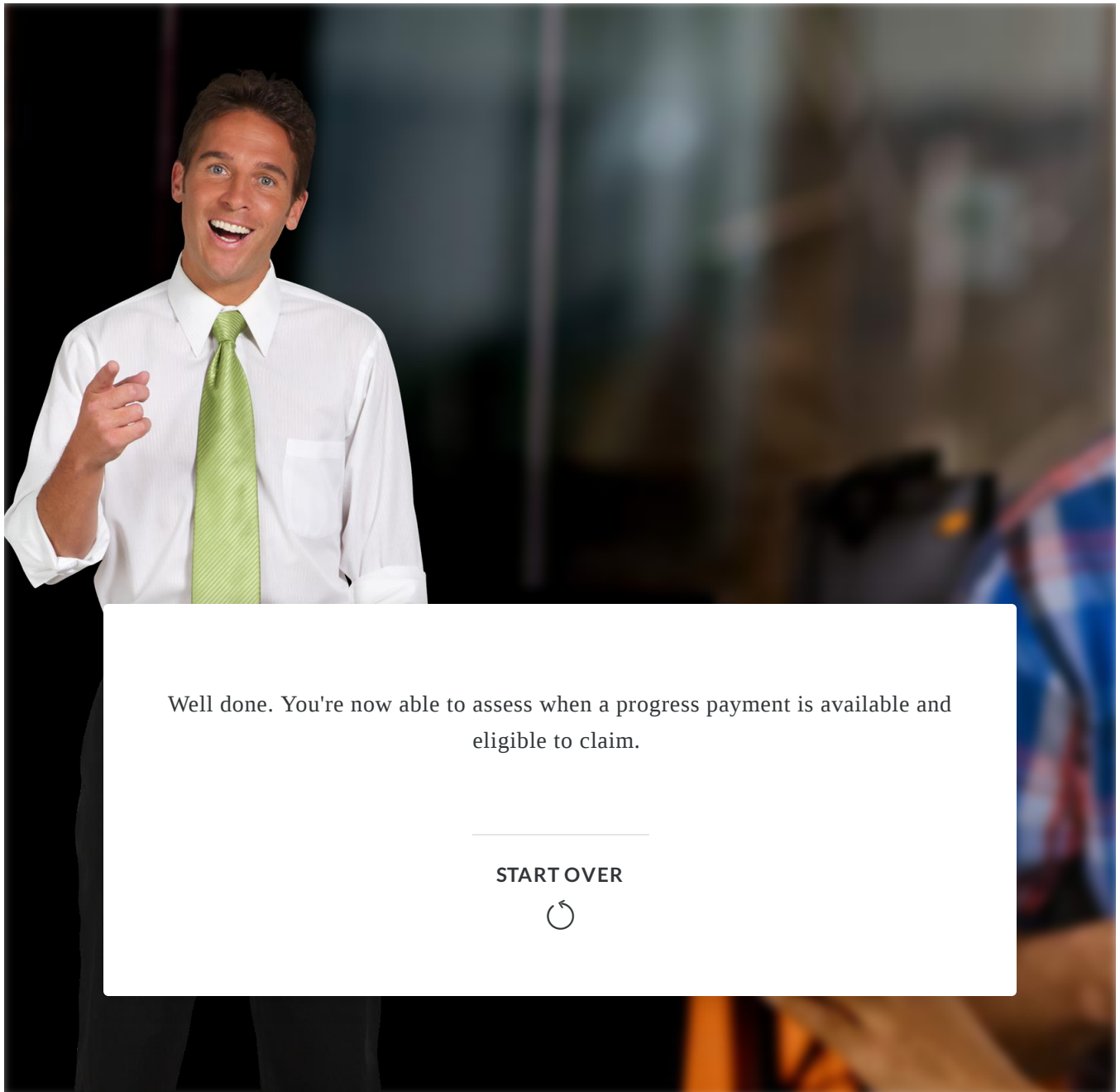


For the Workforce Specialist project, Harry needs to complete the project in accordance with the specific project's requirements.

CONTINUE

Scene 1 Slide 11

Continue → Next Slide



Well done. You're now able to assess when a progress payment is available and eligible to claim.

START OVER



Scene 1 Slide 12


Continue → End of Scenario



Key dates during Harry's Workforce Australia Services journey.

Documentary evidence requirements

Harry's provider will have to upload documentary evidence to the department's IT system to claim the progress payment. The guideline states that the activity ID for the Workforce Specialist project must be entered in to the department's IT system.

 Refer to the guideline to find out more about the documentary evidence required for different activities and interventions.

[I'm ready to try another scenario](#)

Meet Michael

There is a wide variety of circumstances you may need to consider when assessing whether a progress payment can be claimed. Let's look at Michael as an example.

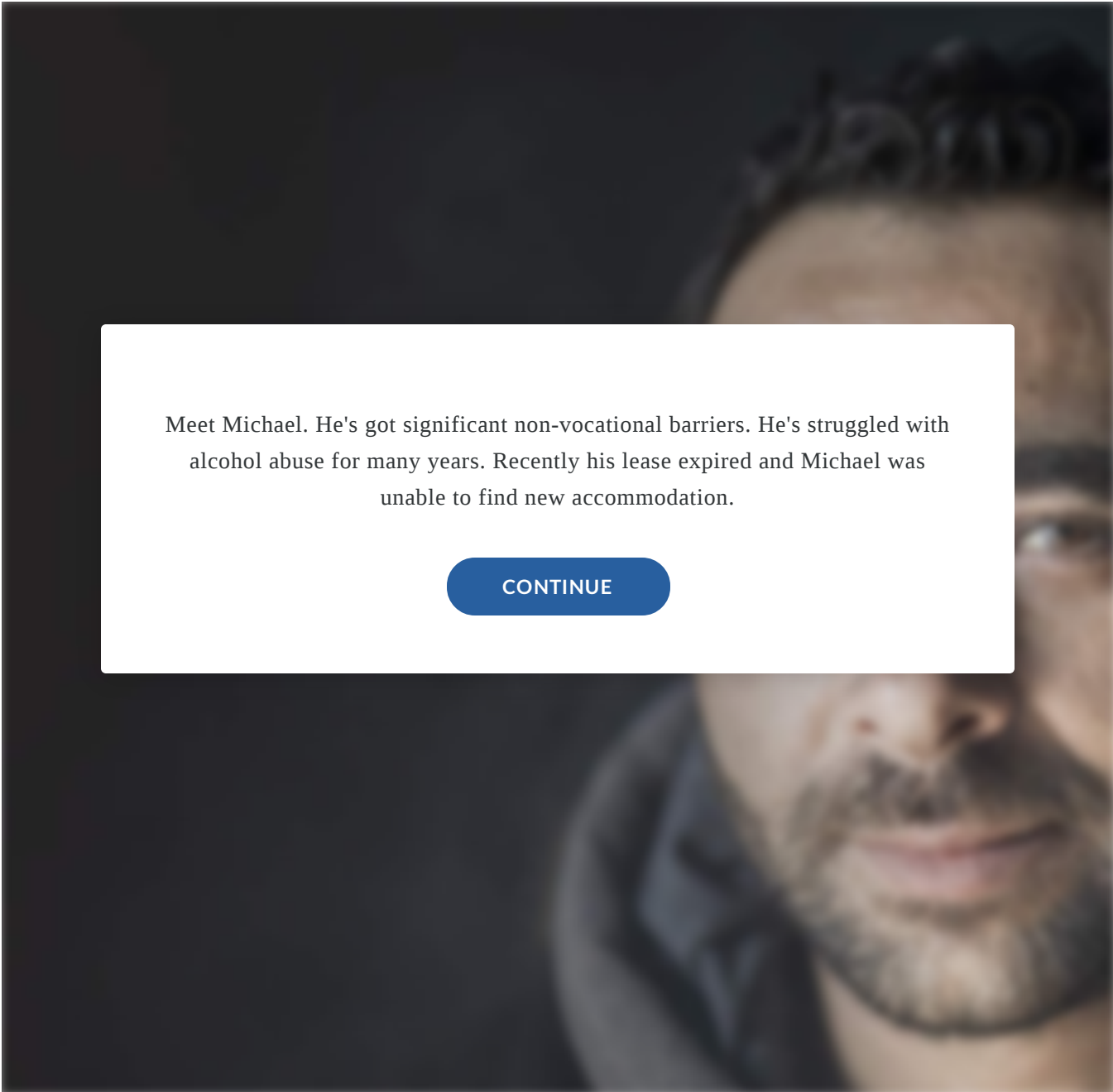


This is Michael

CONTINUE

Scene 1 Slide 1

Continue → Scene 1 Slide 2

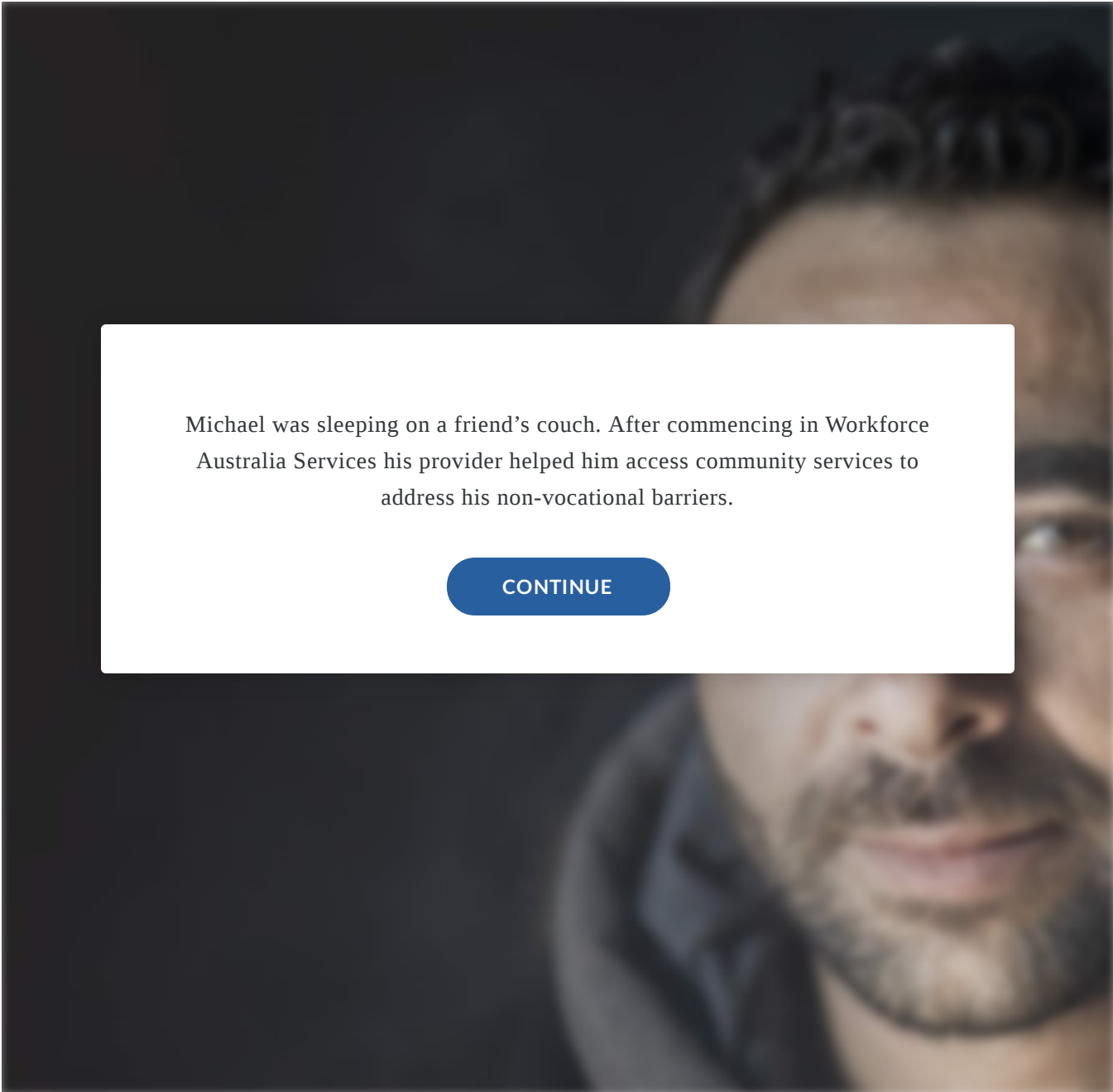


Meet Michael. He's got significant non-vocational barriers. He's struggled with alcohol abuse for many years. Recently his lease expired and Michael was unable to find new accommodation.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

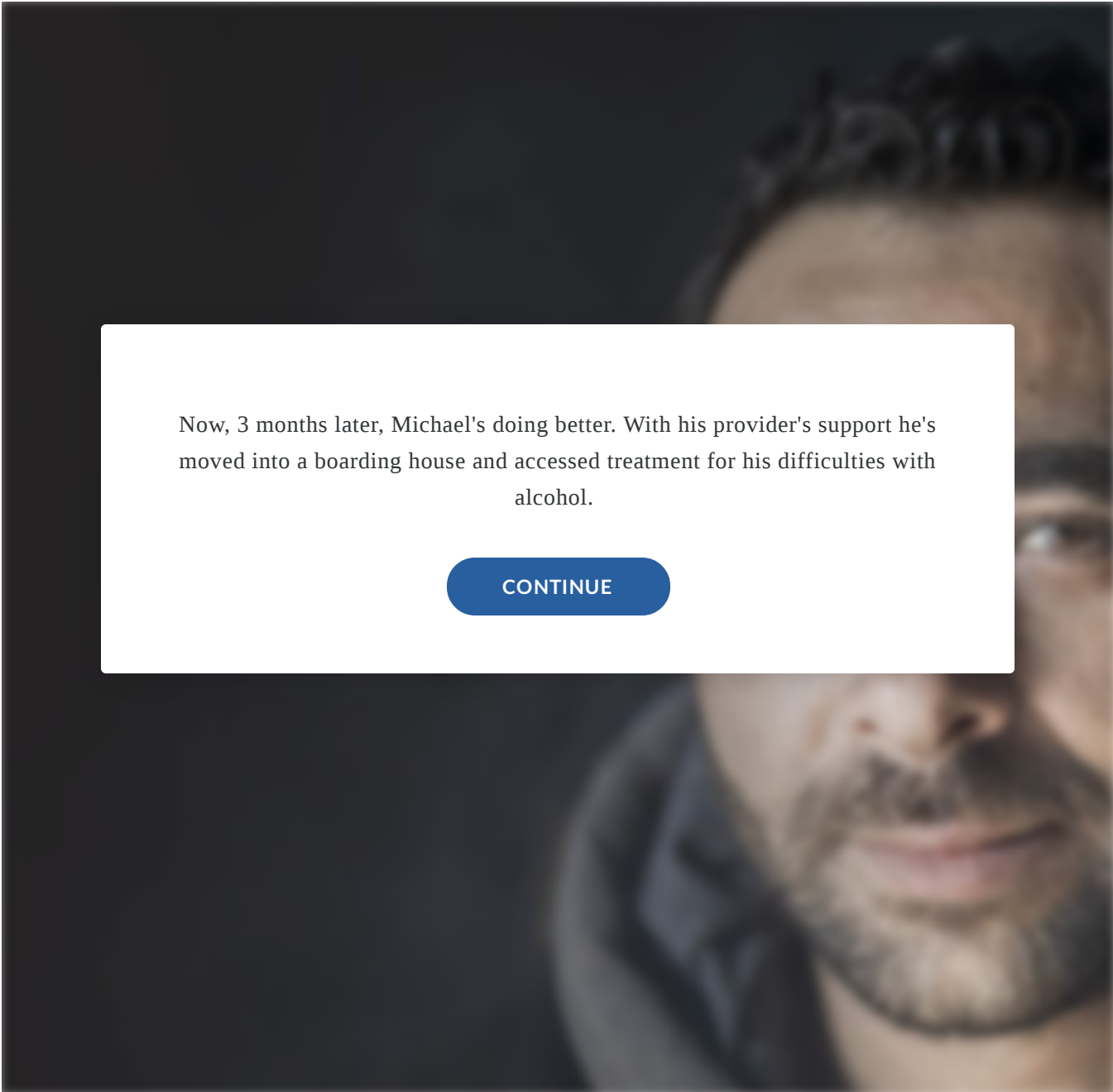


Michael was sleeping on a friend's couch. After commencing in Workforce Australia Services his provider helped him access community services to address his non-vocational barriers.

CONTINUE

Scene 1 Slide 3

Continue → Scene 2 Slide 1

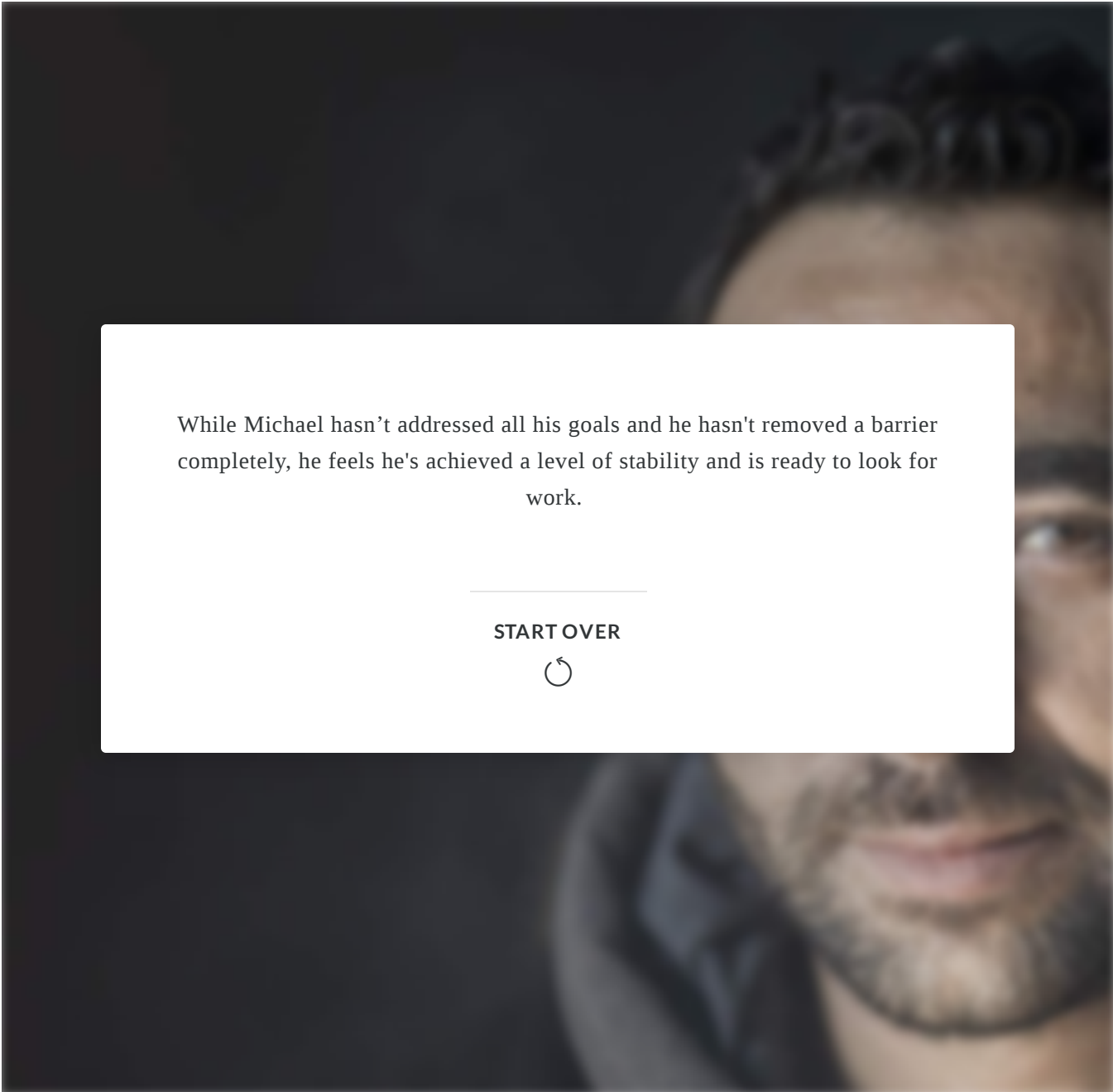


Now, 3 months later, Michael's doing better. With his provider's support he's moved into a boarding house and accessed treatment for his difficulties with alcohol.

CONTINUE

Scene 2 Slide 1

Continue → Next Slide



While Michael hasn't addressed all his goals and he hasn't removed a barrier completely, he feels he's achieved a level of stability and is ready to look for work.

START OVER



Scene 2 Slide 2

Continue → End of Scenario

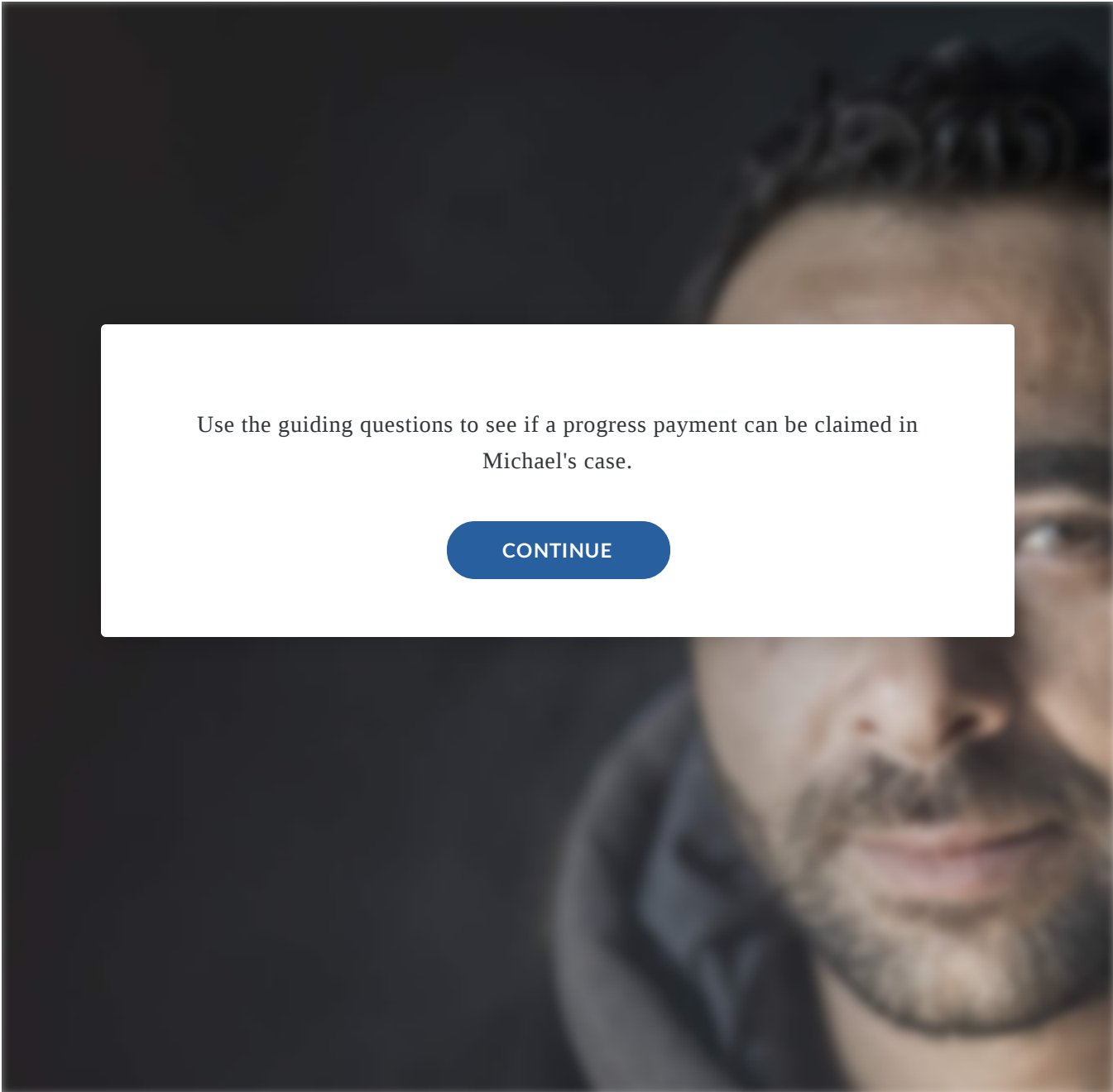
The option of a progress payment review

For many people with non-vocational barriers, an intervention will not fully address that barrier. For example, Michael struggles with alcohol addiction and he may continue to attend treatment for many years – perhaps the rest of his life. However, for the purpose of the progress payment, it is not necessary for a barrier to be completely removed. In Michael’s case, he has stabilised his situation and is now in a position where he can look for work.

Where an intervention is undertaken but completion isn’t a good measure of progress towards employment, a progress payment review is an option. You can consider a participant’s previous circumstances and how they have improved, and still claim the progress payment.

Apply your knowledge

If you need to, refer to the guiding questions as you interact with Michael’s situation.



Use the guiding questions to see if a progress payment can be claimed in Michael's case.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Scene 1 Slide 3

0 → Next Slide

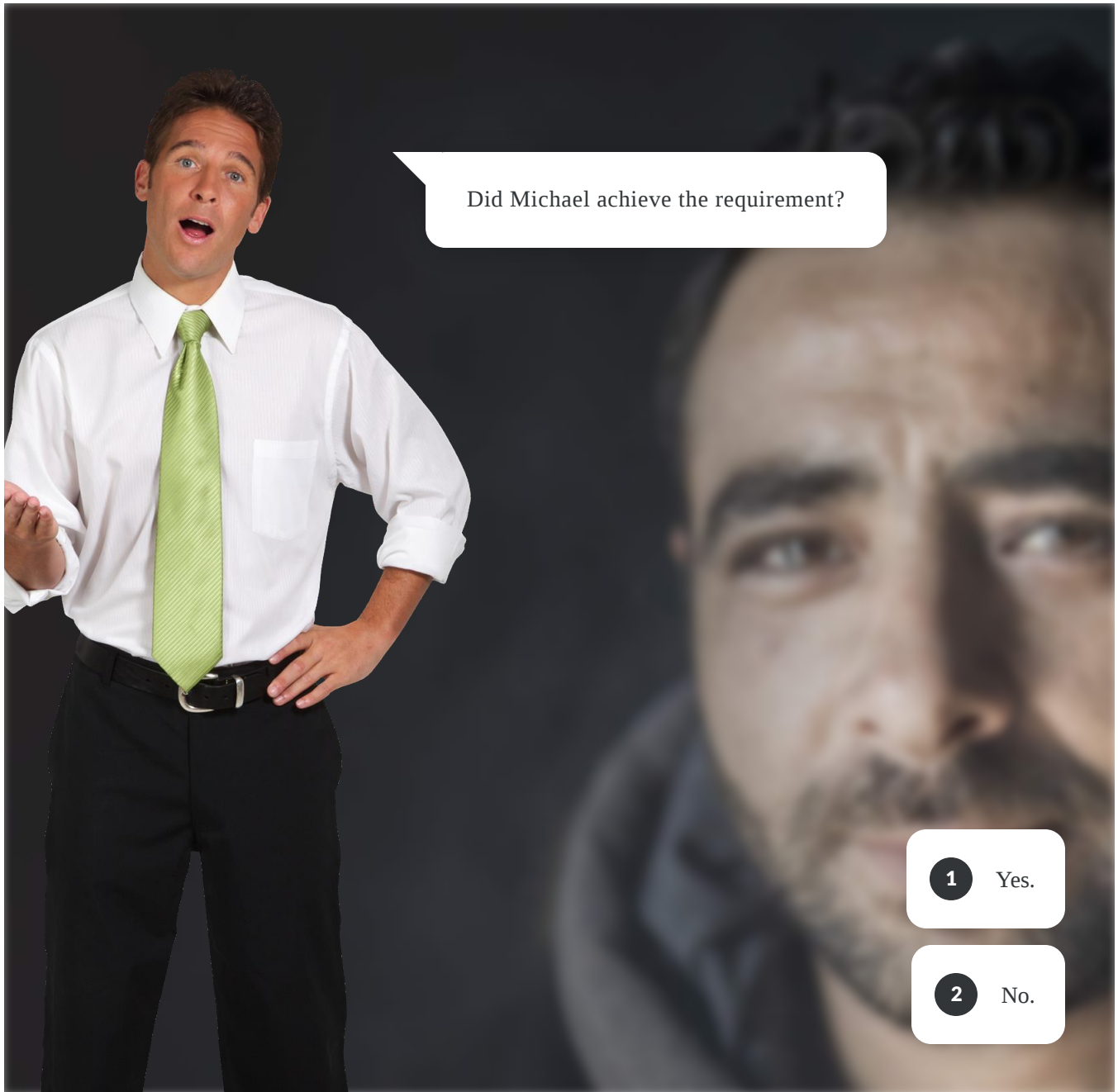
1 → Next Slide



Scene 1 Slide 4

0 → Next Slide

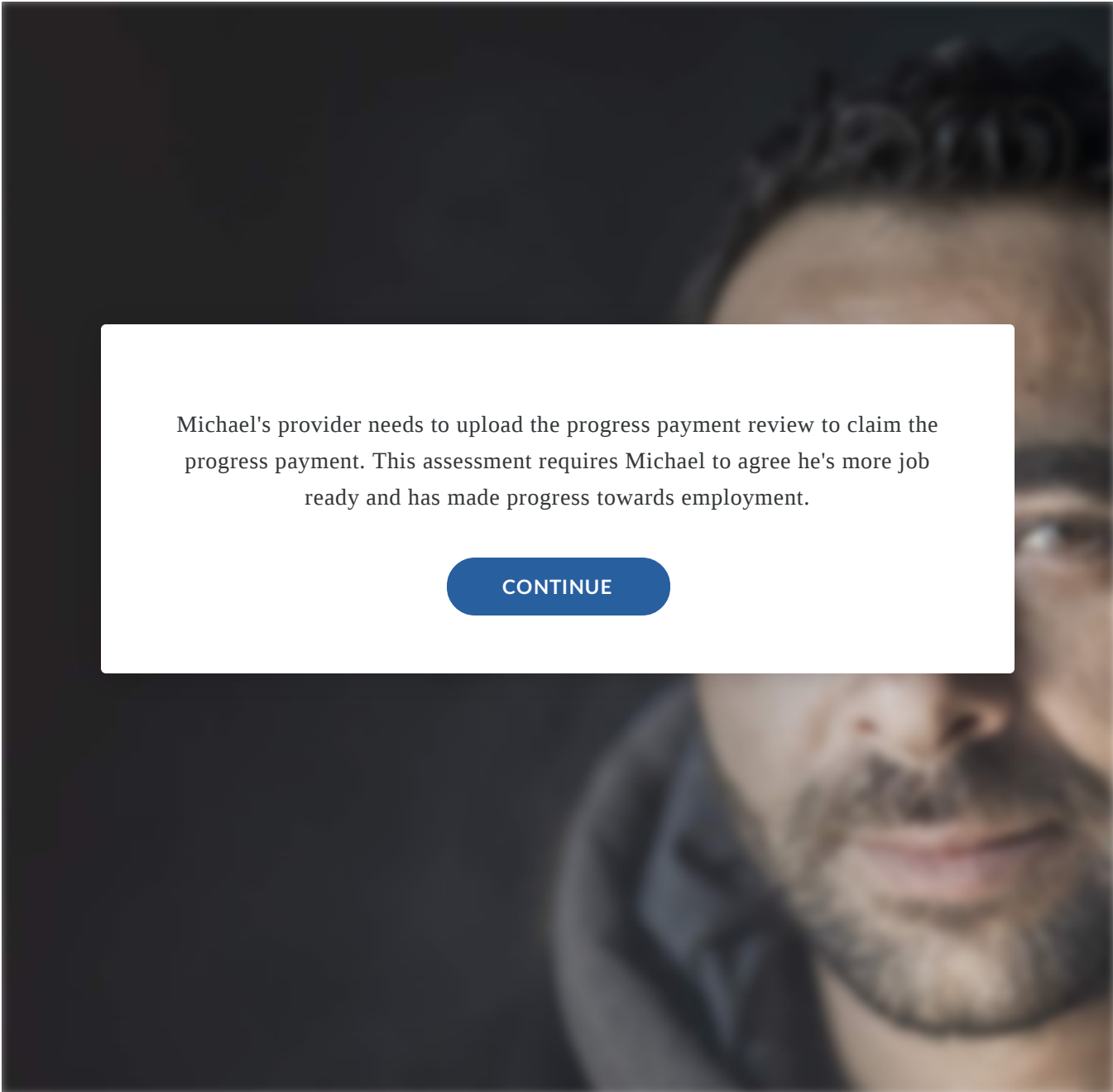
1 → Next Slide



Scene 1 Slide 5

0 → Next Slide

1 → Next Slide



Michael's provider needs to upload the progress payment review to claim the progress payment. This assessment requires Michael to agree he's more job ready and has made progress towards employment.

CONTINUE

Scene 1 Slide 6

Continue → Next Slide



Good work. You now know the circumstances for using a progress payment review.

START OVER



Scene 1 Slide 7

Continue → End of Scenario

A progress payment review must be done in consultation and agreement with the participant.

Michael's progress payment review

Here's an example of a progress payment review that was completed by Michael's provider and agreed to by Michael. It shows you how to complete the Progress Payment Review Template. Click on the hotspots to view what was entered in the template.

1 **Provider details**

Organisation Name
Example Provider

Site Name
Example Provider - Perth City

Provider Representative - Name and Position (e.g. Employment Consultant)
John Jackson, Employment Consultant

2 **Participant Details**

Participant Name
Michael Carpenter

Participant ID
1234 5678 90

3 **Demonstration of Progress**

What barriers to gaining employment was the Participant previously challenged by?

What interventions or activities has the Participant undertaken to facilitate gaining employment?

4

5 **Over what period were the interventions undertaken?**

6 **What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?**

Please provide examples (e.g. results of assessment such as ISC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

7 **Does the Participant agree they can more effectively look for work due to these interventions or activities?**

Please provide Participant's comments.

8 **The form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.**

Participant Signature
<EMAIL ATTACHED>

Date
20/09/2023

Progress-Payment-Review-Template

Disclaimer
This supporting document is not a stand-alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Services Deed of Standing Offer 2022-2028 and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review
This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.
Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants' job ready, including efforts to reduce or remove non-occupational barriers.

Workforce Australia
Employment
Australian Government



Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Deal of Standing Offer (2022-2025) and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non vocational barriers.

1

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)

John Jackson, Employment Consultant



Participant Details

Participant Name

Michael Carpenter

Participant ID

1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

Empty text box for barriers to gaining employment.

What interventions or activities has the Participant undertaken to facilitate gaining employment?

Empty text box for interventions or activities.

Over what period were the interventions undertaken?

Empty text box for intervention period.

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

Empty text box for evidence of improved job readiness.

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

Empty text box for participant comments.

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature

<EMAIL ATTACHED>


Date

20/09/2023

Provider details

In this section you must complete the following details about the provider:

- Organisation name
• Site name
• Provider representative - Name and position (e.g. Employment Consultant)



Progress-Payment-Review-Template

Disclaimer
This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Desk of Standing Offer (2022-2026) and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review
This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.
Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non vocational barriers.

Provider details

Organization Name
Example Provider

Site Name
Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)
John Jackson, Employment Consultant

2 Participant Details

Participant Name
Michael Carpenter

Participant ID
1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

What interventions or activities has the Participant undertaken to facilitate gaining employment?

Over what period were the interventions undertaken?

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?
Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

Does the Participant agree they can more effectively look for work due to these interventions or activities?
Please provide Participant's comments.

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature
<EMAIL ATTACHED>

Date
20/09/2023

Participant details

In this section you must complete the following details about the participant, in this case, Michael:

- Participant name: Michael Carpenter
- Participant ID: 1234 5678 90



Participant Details

Participant Name: Michael Carpenter
Participant ID: 1234 5678 90

Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations...

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment...

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects...

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position

John Jackson, Employment Consultant

Demonstration of Progress

3

What barriers to gaining employment was the Participant previously challenged by?

[Empty text box for barriers]

What interventions or activities has the Participant undertaken to facilitate gaining employment?

[Empty text box for interventions]

Over what period were the interventions undertaken?

[Empty text box for intervention period]

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSD, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

[Empty text box for evidence]

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

[Empty text box for comments]

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement).

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023



Barriers

What barriers to gaining employment was the participant previously challenged by?

- When Michael commenced on our caseload, he had significant non-vocational barriers.
Michael has noted he struggles with alcohol abuse, that it is extremely rare that he goes a day without having a drink, and when he does drink it will be an excessive amount. He thinks this is the reason he hasn't been able to maintain employment during the last two years.
Michael was also living in unstable accommodation. As he wasn't able to maintain employment he regularly found himself in arrears in his rental accommodation. At the end of his lease was asked to move out and was unable to source new accommodation. He was sleeping on the couch at a friend's house which was not a long-term solution.



Participant Details

Participant Name: Michael Carpenter
Participant ID: 1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

[Empty text box for barriers to gaining employment]

4 What interventions or activities has the Participant undertaken to facilitate gaining employment?

[Empty text box for interventions or activities]

Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations...

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment...

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects...

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)

John Jackson, Employment Consultant



Over what period were the interventions undertaken?

[Empty text box for intervention period]

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

[Empty text box for evidence of improvement]

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

[Empty text box for participant comments]

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement).

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023

Interventions and activities

What interventions or activities has the participant undertaken to facilitate gaining employment?

- Michael was referred to an alcohol treatment course, and has diligently worked to limit his alcohol intake. In Michael's own words he hasn't 'beaten it' and thinks about drinking regularly, but he now feels he has control of his alcohol consumption and is ready to look for work.
Contact was made with a boarding house, XYZ House, on Michael's behalf as they have helped a number of our clients in the past. We assisted Michael with the application process and helped him understand the boarding house's policies, in particular how rent was calculated and XYZ House's alcohol policy (and how important it was that Michael abided by these conditions).



Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Order of Standing Offer (2022-2026) and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non-vocational barriers.

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)

John Jackson, Employment Consultant



Participant Details

Participant Name

Michael Carpenter

Participant ID

1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

[Empty text box for barriers to gaining employment]

What interventions or activities has the Participant undertaken to facilitate gaining employment?

[Empty text box for interventions or activities]

5

Over what period were the interventions undertaken?

[Empty text box for intervention period]

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

[Empty text box for evidence of improved job readiness]

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

[Empty text box for participant comments]

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023

Period

Over what period were the interventions undertaken?

- Michael began attending his alcohol treatment on 15 June 2023 and has now reached three months.
- We helped Michael apply for accommodation on 23 June 2023, and he moved into his new accommodation on 2 July 2023.



Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Deal of Standing Offer (2022-2025) and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non vocational barriers.

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)

John Jackson, Employment Consultant



Participant Details

Participant Name

Michael Carpenter

Participant ID

1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

[Empty text box for barriers to gaining employment]

What interventions or activities has the Participant undertaken to facilitate gaining employment?

[Empty text box for interventions or activities]

Over what period were the interventions undertaken?

[Empty text box for intervention period]

6 What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSD, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

[Empty text box for evidence of increased likelihood of gaining employment]

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

[Empty text box for participant comments]

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023

Evidence

What evidence is there the participant has increased their likelihood of gaining employment or improved their job readiness?

Prior to our interventions, Michael was barely able to look for work despite having a strong desire to gain employment as he was frequently under the influence of alcohol. Not having a place to live also impacted his ability to look for work, as he spent much of his time applying for rental accommodation and was extremely stressed about what he would do once he could no longer stay at his friend's house.

Michael now reports he has been looking for work most days and had an interview recently. He says the boarding house has really helped, as there are other residents who are also battling alcohol addiction and they are helping each other.



Progress-Payment-Review-Template¶

Disclaimer¶

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Order of Standing Offer (2022-2025) and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review¶

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non vocational barriers.

Provider details¶

Organization Name¶

Example Provider¶

Site Name¶

Example Provider - Perth City¶

Provider Representative - Name and Position (e.g., Employment Consultant)¶

John Jackson, Employment Consultant¶



Participant Details

Participant Name

Michael Carpenter

Participant ID

1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

What interventions or activities has the Participant undertaken to facilitate gaining employment?

Over what period were the interventions undertaken?

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023

Participant agreement

Does the participant agree they can more effectively look for work due to these interventions or activities?

- Michael reports he's feeling a lot better since he hasn't been drinking as much and has somewhere to live.
- He thinks he's ready to go back to work now, and for the first time in ages thinks that he might not stuff it up.



Progress-Payment-Review-Template

Disclaimer

This supporting document is not a stand alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with the Workforce Australia Service Level of Standing (SLS) 2022-2025 and any other relevant guidelines or reference material issued by the Department of Education, Skills and Employment.

Progress-Payment-Review

This form can be used by Workforce Australia Employment Services Providers to claim a Progress Payment, in accordance with the guidelines.

Progress Payments are payable for demonstrable improvement to a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job ready, including efforts to reduce or remove non vocational barriers.

Provider details

Organization Name

Example Provider

Site Name

Example Provider - Perth City

Provider Representative - Name and Position (e.g., Employment Consultant)

John Jackson, Employment Consultant



Participant Details

Participant Name

Michael Carpenter

Participant ID

1234 5678 90

Demonstration of Progress

What barriers to gaining employment was the Participant previously challenged by?

Empty text box for barriers to gaining employment.

What interventions or activities has the Participant undertaken to facilitate gaining employment?

Empty text box for interventions or activities.

Over what period were the interventions undertaken?

Empty text box for intervention period.

What evidence is there the Participant has increased their likelihood of gaining employment or improved their job readiness?

Please provide examples (e.g. results of assessment such as JSC, ESAT or interview; medical evidence voluntarily supplied by the Participant; statement from the Participant they undertook the interventions/activities).

Empty text box for evidence of improved job readiness.

Does the Participant agree they can more effectively look for work due to these interventions or activities?

Please provide Participant's comments.

Empty text box for participant comments.

This form must be completed in full by the Provider and agreed to by the Participant. The Participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

Participant Signature

<EMAIL ATTACHED>

Date

20/09/2023

Signature

The template includes the following instructions:

This form must be completed in full by the Provider and agreed to by the Participant. The participant's agreement can be documented by them countersigning the form or electronically (e.g. an email acknowledgement). The completed form must be uploaded to the system at the time of claiming the Progress Payment.

If you want, you can also view and print the example of the completed template in full.

PDF icon, Progress payment review example.pdf, 294.4 KB, download arrow icon.

Now that you know a bit more about the progress payment review, you can work through the progress payment checklist and guiding questions to see how it works in practice.

Next, continue to the course summary.

[CONTINUE](#)

Summary



Let's recap

Progress payments are payable for demonstrable improvement in a participant's employment prospects through the provision of intensive, tailored services. Progress payments recognise the investments made to get participants job-ready, including efforts to reduce or remove vocational or non-vocational barriers.

Claims can be made for progress payments when a participant's circumstances and employment prospects have been improved during participation in Workforce Australia Services.

It's your responsibility to determine that a participant has made genuine progress towards employment prior to claiming the payment. Before claiming a progress payment, you should consider:



Steps for deciding if a progress payment can be claimed.

Resources

Workforce Australia Services Deed of Standing Offer 2022 - 2028

Workforce Australia Services Guideline – in particular chapter 5.3

Progress Payment Review Template

Congratulations! You're almost at the end of the Progress Payments module.
Just the final quiz to go.

I'm ready for the final quiz

Final quiz

This quiz is a compulsory element of the Progress Payments course. To successfully complete the course you must achieve 100%. You can have as many tries as you need to achieve this result.

Question

01/10

What is the milestone date when claiming a progress payment?

- The date the participant commenced an activity.
- The date the participant met the requirements of an activity or intervention as detailed in the guideline.
- A date 24 months into the participant's period of service when the progress payment becomes available to claim again.

Question

02/10

How many non-vocational interventions can be counted when claiming a progress payment?

- None. Non-vocational interventions cannot be counted towards a progress payment.
- Only one non-vocational intervention can be counted towards a progress payment.
- Up to 2 non-vocational interventions can be counted towards a progress payment.

Question

03/10

If a participant achieves an employment outcome, can that work be counted towards a progress payment?

Yes

No

Question

04/10

When can a progress payment review be undertaken?

- A progress payment review must be undertaken before claiming any progress payment.
- A progress payment review is recommended before claiming the progress payment but is not required.
- A progress payment review is available for cases where a participant has undertaken interventions to address their non-vocational barriers, but these are ongoing.

Question

05/10

How often can a progress payment be claimed for a participant?

- Only once.
- Once by each provider that delivers Workforce Australia Services to the participant.
- Once in each 24-month period of service.

Question

06/10

Can a provider refer all their participants to a standard training course to claim a progress payment?

Yes

No

Question

07/10

Can a Work for the Dole placement be counted towards a progress payment?

- Yes. All Work for the Dole placements can be counted towards a progress payment.
- Sometimes. A Work for the Dole placement can be counted towards a progress payment unless it is undertaken to meet the mandatory activity requirement.
- No. Work for the Dole placements cannot be counted towards a progress payment.

Question

08/10

If a participant completes a Certificate II course can it be used to claim a progress payment?

- Yes. It counts as an education activity and is the only intervention required to receive a progress payment.
- Yes. It counts as a vocational intervention and is one of two interventions required to pay a progress payment.
- No. A Certificate II course cannot be counted towards a progress payment.

Question

09/10

Can activities or interventions completed while the participant was on the caseload of another organisation be used for a progress payment?

Yes

No

Question

10/10

How must documentary evidence be retained?

- Held on file.
- Uploaded to the department's IT system.