



Australian Government

Guideline:

New Employment Services Trial (NEST) – Enhanced Services Provider Payments and Vacancies

The Trial payment model provides higher up-front payments to support intensive, tailored investment in Participants, as well as a continued focus on Employment Outcomes.

The Enhanced Services payments covered in this Guideline are:

- Engagement Fees paid on initial Enhanced Services commencement.
- Progress Fees where a Participant’s job readiness has improved through participation in vocational/non-vocational activities, work placements or the achievement of an Employment Outcome.
- Progress in Service Bonus paid per Participant when a Participant moves to a less intensive level of Trial service.
- Employment Outcome Payments – achievement of 4, 12 and 26 Week Outcomes.
- Very Long Term Unemployment (VLTU) Bonus paid in addition to 12 Week or 26 Week Outcomes for Participants unemployed longer than 24 months.

Note: All payment amounts in this Guideline are inclusive of GST.

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Changes from the previous version (Version 2.1)

Policy changes:

- Details added for calculating Permissible Breaks following the changes to how Participants declare income to Service Australia (p 31)
- Details added for lodging Pay Slip Verified Outcomes following the changes to how Participants declare income to Service Australia (p 33)

Wording changes:

- Name of Guideline changed to New Employment Services Trial (NEST) – Enhanced Services Provider Payments and Vacancies to reflect that this guideline also includes Vacancies.

Document Change History:

A full document history is available on the [Provider Portal](#)

Related documents and references

[Learning Centre website](#)

[JobSearch Conditions of Use](#)

[Privacy Guideline](#)

[Period of Service, Suspensions and Exits Guideline](#)

[Transfer Guideline](#)

[Eligibility, Referral, Commencement and Caseload Guideline](#)

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1. Engagement Fee

An Engagement Fee of \$1,000 will be paid once during a Participant's Period of Service, following their initial Commencement in Enhanced Services.

The Engagement Fee will be paid automatically by the Department's IT Systems once the Trial Provider has Commenced the Participant in Enhanced Services, i.e. recorded attendance at the Initial Interview and the Participant has an approved Job Plan in place. Providers are not required to submit a claim for payment.

No further Engagement Fees will be payable during the Participant's same Period of Service. This includes where a Participant transfers between Trial Providers or in and out of Trial Employment Regions. Where a Participant Exits and returns to Services within 13 weeks, a new Engagement Fee will not be payable.



System step: Trial Providers must ensure that the Participant is Commenced in the Department's IT Systems to enable the payment of the Engagement Fee. A Tax Invoice will automatically generate when the Engagement Fee is paid to the Trial Provider.



Documentary Evidence: Documentary Evidence is not required to support payment of the Engagement Fee.

(Deed reference: Clause 135)

2. Progress Fees

Progress Fees are intended to recognise the investment made by Trial Providers in supporting Participants to progress towards Employment.

Trial Providers may claim a Progress Fee where a Participant's job readiness has improved due to their participation in approved activities or through paid work, including part-time or casual work or self-employment.

Progress Fees can only be claimed once per Trial Period of Service for Tier 1 Participants, and once every 24 months for Tier 2 Participants. The Progress Fee is \$500 for Tier 1 and \$750 for Tier 2.

Progress Fee based on Employment Outcome

Trial Providers are eligible for a Progress Fee where a Participant they have placed in employment achieves a 4 Week Full or Partial Employment Outcome, including a [4 Week Partial Employment Outcome triggered by a Participant commencing in NEIS](#).

The Progress Fee will be paid along with the Employment Outcome payment, where a Progress Fee has not already been claimed for the Participant.



System step: Trial Providers will not need to lodge a claim for a Progress Fee based on an Employment Outcome. The Progress Fee will be paid automatically to the Trial Provider once the 4 Week Outcome claim is lodged.



Documentary Evidence: Documentary Evidence is not required to support a claim for payment of Progress Fees based on an Employment Outcome. Any relevant Documentary Evidence requirements for the 4 Week Outcome must be met.

Progress Fee based on an Education Activity

The Progress Fee for an Education Activity recognises the importance of Education in improving job readiness and employability of Participants. Please see table 1, page 6 for Documentary Evidence representative of progress in an Education Activity.

Trial Providers may claim a Progress Fee where a Participant:

- Participates full time for 26 consecutive weeks in, or attains, a Certificate III or higher qualification, or
- Makes meaningful progress in the Adult Migrant English Program (AMEP) and/or Skills for Education and Employment (SEE).

Qualifying Training Courses and Qualifying Education Course may include distance learning, online or self-paced study methods.

Table 1: Documentary Evidence for Education Activities (one Education Activity is required to trigger the progress fee)

Education Activity	Requirements	Evidence
Participation in Accredited Education	<p>26 consecutive weeks full-time participation in, or attainment of:</p> <ul style="list-style-type: none"> • a Certificate III course or higher qualification. A higher qualification includes a Diploma, Advanced Diploma, Associate Degree or Bachelor Degree, or University Bridging Course (provided the University Bridging Course meets the additional requirements of: being delivered by an Australian University or Registered Training Organisation; and, for an attainment outcome the course is a minimum of 12 weeks duration), or • Year 12 <p>The 26 week period for participation in Education includes scheduled breaks in study as calculated by the training institution (i.e. term or semester breaks).</p>	<ul style="list-style-type: none"> • Record the Activity ID on the Department’s IT Systems when claiming the Progress Fee. • Upload Documentary Evidence in the form of either: <ul style="list-style-type: none"> ○ a copy of the qualification or a statement of attainment issued by the Registered Training Organisation or Education institution showing the qualification achieved, <u>the Participant’s name</u>, details of the Registered Training Organisation or Education institution; <u>or</u> ○ confirmation that the course is full-time study as defined by the Registered Training Organisation or Education institution and that the Participant is still participating in the course six (6) months after commencement
Skills for Education and Employment (SEE)	<p>SEE providers complete an assessment of a Participant’s progression periodically (at least every 200 hours of training). Where the Participant is showing progress following one of these assessments, the Trial Provider can use this to demonstrate progress towards employment.</p>	<ul style="list-style-type: none"> • Record the Activity ID on the Department’s IT Systems when claiming the Progress Fee. <p>Trial Providers must also upload one of:</p> <ul style="list-style-type: none"> • A copy of the Client Training Profile Report completed by the SEE Provider that shows the Participant has advanced by at least one skill level

Education Activity	Requirements	Evidence
		<p>in one or more of the Australian Core Skills Framework Core Skills (Learning, Reading, Writing, Oral Communication and Numeracy); or</p> <ul style="list-style-type: none"> • A statement from the SEE Provider that the Participant has advanced by at least one skill level in one or more of the Australian Core Skills Framework Core Skills (Learning, Reading, Writing, Oral Communication and Numeracy)
Adult Migrant English Program (AMEP)	<p>Currently, progress assessments in the AMEP have been suspended due to COVID-19. Until new arrangements are in place, the Trial Provider can claim a Progress Fee where:</p> <ul style="list-style-type: none"> • An AMEP Participant achieves a Statement of Attainment as part of their AMEP program, or • For Participants with higher needs who are unlikely to achieve a statement of attainment, confirmation from the AMEP provider that the Participant is making progress. 	<ul style="list-style-type: none"> • Record the Activity ID on the Department's IT Systems when claiming the Progress Fee. <p>Trial Providers must also upload one of:</p> <ul style="list-style-type: none"> • A copy of the Statement of Attainment. Statements of Attainment are available with the Unique Student Identifier (USI) through the Unique Student Identifier website¹ or you can contact the Registered Training Organisation for assistance; or • A statement from the AMEP provider that the Participant is continuing in the AMEP and is making progress.



System step: Trial Providers must record the Activity ID relating to the Education, AMEP or SEE Activity that the Participant has participated in on the Job Seeker Progress Fee screen of the Department's IT Systems.

¹ <https://www.usi.gov.au>

Progress Fee based on approved activities or interventions

Trial Providers may claim a Progress Fee when a Participant completes two approved activities or interventions across three categories; work placements, vocational interventions or non-vocational interventions. Only one vocational intervention can be used for this purpose.

Trial Providers may also claim a Progress Fee when a Participant completes one Activity that provides a full pathway to employment.

The Progress Fee for completion of activities or interventions recognises the importance of addressing barriers to employment and must be appropriate to a Participant's individual needs. The Progress Fee is not intended to be paid for participation in activities, but for progress towards employment.

When claiming a Progress Fee based on approved activities or interventions, the Trial Provider is required to determine whether the Participant's circumstances have changed such that they are now closer to finding employment, for example because they have more work experience, additional skills or relevant qualifications, or have addressed a barrier to their employment. Paid employment is not required to be the next step, for example undertaking a non-vocational intervention may mean the Participant is now capable of undertaking training or a work experience placement.

The following tables provide a list of the activities and interventions that could count towards the Progress Fee, including the requirements or principles for each intervention type, and the type of evidence that might be used to substantiate the claim. These are intended to guide providers in making the decision that progress towards employment has been achieved; however, these are not intended as rigid requirements where they are not appropriate for the individual Participant.

Some reasons a Provider might determine that alternative or reduced requirements should apply might include:

- where the Participant has multiple or severe barriers. For this cohort for example, one week of paid work might be a significant achievement, whereas for a job ready Participant this would not be the case.
- where an Activity has been a success, despite a very short period. For example, if a Participant undertook work experience in a new industry and found it a worthwhile experience and is now enrolled in a related training Activity.
- A Participant with a history of not participating in activities or compliance action actively participates in an Activity for a substantial portion of its running time. Even though they might not complete the Activity, doing a portion of it may constitute progress if previously they would not participate at all.

The requirements and evidence are intended to be flexible, and alternative evidence can be used at the Trial Provider's discretion.

Progress Fees based on Work placements - Includes (but is not limited to):

Table 2: Documentary Evidence for Work Placements

Activity/Intervention	Requirements	Evidence
National Work Experience Programme (NWEP)	Completion of the NWEP Placement sufficient for the Trial Provider to be eligible for an NWEP Completion Payment (consistent with the Managing National Work Experience Programme Activities Guideline).	Documentary Evidence for the NWEP Placement consistent with the Managing National Work Experience Programme Activities Guideline Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
PaTH Internship	Completion of the PaTH Internship sufficient for the Trial Provider to be eligible for a PaTH Outcome payment (consistent with the Managing PaTH Internships Guideline).	Documentary Evidence for the PaTH Internship consistent with the Managing PaTH Internships Guideline Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
Work for the Dole	Participate in a Work for the Dole placement for at least four weeks.	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
Voluntary Work	The Voluntary Work is at a level proportional to part time work for the Participant on average (15 hours per week for Participants with full-time Mutual Obligation Requirements, or 7.5 hours per week for Participant with part-time Mutual Obligation Requirements), and lasts for at least four weeks.	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee. Documentary Evidence for the Voluntary Work placement consistent with the Activity Management Guideline .
Defence Reserves	The Participant has enrolled in and completed, initial training with the Defence Reserves. The Participant must successfully complete the initial training, as per	Documentary Evidence for the Defence Reserves placement consistent with the Activity Management Guideline .

Activity/Intervention	Requirements	Evidence
	the rules of the Defence Reserves intake stream the Participant is enrolled in.	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
Paid Work (that doesn't result in an Employment Outcome)	The Trial Provider must determine the paid work placement was meaningful to the Participant and has increased their likelihood of finding sustainable Employment. As a guide, a job that lasts four weeks would increase the likelihood of a typical Participant securing employment, however for a Participant with significant barriers or very limited work history, a shorter work placement may be appropriate if it is successful.	<p>One or more of the following:</p> <ul style="list-style-type: none"> • Income reported by the Participant to Services Australia • Pay slips or Employer payroll summaries (for part-time work) • Evidence of income earned through freelance or 'gig economy' work
Other Government Programs (e.g. Vocational Training and Employment Centres, Try Test Learn, etc)	<p>Undertaking a local, state or federal government program with an employment focus. The Participant must complete the program in accordance with the program's rules.</p> <p>If the Other Government Program does not have a measure of completion, then the Trial Provider must determine whether it has led to progress towards employment for the Participant.</p>	<p>Record the Activity ID on the Progress Fee screen on the Department's IT Systems.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee indicating why the Other Government Program was required for the Participant and why it was successful.</p>

[Progress Fees based on Vocational interventions](#) - Includes (but is not limited to):

Vocational interventions should only be counted towards the Progress Fee where they are building a work skill relevant to the Participant, for example, gaining a Responsible Service of Alcohol certificate would only be appropriate where the Participant doesn't already have one and is actively seeking Employment that requires it. The requirements and evidence listed in the table are intended to guide providers, who should use their discretion in determining what constitutes progress towards employment for the individual Participant.

Table 3: Documentary Evidence for Vocational Interventions

Activity/Intervention	Requirements	Documentary Evidence
Skill based qualification completion	<p>Completes a qualification (e.g. a Certificate course), one or more units of a qualification, or non-accredited training (such as Barista Training, software training or food safety training).</p> <p>The course is linked to a work placement (including a vacancy the Participant applies for) or is directly relevant to the industry the Participant is seeking work in.</p>	<p>Evidence the Participant completed the qualification (e.g. a statement of attainment, academic transcript or certificate).</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee outlining the work placement, vacancy or industry the qualification is linked to and why it is relevant for the individual Participant.</p> <p>An Activity ID should be entered on the Department's IT Systems when claiming the Progress Fee if it exists.</p>
Workplace certification completion	<p>The Participant completes and is awarded the certification.</p> <p>The certification is linked to a work placement (including a vacancy the Participant applies for) or is directly relevant to the industry the Participant is seeking work in (e.g. obtaining a White Card where the Participant is seeking work in the construction industry).</p>	<p>Evidence the Participant achieved the certification, such as a copy of the certificate or licence itself, or confirmation from the body that issued the certificate.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee outlining the work placement, vacancy or industry the certification is linked to and why it is relevant for the individual Participant.</p>

Activity/Intervention	Requirements	Documentary Evidence
		An Activity ID should be entered on the Department's IT Systems when claiming the Progress Fee if it exists.
Employability Skills Training completion	<p>The Participant successfully completes Employability Skills Training.</p> <p>Trial Providers can determine whether, for an individual Participant, completion of one or both blocks of EST may be sufficient depending on the Participant's circumstances.</p>	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
Digital Training completion	The Participant successfully completes Digital Training and is demonstrably able to undertake online job search (e.g. applying for jobs online or researching positions or Education opportunities online).	<p>Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee indicating the reasons Digital Training was required for the Participant and why it was successful.</p>
Career Transition Assistance completion	The Participant completes the Career Transition Assistance program in accordance with the Activity Management Guideline .	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.
Employment Preparation Activity	The Participant achieves a 'Successful EPA Completion' in accordance with the Employment Preparation Activity Guideline.	<p>Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee indicating the reasons the Employment Preparation Activity was required for the Participant.</p>

Activity/Intervention	Requirements	Documentary Evidence
Targeted Pre-Employment Training	<p>The Trial Provider determines that Targeted Pre-Employment Training (TPEP) is necessary for the Participant and they will derive benefit from the training.</p> <p>The Participant completes all aspects of the TPEP course (as approved by the Department) and in accordance with the New Employment Services Trial (NEST) - Using the Employment Fund General Account Guideline.</p>	<p>Record the Employment Fund Commitment ID for the TPEP Training payment in comments on the Department's IT Systems when claiming the Progress Fee.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee indicating why TPEP was considered necessary for the Participant.</p>
Career Guidance	<p>The Participant receives specialist career guidance from a suitably qualified career counsellor (i.e. tertiary qualifications in career Education or career development or registered as a professional with one of the Career Industry Council of Australia member associations).</p> <p>After accessing career guidance, the Trial Provider documents improvement in the Participant's career goals and direction. This would need to go beyond typical career guidance provided as standard to Participants (such as discussing goals and updating the Participant's résumé)</p>	<p>Evidence or comments (recorded on the Department's IT Systems when claiming the Progress Fee) showing how that the career guidance caused a meaningful change for the Participant, for example:</p> <ul style="list-style-type: none"> • Evidence the Participant participated in the career counselling (for example, invoices or remittance advice) or the Participant recording their attendance for activities scheduled through the calendar • Observations of a change in the Participant's behaviour (i.e. proactively seeking work in new industries or seeking training opportunities)
Exploring Being My Own Boss Workshops	Participant completes an Exploring Being My Own Boss Workshop.	Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.

Activity/Intervention	Requirements	Documentary Evidence
Language, Literacy and Numeracy training completion	Completion of an accredited Language, Literacy and Numeracy course at any level can be counted as one intervention for the Progress Fee if Language, Literacy or Numeracy is a barrier for the Participant.	Evidence the Participant completed the course (e.g. a statement of attainment, academic transcript or certificate).
Approved Non-Government Programs	<p>Undertaking a non government Activity approved by the Department (in accordance with the arrangements detailed on the Department of Education, Skills and Employment website²). The Participant must complete the program in accordance with the program's rules.</p> <p>If the Approved Non Government Program does not have a measure of completion, the Trial Provider must determine whether it has led to progress towards employment for the Participant.</p>	<p>Record the Activity ID on the Progress Fee screen on the Department's IT Systems.</p> <p>Record comments on the Department's IT Systems when claiming the Progress Fee indicating why the Non Government Program was required for the Participant and why it was successful.</p>

² <https://www.dese.gov.au/jobactive/non-government-programs-approved-annual-activity-requirement-purposes>

[Progress Fees based on Non-vocational interventions](#) - Includes (but is not limited to):

Non-Vocational interventions will only be counted towards the Progress Fee if they are addressing a need or barrier faced by the Participant such as a medical/health related intervention where the health condition is impacting their ability to find sustainable work, and the intervention increased their job readiness. For example, the Participant is now able to manage their health condition such that they are now able to participate in other interventions (e.g. work experience or training) or can look for work.

Table 4: Documentary Evidence for Non-Vocational Interventions

Activity/Intervention	Requirements	Documentary Evidence
<p>Drug and alcohol program</p> <p>Treatment for behavioural addictions (e.g. gambling)</p> <p>Counselling and mental health program</p> <p>Medical/health related interventions</p> <p>Obtaining stable housing</p> <p>Addressing barriers associated with caring responsibilities</p> <p>Addressing financial instability/difficulty</p>	<p>The Participant has a non-vocational barrier that is impacting on their ability to gain and sustain employment.</p> <p>The Participant has participated in a treatment or other intervention that has changed their circumstances such that they have made progress towards employment. For example, previously all their efforts were related to treating their barrier, but now they are able to participate in other interventions (e.g. treating a different vocational or non-vocational barrier), a work placement, or job search.</p>	<p>The Trial Provider must upload evidence or record comments on the Department's IT Systems to show the Non-vocational intervention has improved the Participant's job readiness.</p> <p>Examples of evidence a Trial Provider might use are provided below. These are not an exhaustive list and Trial Providers may use one or more of these, or may have alternative evidence that is more appropriate, taking into account any sensitivities for the Participant:</p> <ul style="list-style-type: none"> ▪ The results of an assessment such as the JSCI, a Capability Assessment or Interview, an ESAt or an assessment completed by the provider, demonstrating improvement in the Participant's circumstances ▪ Medical evidence voluntarily supplied by the Participant ▪ Observations of changes in the Participant's behaviour or demeanour, where these improve job readiness and employability ▪ A statement from the Participant (this would not need to be a formal written statement – this might be something a Participant mentions during an appointment)

Activity/Intervention	Requirements	Documentary Evidence
		<ul style="list-style-type: none"> ▪ Recording the Activity ID of the Activity/intervention ▪ Recording the Employment Fund Commitment ID, where payment was through the Employment Fund and Documentary Evidence is already held to substantiate that claim ▪ Evidence from a doctor, counsellor or rehabilitation provider (e.g. invoices for services or a letter of acceptance into a program) voluntarily supplied by the Participant ▪ Evidence of supports made available to the Participant to assist with caring responsibilities. ▪ Evidence of attendance (e.g. the Participant reporting their attendance for activities scheduled in the diary) ▪ A statement from the Participant that they undertook the intervention ▪ Evidence the Participant is now participating, or participating to a greater degree or more successfully, in other vocational or non-vocational activities, work placements or job search.
Addressing transport access issues (e.g. licences)	The Participant previously had a transport barrier that has been addressed such that the Participant is now able to access employment and/or study opportunities. For example, organising driving lessons alone is not sufficient, the	The Trial Provider must upload evidence or record comments on the Department's IT Systems when claiming the Progress Fee indicating the nature of the transport barrier and how it has been addressed. For example, a copy of the Participant's new driver's licence, and comments that the Participant is now capable of attending work or other appointments.

Activity/Intervention	Requirements	Documentary Evidence
	barrier to accessing transport must be addressed. Assisting a Participant with work related licensing (e.g. a heavy vehicle licence), should be considered a vocational intervention and recorded as Workplace Certification.	

Pathway to Employment Activities

Activities that provide a full pathway towards employment can be used to trigger a Progress Fee on its own (i.e. only one PaTH Industry Pilot, PaTH Business Placement Partnership or Launch into Work Activity is required). While these activities would usually result in a job placement, they can still be used to claim the Progress Fee where a job placement does not eventuate if the Participant successfully completes the Activity (for example, because the business is no longer operating or the job is not suitable for the Participant).

Table 5: Documentary Evidence for pathway to employment activities

Activity/Intervention	Requirements	Documentary Evidence
PaTH Industry Pilot PaTH Business Placement Partnerships Launch into Work	The Participant successfully completes the individual Launch into Work, PaTH Industry Pilot or PaTH Business Partnerships Activity.	Documentary Evidence for PaTH Industry Pilot, PaTH Business Partnership or Launch into Work placement as detailed in the Activity Management Guideline . Record the Activity ID on the Department's IT Systems when claiming the Progress Fee.



System step: If the Participant has completed participation in Activities that are recorded through the Department's IT Systems, Trial Providers must record the Activity IDs relating to the Activities that the Participant has participated in on the Participant Progress Fee screen of Department's IT Systems. If it is not possible to record an Activity ID, the Trial Provider must enter comments providing details of the intervention undertaken.



System step: When claiming a Progress Fee for an Activity that provides a full pathway towards employment (a PaTH Industry Pilot, a PaTH Business Placement Partnership or Launch into Work), the system will still require the Trial Provider to enter details for two activities. Providers should record the Activity ID of the PaTH Industry Pilot, PaTH Business Placement Partnership or Launch into Work against Activity 1 and record a comment against Activity 2 noting a second Activity is not required.



Documentary Evidence: Documentary Evidence must be uploaded or entered into the Department's IT Systems in accordance with the tables above.

Impact on Progress Fees where Participants move between Tiers

Progress Fees can only be claimed once per Trial Period of Service for Tier 1 Participants, and once every 24 months for Tier 2 Participants.

Where a Progress Fee has been claimed for a Participant in Tier 2 and that Participant then moves into Tier 1, the Trial Provider will not be eligible to claim another Progress Fee for the Participant until 24 months after payment of the Tier 2 Fee. Trial Providers may be eligible for the Progress in Service Bonus in this scenario (refer section below).

Where a Progress Fee has been claimed for a Participant in Tier 1 and that Participant moves into Tier 2, the Trial Provider will not be eligible to claim another Progress Fee for the Participant until 24 months after payment of the Tier 1 Fee.

Any Participant that has been serviced in Tier 2 during their current Trial Period of Service will be eligible for the Tier 2 Progress Fee each 24 months. This includes where the Participant has also received Tier 1 services, including where a Tier 1 Progress Fee has already been claimed.

(Deed reference: Clause 139)

Payment on Transfer

Where a Participant meets the requirements for a Progress Fee by completing two approved activities or interventions with different Trial Providers, the entire fee will be paid to the Trial Provider that is servicing the Participant when they complete the second Activity or intervention.

The relinquishing provider must enter a claim for a Progress Fee within 28 days from the date of transfer. The milestone date (i.e. the date the requirements for the Progress Fee are met) must occur while the Participant was on the Provider's caseload. The relinquishing provider will no longer be able to make a claim for the Progress Fee 28 days after transfer.

3. Progress in Service Bonus

A Progress in Service Bonus is available when a Participant's job readiness improves.

Trial Providers may claim a Progress in Service Bonus where a Participant:

- Progresses from Tier 1 Enhanced Services to Digital Plus Services (\$400)
- Progresses from Tier 2 to Tier 1 Enhanced Services (\$500).

Progress in Service Bonus payments are payable at the time the Participant changes Tier or service. Refer to the Assessments Guideline for information on movement between Tiers.

If a Participant progresses from Tier 2 to Tier 1, and then from Tier 1 to Digital Services within their current Period of Service, Trial Providers are entitled to two Progress in Service Bonus payments. No further payments will be available for additional changes of Tier within the same Trial Period of Service.



System step: The system will automatically generate a Tax Invoice and make the Progress in Service Bonus payment. The payment is made once the Participant commences in their new Tier.

(Deed reference: Clause 138, Table 6B in Annexure E1)

4. Employment Outcomes

Trial Providers may claim Employment Outcomes when a Participant they are helping to move from welfare to work achieves sustainable Employment, Unsubsidised Self-Employment, or an apprenticeship or traineeship.

The amount that is paid for an Employment Outcome in the Trial reflects the Participant's JSCI score as at the Job Seeker Placement Start Date.

Full and Partial Outcomes

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

- A Full Outcome is achieved when a Participant is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has a 100% income support rate reduction, or meets their hourly requirements for the duration of the Outcome Period. A Full Outcome for Participants with a Partial Work Capacity or who are Principal Carer Parents will take into account their part-time requirements.

The Outcome Periods are 4, 12 and 26 weeks from the Employment Outcome Start Date (see the 'Setting the Employment Outcome Start Date' section in this Guideline).

For the 26 Week Period, only Full Outcomes are payable and only where:

- a 12 Week Full or Partial Outcome has been claimed, and
- the Participant has a 100% income support rate reduction or meets their hourly requirements for 14 consecutive weeks beginning at any time in the 26 Week Period after the 12 Week Outcome was claimed.

- A Partial Outcome is achieved when a Participant is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has their income support reduced by 60 per cent on average or meets a percentage of their hourly requirements. Partial Outcomes may be paid at 4 and 12 weeks only – no 26 Week Partial Outcomes are available.

(Deed reference: Attachment 1 - Definitions)

Verification of Outcomes

There are 2 ways that Outcomes can be verified – by information from Services Australia or by Documentary Evidence (Pay Slip Verified Outcome Payment).

- For Participants receiving Income Support, Outcomes are based on the earnings or hours declared to Services Australia by the Participant each fortnight. This information is used by the Department's IT Systems to automatically calculate whether an Outcome is achieved (see the section in this Guideline on 'Lodging an Employment Outcome claim based on Services Australia data').
- Where a Trial Provider considers that a Participant on income support has earned enough or has worked enough hours to achieve an Outcome but the information from Services Australia does not support this, the Trial Provider may

lodge a claim for the Employment Outcome as a Pay Slip Verified Outcome Payment.

- A Trial Provider may also lodge a claim for a Pay Slip Verified Outcome Payment where a Participant is not on income support, or is in Unsubsidised Self-Employment (see the section in this Guideline on '[Lodging a Pay Slip Verified Outcome Payment claim](#)').

(Deed reference: Attachment 1 - Definitions, Clause 136)

5. Sourcing a Vacancy

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



System step: Trial Providers must record all employment Vacancies, including those found by Participants, in the Department's IT Systems. They must ensure that each Vacancy is complete, up to date and compliant with the [JobSearch Conditions of Use](#).

(Deed reference: Clause 104)

6. Lodging a Vacancy



System step: When entering a Vacancy into the Department's IT Systems, Trial Providers need to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the Trial Provider or Participant. Trial Providers will also need to select a Vacancy type from the following options:

- Apprenticeship
- Commission
- Pre-existing Employment (see the 'Outcomes for Pre-existing Employment' section in this Guideline)
- Normal position
- Graduate
- Seasonal
- Traineeship
- Self-Employment



Documentary Evidence: Trial Providers should be aware that Outcome requirements and Documentary Evidence requirements may differ according to the type of Vacancy selected. See the 'Documentary Evidence' section of this Guideline for more details, as well as the Deed for details on Outcome requirements.

(Deed reference: Clause 104)

Checking Minimum Wage



System step: Where a Trial Provider has sourced a Vacancy they must, at the time they lodge the Vacancy in the Department's IT Systems, make sure that the relevant minimum wage is satisfied.

The minimum wage may be set out in the Modern Award that relates to the Vacancy. If a Modern Award is not in place, then the National Minimum Wage will apply. As Trial Providers will check this at the Vacancy lodgement stage, they will not

be expected to check minimum wages again when they claim an associated Outcome Payment.

Where a Participant has sourced a Vacancy, Trial Providers are not required to check the applicable minimum wage. The Participant should already have information relating to the National Minimum Wage and the Fair Work Ombudsman. Trial Providers must give this information to all new Participants when they commence in Enhanced Services.

The information must include the following, which is contained in the [Minimum Wages Fact Sheet for Job Seekers](#) available on the Provider Portal:

- details of the latest National Minimum Wage rates
- where to access information about the [Pay and Conditions Tool](#) and any changes to the National Minimum Wage rates, and
- the contact details of the Fair Work Ombudsman.

An alternate minimum wages fact sheet is also available on the [Fair Work Ombudsman website](#).

(Deed reference: Clauses 96.1(g) and 104)

7. Referring suitable Participants to Vacancies

Trial Providers must:

- refer suitable eligible Participants to appropriate Vacancies
- ensure that any Participants referred to Vacancies meet Employer needs
- advise eligible Participants that they are required to take any suitable job and explain the consequences of failing to do so.

(Deed reference: Attachment 1 - Definitions, Clause 104)

8. Placing a Participant into a Vacancy



System step: Where a Participant is successful in gaining Employment the Trial Provider must place the Participant into the relevant Vacancy reflecting the date when the Participant started working. This becomes the Job Seeker Placement Start Date in the Department's IT Systems.

- For Pre-existing Employment, the Job Seeker Placement Start Date must be the day which the increase in hours or earnings occurred (see the 'Outcomes for Pre-existing Employment' section in this Guideline).
- For Full Outcomes based on a Significant Increase in Income, the Job Seeker Placement Start Date must be the day on which the increase in earnings occurred (see the 'Full Outcomes based on a Significant Increase in Income' section in this Guideline).
- For Trial Provider funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the ongoing Employment.
- For Employer funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the Work Trial.
- For volunteer work/work experience/unpaid work that leads to ongoing Employment the Job Seeker Placement Start Date is the first day of the ongoing Employment.



System step: The Job Seeker Placement Start Date must be recorded within 56 days of the Participant commencing Employment or Unsubsidised Self-Employment.

Please refer to ESSWeb Help for further information on how to refer a Participant in the Department's IT Systems.

(Deed reference: Clause 104, Attachment 1 - Definitions)

9. Tracking for an Employment Outcome



System step: To be able to track for an Employment Outcome, a Trial Provider must record a Vacancy in the Department's IT Systems and record the Job Seeker Placement Start Date in that Vacancy. Recording the Job Seeker Placement Start Date triggers the Department's IT Systems to commence tracking the 4 Week Period and 12 Week Period for an Employment Outcome.

The Department's IT Systems capture the Participant's earnings and hours information as declared to Services Australia by the Participant. The Department's IT Systems use this information to calculate whether the requirements for a Partial or Full Outcome have been met.

(Deed reference: Clauses 104 and 136, Attachment 1 - Definitions)

10. Setting the Employment Outcome Start Date

Participants on income support – automatic process for setting the Employment Outcome Start Date

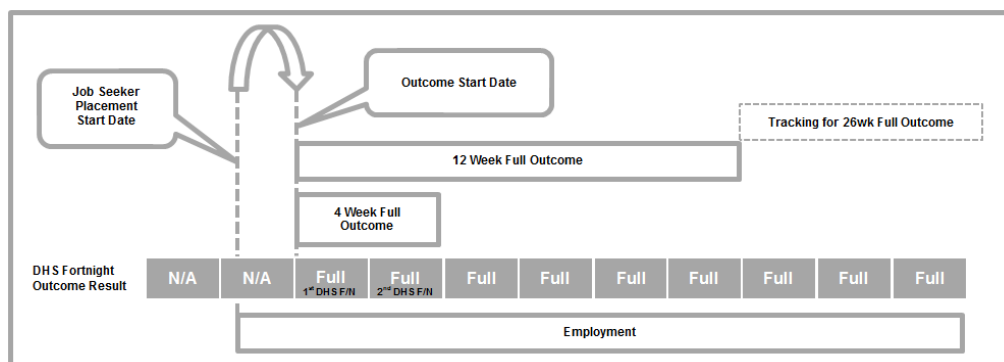
Where a Participant is receiving income support, Employment Outcomes will be based on Services Australia Fortnights and will be automatically calculated by the Department's IT Systems.

The Department's IT Systems will set the Employment Outcome Start Date to be the first day of the Participant's first full Services Australia Fortnight on or after the Job Seeker Placement Start Date. Where the Job Seeker Placement Start Date falls on the first day of a Services Australia Fortnight, the Department's IT Systems will set that day as the Employment Outcome Start Date.

Where the Participant's earnings for that Services Australia Fortnight are less than required for a Full Outcome or a Partial Outcome, the Department's IT Systems will move the Employment Outcome Start Date to the beginning of the second Services Australia Fortnight and will then commence tracking where the Full Outcome or Partial Outcome requirements have been met. Where a Full or Partial Outcome is not met by moving to the second Services Australia Fortnight, the Employment Outcome Start Date will revert to the original Employment Outcome Start Date, that is, the first day of the first Services Australia Fortnight.

The 4 Week and 12 Week Outcome Periods use the same Employment Outcome Start Date.

Diagram A: Employment Outcome Start Date for Participants in receipt of income support



Participants on income support – Trial Provider choice for setting the Employment Outcome Start Date



System step: Trial Providers may choose to shift the Employment Outcome Start Date in certain circumstances:

4 Week Outcome and 12 Week Outcome

At any time until a 4 Week or 12 Week Outcome is claimed, Trial Providers can manually choose the Employment Outcome Start Date. This can be the original date, that is, the first Services Australia Fortnight on or after the Job Seeker Placement Start Date, or the date that has been shifted by the Department’s IT Systems, that is, the second Services Australia Fortnight.

26 Week Outcome

For a 26 Week Outcome, Trial Providers can choose the Employment Outcome Start Date by selecting any of the first eight Services Australia Fortnights of the period following the date that the 12 Week Outcome has been achieved.

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

(Deed reference: Clause 136, Attachment 1 - Definitions)

Participants not on income support



System step: For Participants who are not on income support when they are placed in a job, the Employment Outcome Start Date will be the Job Seeker Placement Start Date recorded in the Department’s IT Systems by the provider.



System step: Providers can manually move the Employment Outcome Start Date for Participants not on income support. The Department’s IT Systems will allow one alternate Employment Outcome Start Date which is calculated automatically and will be 14 days after the Job Seeker Placement Start Date.

(Deed reference: Clause 136, Attachment 1 - Definitions)

11. Outcomes for Pre-existing Employment

Full Outcome payments will permit Pre-existing Employment in carefully prescribed circumstances.

Pre-existing Employment will be permitted where there has been a Significant Increase to a Participant's earnings or hours from Employment which began prior to them receiving Employment Provider Services from any Employment Provider or Trial Provider Services from any Trial Provider.

A Significant Increase in Pre-existing Employment is defined as the Participant increasing income earned (for Participants with full time Mutual Obligation Requirements) or hours worked (for Participants with part-time Mutual Obligation Requirements) from below a Partial Outcome level in their Pre-existing Employment to income earned or hours worked to achieve a Full Outcome after commencing with the Trial Provider.

In relation to Pre-existing Employment, Trial Providers must:



Documentary Evidence: 1. Obtain and retain Documentary Evidence of the Participant's Employment prior to receiving Employment Provider Services from any Employment Service Provider or Trial Provider Services from any Trial Provider.



Documentary Evidence: 2. Obtain and retain Documentary Evidence of the Participant's Employment earnings/hours for the four weeks prior to the Significant Increase. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: 1. Select the Vacancy type of Pre-existing Employment when recording the Vacancy in the Department's IT Systems.



System step: 2. Place the Participant into the Vacancy recording the Job Placement Start Date as the day on which the increase in earnings or hours occurred.



System step: 3. Upload the Documentary Evidence relating to the four weeks prior to the Significant Increase onto the Department's IT Systems after placing the Participant into the Vacancy. The Documentary Evidence should be uploaded via the Outcome Details screen using the 'pay slip' evidence type.

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

(Deed reference: Clause 136, Attachment 1 - Definitions)

12. Outcomes for Recurring Employment

Employment or Unsubsidised Self-Employment which results in more than one Employment Outcome for a Participant with the same Employer during the same Period of Unemployment is considered to be Recurring Employment.

4 Week Employment Outcomes

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

Allowing Trial Providers to claim four 4 Week Outcome Payments recognises that:

- short-term jobs with a duration of four weeks or more equip Participants with work experience and work habits that enable them to move into sustained Employment in the future, and
- Participants who have had four or more job placements have a higher chance of staying long term in a job.

12 Week and 26 Week Employment Outcomes

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

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

(Deed reference: Clause 136, Attachment 1 - Definitions)

13. Full Outcomes based on a Significant Increase in Income

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

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

12 Week Partial Outcome already claimed

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

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

12 Week Partial Outcome already claimed (additional job)

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

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

No previous Outcomes claimed

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

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

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

Submitting a Claim

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



Documentary Evidence: Documentary Evidence of the Participant's Employment earnings/hours for the four weeks prior to the Significant Increase. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step:

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

(Deed reference: Clause 136, Attachment 1 - Definitions)

14. Harvest Trail Services - Employment Outcomes

The Harvest Trail Services (HTS) link workers, both working holiday makers and Australian job seekers, with seasonal harvest jobs to meet seasonal peaks in employer demand in locations across Australia. The objectives of HTS are to address Harvest Employers' recruitment needs in Harvest Areas, improve community understanding of the legal requirements for fair and safe Harvest Work and increase the number of Australians employed in Harvest Work. Trial Providers are required to collaborate with local HTS Providers to support Participants in gaining and maintaining Harvest Work.

Under the Harvest Trail Services (HTS) which commenced on 1 July 2020, Trial providers can claim a HTS NEST Outcome where they have referred a Participant

from their caseload to a HTS provider, who then places them into a HTS Vacancy and achieves a HTS Outcome.

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

- HTS NEST Outcome; and
- NEST Employment Outcome.

The provider may claim

- either the HTS NEST Outcome, or
- the NEST Employment Outcome.

The provider cannot claim both.

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

HTS NEST Outcome

HTS NEST Outcomes will be available to the Trial Provider where an eligible Participant works the required hours as below:

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

The payment rates for the provider will be Full Outcome rates as outlined in the Deed and according to the Participant's circumstances, i.e. their JSCI score, and whether a Very Long Term Unemployment Bonus and/or Progress Fee are payable.



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

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

NEST Employment Outcome

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



System step: NEST Employment Outcomes resulting from a HTS Vacancy placement will be claimed as per all normal processes including verification by Services Australia data or by submitting a Pay Slip Verified Outcome claim.



Documentary Evidence: Documentary Evidence will only be required where providers are claiming a HTS NEST Outcome or NEST Employment Outcome as a Pay

Slip Verified Outcome. Documentary Evidence requirements are the same as required for all Pay Slip Verified Outcome Payments. See the 'Documentary Evidence – Outcome Payments' section of this Guideline.

Same provider delivering both HTS and jobactive services

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

Different providers delivering HTS and jobactive services

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

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

(Deed reference: Clauses 136, 137, Annexure E1, Attachment 1 - Definitions)

15. Variability in earnings

Allowing some flexibility for variability in earnings to achieve an outcome recognises that Participants who are returning to work may have a short period of irregular working hours early in their Employment.

A Participant who is eligible for a Full Outcome may have a maximum of two fortnights of reduced earnings during the 12 Week Period and still achieve a Full Outcome. A minimum of 85 per cent income support reduction will be allowed for two fortnights.

Reduced earnings are not permitted as part of 4 Week and 26 Week Full Outcomes. Calculations for the 12 Week Outcome Period will take into account any reduced earnings that occurred in the initial 4 Week Outcome Period.

Note: where the Trial Provider has entered a Permissible Break, the Department's IT Systems will not apply variability in earnings during that same period.

16. Permissible Breaks

Where a Participant is working towards a Full Outcome, a break or breaks in Employment of up to two fortnights may be permitted if the requirements for a Permissible Break (set out below) are met.

The maximum break is up to two Services Australia Fortnights for a Participant on income support, or up to two calendar fortnights for a Participant not on income support. The Department may allow additional Permissible Breaks in response to extenuating circumstances such as natural disasters or health emergencies.

The only exception to this is Principal Carer Parents, who are entitled to an additional Permissible Break of up to eight weeks (four fortnights) over the long school holiday Christmas/New Year period where a shutdown is initiated by the Employer. As with all Permissible Breaks, the Participant must return to the same Employment position with the same Employer.

When lodging a Permissible Break, the Trial Provider should be aware that:

- even if the Participant was only on break for two days, the Permissible Break will be lodged for the full two week period (that is, a full Services Australia Fortnight or a full calendar fortnight)
- there can only be two standard Permissible Breaks lodged across the combined 4, 12 and 26 Week Period. Therefore, if both Permissible Breaks are used in the 12 Week Period, there are no more Permissible Breaks available for the 26 Week Period (unless the Participant is a Principal Carer Parent).

Permissible Break requirements:

- the break in the Participant's continuous attendance in Employment would result in them not meeting the ordinary requirements of a 4, 12 or 26 Week Full Outcome, and
- the break is outside the control of the Trial Provider or the Participant, and
- after the break, the Participant returns to the same Employment position with the same Employer, and
- the length of the Employment Outcome period must be extended to include the Permissible Break period.

Permissible Breaks that are considered to be acceptable are:

- Christmas breaks and shutdowns
- other Employer initiated shutdowns
- breaks due to the Participant's illness or major personal crisis
- child care or carer emergencies
- declared natural disasters, for example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government), and
- culturally significant events for Aboriginal and Torres Strait Islander persons.

Examples that are not considered acceptable as Permissible Breaks include the Participant leaving a job inappropriately, and unapproved leave.

(Deed reference: Attachment 1 - Definitions)

Permissible Breaks after 7 December 2020:

Permissible Breaks for claims after 7 December 2020 (following changes to job seeker reporting) should be attributed to the Services Australia Fortnight where the Participant's pay was impacted by the break, not the fortnight in which the Participant worked less hours/didn't work.

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

17. Lodging an Employment Outcome claim based on Services Australia data



System step: If the requirements have been met, the Department's IT Systems will present the Employment Outcome claim so that it can be lodged by the Trial Provider.



Documentary Evidence: Trial Providers do not need to hold Documentary Evidence for Employment Outcomes where the Department's IT Systems are able to use Services Australia data to verify that an Employment Outcome is payable.

Note: The only exception is Pre-existing Employment and Full Outcomes Based on a Significant Increase in Income. In these instances, Documentary Evidence for the four-week period prior to the increase in Employment earnings/hours must be obtained and uploaded onto the Department's IT Systems. See the 'Documentary Evidence' section of this Guideline for specific Documentary Evidence requirements in relation to Pre-existing Employment.

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

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

(Deed reference: Clauses 15, 33 and 136, Attachment 1 - Definitions)

18. Lodging a Pay Slip Verified Outcome Payment claim

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

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

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

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

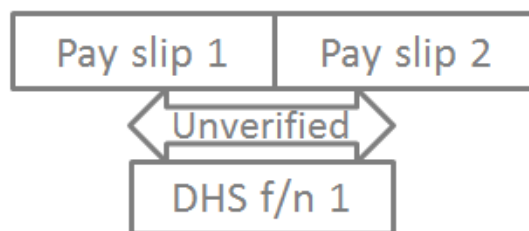


System step: Trial Providers are required to enter the earnings or hours worked to align with the Participant's Services Australia Fortnight. To do this, Trial Providers will need to:

- calculate a daily rate of income or hours worked per day for the Participant, using the number of calendar days covered by the pay slip, and/or
- identify and apply the number of calendar days that fall within the corresponding Services Australia Fortnight.

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

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



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



Documentary Evidence: By combining a week of pay slip 1 (\$100 x 7) and pay slip 2 (\$50 x 7), a total of \$1,050 will be entered into the Department's IT Systems for the Services Australia Fortnight. Both pay slips must be uploaded into the Department's IT Systems.

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

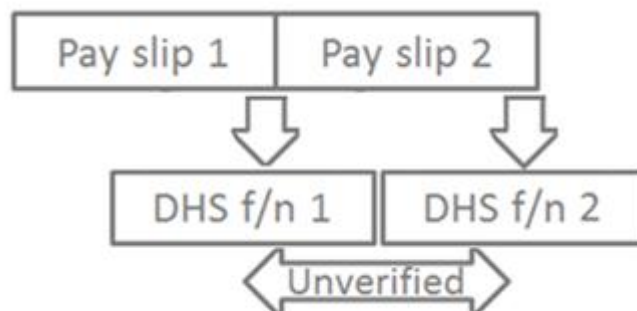
From 7 December 2020, the way Participants report income to Services Australia has changed. Participants now report income in the fortnight when it is received, rather than when it was earned, as was the previous practice.

These changes do not impact on hours-based Outcomes as there is no change to reporting of hours to Services Australia. Only earnings based Outcomes verified by Services Australia data have changed from 7 December 2020.



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

Diagram C: Pay slips aligned to Services Australia fortnights by payment date – income paid



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



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

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



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

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

Documentary Evidence requirements



System step: Trial Providers must upload Documentary Evidence onto the Department's IT Systems at the time of submitting a Pay Slip Verified Outcome Payment claim, as specified in the 'Documentary Evidence' section of this Guideline.



Documentary Evidence: Trial Providers are only required to provide Documentary Evidence to cover the part of the Services Australia Fortnight that does not correctly reflect the number of hours worked or earnings received by the Participant.

Declaration of earnings and hours to Services Australia

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

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

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

- through the Services Australia Reporting [Fraud form](#), or
- by calling the Australian Government Services Fraud Tip-off Line on 131 524.

(Deed reference: Clauses 11, 16 and 136, Attachment 1 - Definitions)

19. Very Long Term Unemployment Bonus

The Very Long Term Unemployment (VLTU) Bonus payment will be paid in addition to 12 and 26 Week Employment Outcomes for Enhanced Services Participants. The VLTU Bonus will apply for Participants whose Period of Unemployment is longer than 24 months at the time of the Job Seeker Placement Start Date.

The VLTU Bonus will be paid automatically by the Department's IT Systems when a 12 Week Outcome or 26 Week Outcome is paid for qualifying Participants. Trial Providers will not need to undertake any action in the Department's IT Systems in order to claim the Bonus payment.

The VLTU Bonus payment amounts are:

- \$1,000 for a 12 Week Partial Outcome
- \$2,000 for a 12 Week Full Outcome
- \$4,000 for a 26 Week Full Outcome

(Deed reference: Clause 137)

20. Lodging an Employment Outcome for a NEIS Participant

The Trial Provider must ensure that the NEIS Participant has an executed NEIS Participant Agreement in operation and is receiving NEIS Assistance.

The Employment Outcome Start Date will be the start date of the NEIS Business.

Trial Providers are able to claim a 4 Week and/or 12 Week Partial Outcome for NEIS Participants. The Department's IT Systems will capture the commencement of the NEIS Participant Agreement and will use this information to calculate whether the requirements for a 4 and 12 Week Partial Outcome have been met. Where the requirements have been met, the Department's IT System will present the outcome claim for lodgement by the Trial Provider.

(Deed reference: Attachment 1 - Definitions)

21. Documentary Evidence

Progress Fee



Documentary Evidence: Documentary Evidence regarding progress fees can be found in the following tables:

- [Table 1: Documentary Evidence for Education Activities \(one Education Activity is required to trigger the progress fee\)](#)
- [Table 2: Documentary Evidence for Work Placements](#)

- [Table 3: Documentary Evidence for Vocational Interventions](#)
- [Table 4: Documentary Evidence for Non-Vocational Interventions](#)
- [Table 5: Documentary Evidence for pathway to employment activities](#)

Employment Outcomes

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

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

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

Pre-existing Employment

Trial Providers must obtain and retain Documentary Evidence of the Participant's Employment prior to receiving Employment Provider Services from any Employment Service Provider.

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

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



System step: Trial Providers must upload the Documentary Evidence of the 4 week prior period onto the Department's IT Systems after they have placed the Participant into the Vacancy.

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

(Deed reference: Clause 136)

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



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

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

- Employer's and Participant's name
- Employer's Australian Business Number (ABN) (if applicable)
- Payment Period
- date of payment

- gross and net pay
- if the Participant is paid an hourly rate
 - the ordinary hourly rate
 - the number of hours worked at that rate
 - the total dollar amount of pay at that rate

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

If any of the above pieces of information are not able to be provided by the Employer on the pay slip/Employer payroll summary, and the information cannot be determined or derived by the Trial Provider (see 'Deriving information' below), the Trial Provider must provide that additional information in the form of an email from the Employer (which can be scanned and uploaded as a PDF). Additional information must be uploaded onto the Department's IT Systems at the time of the claim.

Pay slip

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

Employer payroll summary

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

Deriving information

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

- hourly rate - where the pay slip or payroll summary shows the number of hours worked and wages earned for that period;
- gross amount - where the pay slip or payroll summary shows the hourly rate and the number of hours worked for that period;
- net amount - where the pay slip or payroll summary shows the gross amount, tax payable and other deductions for that period;
- payment period - where the pay slip or payroll summary shows the payment date and frequency of payment (i.e. fortnightly, weekly etc); and
- date of payment - where the pay slip or payroll summary shows the payment period and the frequency of the payment (i.e. fortnightly, weekly, etc).



Documentary Evidence: Where Trial Providers have derived information from pay slips or payroll summaries, they should retain evidence and be able to provide the evidence to the Department on request.

Additionally, where the Employer name or ABN pay slip details do not match the information in the Department IT Systems ESSWeb Vacancy screen, Trial Providers have the option to use an ABN look up function to confirm that the Participant's Employer is the same legal entity without confirmation from the Employer. Where

this tool has been used, Trial Providers must upload evidence of this when they make a claim.

(Deed reference: Clause 136)

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

The Vacancy recorded on the Department's IT Systems must identify that the Participant's Employment is Self-Employment and dated Documentary Evidence must be obtained from the Participant and must be in one or more of the following forms:

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

The records or statements provided should show that the Participant has an income which proves the Participant's business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant's appointments or diary entries).

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

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



System step: Documentary Evidence must be uploaded into the Department's IT Systems at the time of claim.

(Deed reference: Clause 136)

Full Outcomes based on a Significant Increase in Income

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

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



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

Note: Documentary Evidence for the four weeks prior is required for all Full Outcomes based on a Significant Increase in Income, not just those which are claimed as Pay Slip Verified Outcome Payments.

(Deed reference: Clause 136, Attachment 1 - Definitions)

Apprenticeships and traineeships for Participants on income support

Where the Services Australia data does not support a Full Outcome for a Participant who is on income support through earnings, but the Participant has remained each week in a full-time apprenticeship or traineeship for the relevant Outcome Period, Trial Providers may claim a Full Outcome where they have the required Documentary Evidence.

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

Documentary Evidence must include the following information:

- the name of the Employer;
- the period of Employment; and
- evidence that the Participant remained in the apprenticeship/traineeship on a full-time basis for each week of the relevant Outcome Period.

(Deed reference: Attachment 1 - Definitions)




System Step: When lodging a claim:

- On the Outcome Details screen, the Trial Provider can select the 'Full Time Apprenticeship Agreement' option in the dropdown box underneath 'Provider Verification Options'.
- Selection of this option will require the Trial Provider to upload Documentary Evidence to support the claim.
- Trial Providers should select the 'Full Time Apprenticeship Agreement Documentary Evidence' option under Document Category.
- The claim will then be processed and paid as a Full Outcome.

Vacancy Type

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

Full Outcomes for Participants who have a Permissible Break in Employment

 **Documentary Evidence:** The Trial Provider must retain Documentary Evidence (in electronic form or hard copy) of the Permissible Break at the time of submitting the claim. Documentary Evidence must contain information provided by the Participant or Employer which confirms:

- the Permissible Break in Employment, including the reason for the Permissible Break
- the duration of the Permissible Break, including the start and end dates
- that the Participant is employed in the same position following the Permissible Break.

All of the above information must be contained in a signed and dated written statement or in an email from the Employer or Participant.

(Deed reference: Clause 136)

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

Information that must be entered into the Department's IT Systems



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

Additional Documentary Evidence that must be retained



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

Notification can occur by lodging a Pay Slip Verified Outcome claim, using the [Services Australia Reporting Fraud form](#) or calling the Australian Government Services Fraud Tip-off Line on 131 524.

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

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

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

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

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

(Deed reference: Clauses 11)

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Deed 2019-2022.

In this Guideline, references to Trial Provider means a New Employment Services Trial Provider.

References to Participants means Enhanced or Supported Services Participants as defined in the Deed.

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