Workforce Australia: Module 4: Capability Reviews

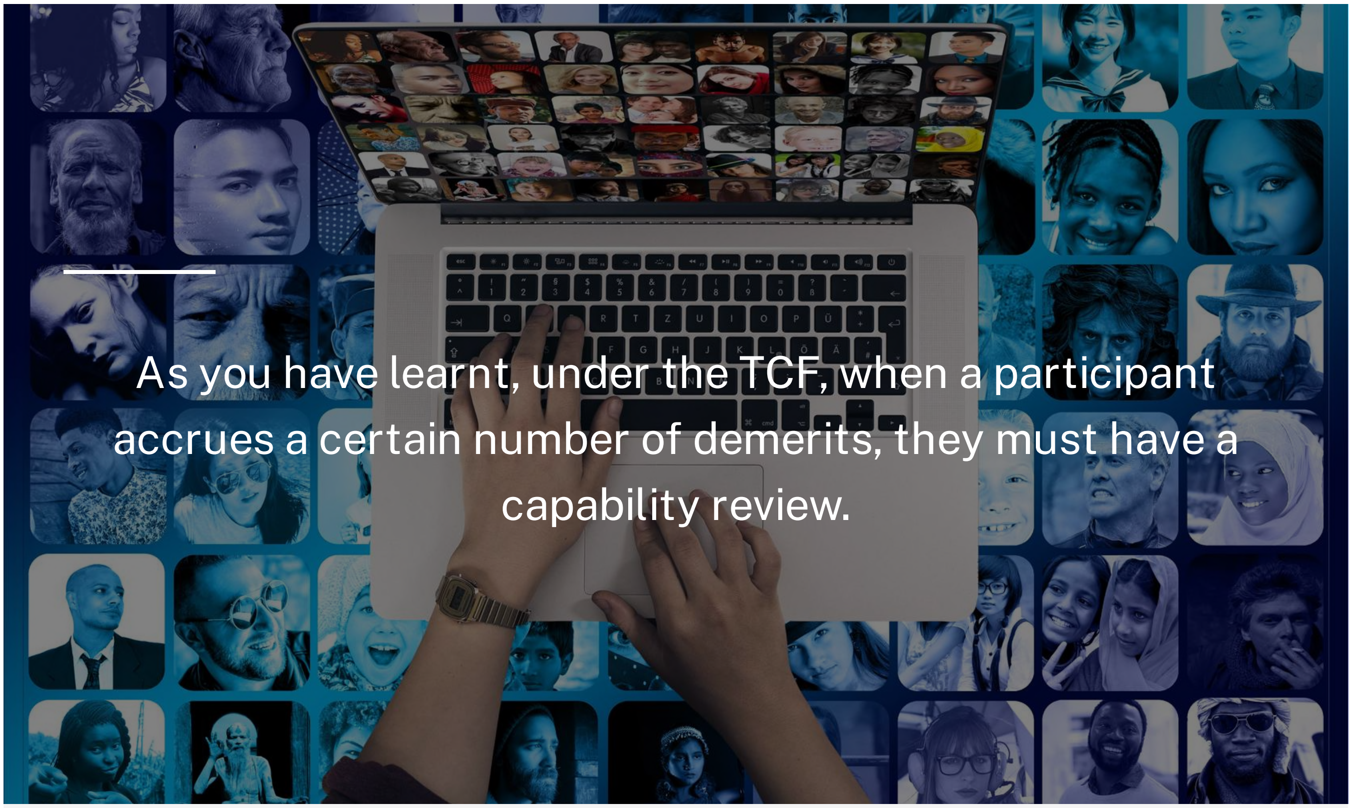
Quiz 3 - Multiple choice

Chapter conclusion

MODULE CONCLUSION

Module conclusion

Introduction



As you have learnt, under the TCF, when a participant accrues a certain number of demerits, they must have a capability review.

A capability review is a structured conversation with the participant
to make sure they are capable of meeting their requirements.

The chapters in this module discuss:

1 Capability Interviews

2 Capability Assessments

CONTINUE

Capability Interviews

Learning Outcome

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

1. Recall what a Capability Interview is and recognise its purpose.
2. Identify how a Capability Interview is triggered.

3 Discuss how you conduct a Capability Interview.

4 Identify what actions you must take following a Capability Interview.

When does a participant need to have a Capability Interview?

You learnt in the Overview of the TCF Module that

a participant must have a Capability Interview

with you when they accrue 3 demerits in a 6 month period.

Let's look at the 'when' in more detail...

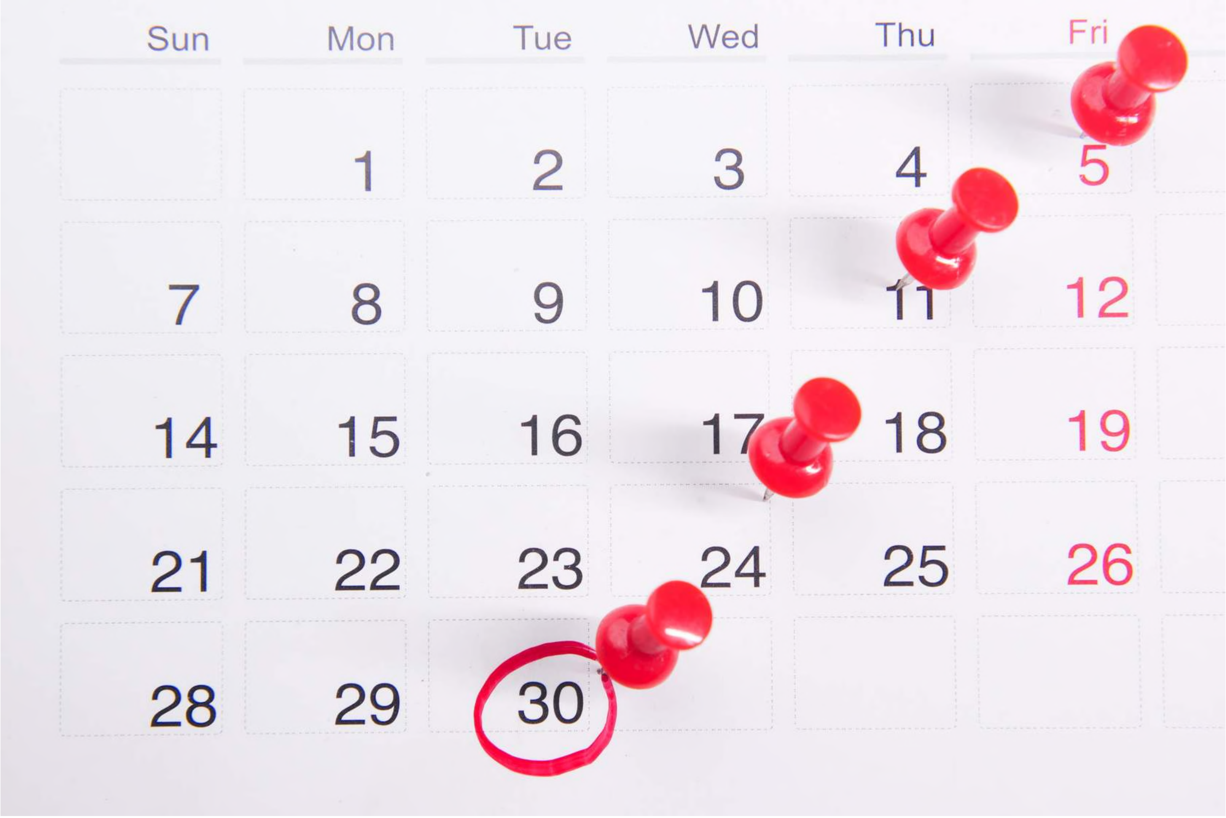
When a participant contacts you because they didn't meet a requirement, and you record that they don't have a Valid Reason, a demerit is confirmed on their record.

If it's their 3rd confirmed demerit, the IT system will tell you that their re-engagement requirement is to have a Capability Interview.

While you are still in direct contact with the participant, **you must book the Capability Interview in their calendar:**

- to occur within 2 business days of participant contact – as you learnt in Chapter 3c on
  Re-engagement Requirements
- for a minimum of 45 minutes
- to take place face to face
- to be delivered, where possible, by a different member of staff than who negotiated the participant's current compulsory requirements.

Once you book it, you must formally notify them of the details by reading the formal Notification script that the IT system displays.



When you notify them you must also:

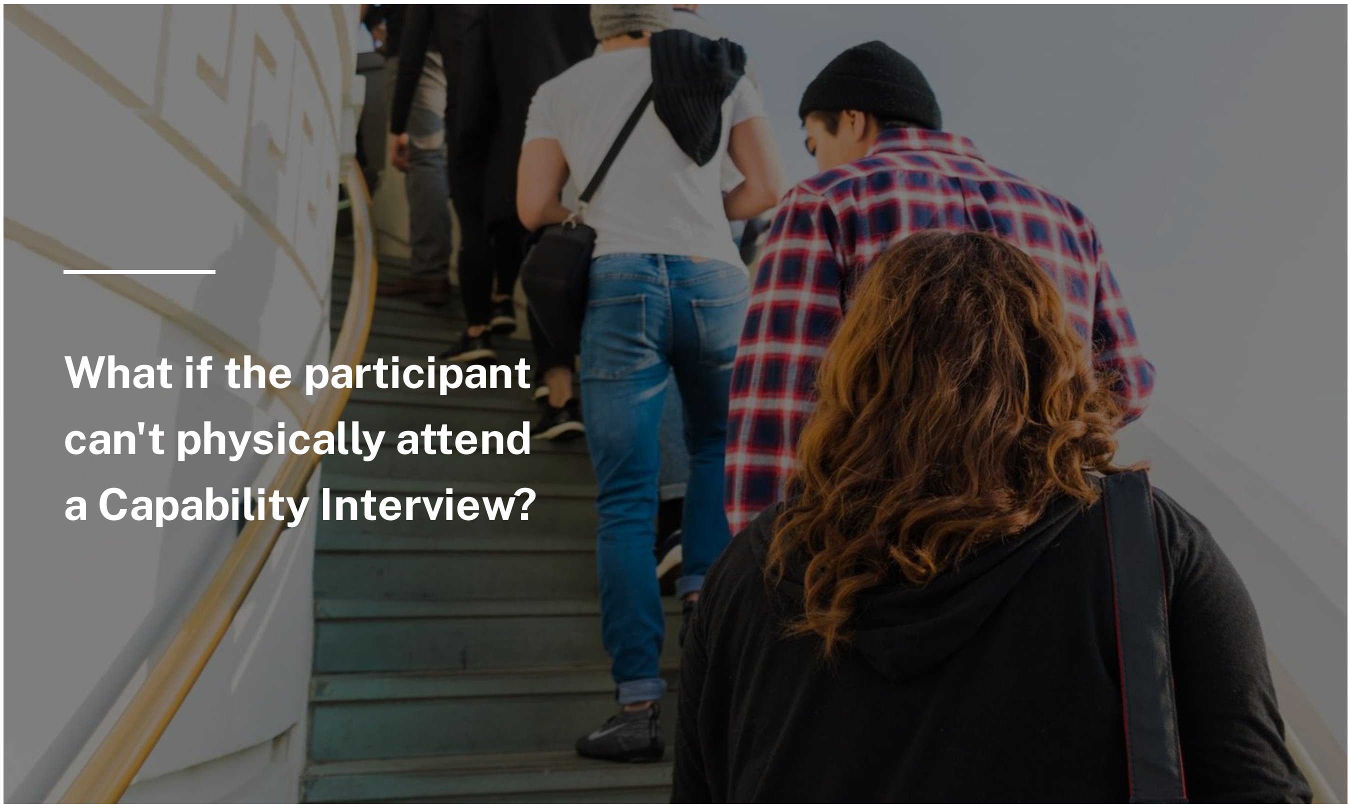
- explain that the purpose of the Capability Interview is to review their compulsory requirements to ensure they are appropriate, and to identify any circumstances
that may be affecting their ability to meet those requirements

- ensure they understand that they must participate because of their
repeated non-compliance, with the potential outcome that their requirements may change to better reflect their personal situation.

Why does a Capability Interview need to be booked for a minimum of 45 minutes?

As it’s an in-depth conversation to talk about their individual circumstances - and whether these are impacting them being able to meet their requirements - **the duration of a**

Capability Interview must be sufficient to have a thorough review of their requirements and a comprehensive discussion about their personal circumstances.



Generally, a Capability Interview must take place face to face with the participant unless ‘Allowable Circumstances’ are identified that prevent them from physically attending.

Allowable Circumstances are when the participant:

- resides in an area affected by extreme weather conditions
- resides in an area affected by a natural disaster
- resides in an area affected by public transport strikes

- is participating in full-time training, education or paid employment and has restricted availability to participate
- is not medically fit to attend a face to face Capability Interview.

ⓘ Where Allowable Circumstances exist, you can book the Capability Interview
to be delivered over the phone or via video-conference.

GOT IT! (Click to continue)

Can participants accrue demerits when a Capability Interview has been triggered but it hasn't been completed yet?

No, they can't accrue demerits. But, if a participant doesn't meet a requirement when a Capability Interview is outstanding, their payment will be impacted. Resolution Time will start and they need to take action within 2 business days to avoid having their payment suspended.

You can still record that they did not have a Valid Reason, but the IT system will not add further demerits onto their record.

Sometimes a participant's circumstances change and they are no longer
required to have the Capability Interview that was triggered.

This happens when:

1 or more demerits is removed or expired

A demerit has been removed or has expired, so the participant no longer has the number of demerits to require a Capability Interview

Exempt, suspended from servicing or serving a preclusion period

The participant is granted an exemption, has been suspended from servicing, or is serving a preclusion period for an applied Work Refusal Failure or

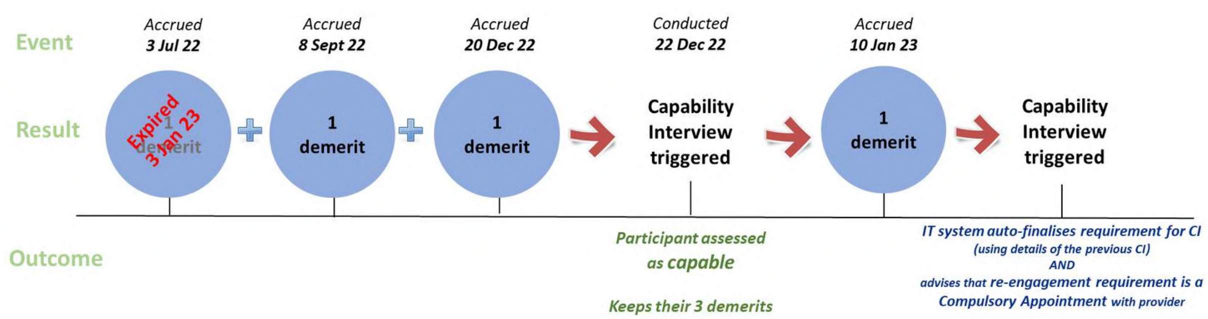
In either of these scenarios, the IT system will automatically remove
the requirement for a Capability Interview.

GOT IT! (Click to continue)

There are also instances where a Capability Interview isn't required because:

1. the participant had one within the last 60 calendar days, and they were found **capable** of meeting their compulsory requirements
2. then a demerit or demerits expired
3. they then accrued further demerit/s, bringing their total demerit count to 3 again.

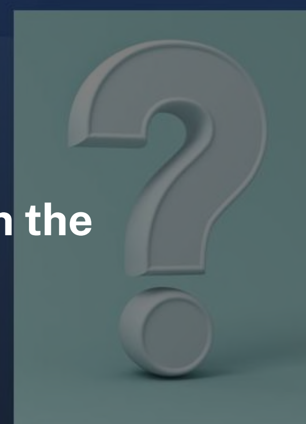
This scenario is shown in the below diagram:



click to enlarge

As you can see, the IT system will tell you that the re-engagement requirement isn't a Capability Interview, but a regular Re-engagement Appointment with you.

Can a Capability Interview be booked but then the participant no longer needs to attend it?



Yes, that can happen. Sometimes a participant’s circumstances change and they no longer need to attend the Capability Interview booked in their calendar.

In this scenario, the IT system will automatically record that the Capability Interview in their calendar is ‘No Longer Required’ and restore their payment if it’s suspended.

This may happen when:

The participant transfers to a different provider

In this instance, the need for the participant to have a Capability Interview is still outstanding on their record.

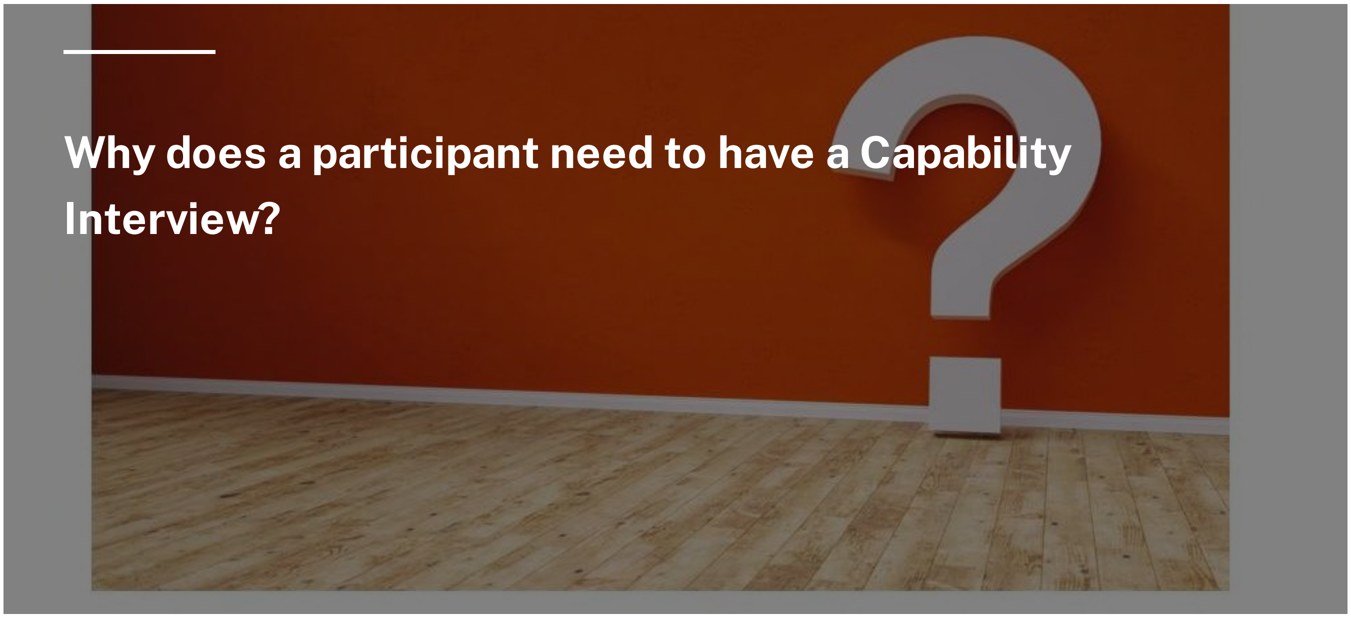
When the participant

The participant is exempt, suspended from servicing or serving a preclusion period

In this instance, the need for the participant to have a Capability Interview is still outstanding on their record.

When the participant

GOT IT! (Click to continue)



Why does a participant need to have a Capability Interview?

As you learnt in the Overview of the TCF Module, the purpose of a Capability Interview is to:

1. review and ensure that a participant’s compulsory requirements are appropriate for their circumstances and capacity
2. ensure the participant is capable of meeting their compulsory requirements
3. give them the opportunity to disclose any new issues that may be contributing towards their non-compliance.

Having a Capability Interview also gives you an opportunity to identify if the participant needs more support to be successful in meeting their requirements.

The Capability Interview is an evidence-based review of the appropriateness of a participant's compulsory Mutual Obligation Requirements that are current at the time of the interview.

It provides an opportunity for the participant to disclose information that may be impacting on their ability to meet their requirements.

Click to continue to the quiz

Quiz 1 - Multiple choice

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

Question

01/03

Who does the Department expect will conduct Capability Interviews for participants?

- ◯ Provider organisation Site Managers
- ◯ Specially trained staff within third party organisations
- ◯ A member of the Participation Solutions Team at Services Australia
- ◯ Wherever possible, a different consultant within the provider organisation than the consultant who negotiated the participant's current compulsory requirements

Question

02/03

If a participant has a Capability Interview booked, and then transfers providers before having the appointment, who must deliver the Capability Interview?

- ◯ The participant’s new provider
- ◯ The participant’s previous provider
- ◯ The Capability Interview is not required to be delivered anymore as the participant has changed provider

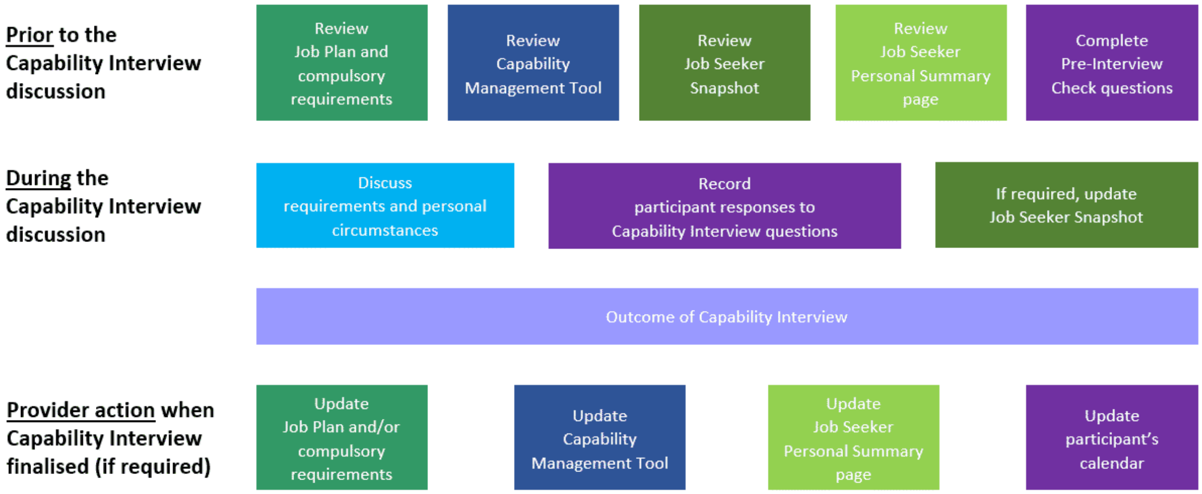
Question

03/03

What is the purpose of the Capability Interview?

- ○ To review and ensure the participant's Job Plan and compulsory requirements are appropriate
- ○ To ensure the participant has the capability to meet their requirements
- ○ To consider services or support that may be appropriate to assist the participant
- ○ To reinforce the consequences of further non-compliance
- ○ All of the above

The Capability Interview at a glance



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Prior to the Capability Interview discussion

There are 2 distinct components to a Capability Interview:

1. the Pre-Interview check
2. the Capability Interview discussion

You should complete the Pre-Interview check before the Capability Interview discussion with the participant.

To complete the Pre-Interview check you must:

Review

the Job Plan and compulsory requirements

Your focus should be on all compulsory requirements

Review

the Capability Management Tool

Familiarise yourself with any known identified barriers/personal circumstances and if/how they are currently being addressed

Review
the Job Seeker Snapshot

Familiarise yourself with circumstances recorded within it

Review
the Job Seeker Personal Summary page

Focus on any personal characteristics and information recorded in the ‘What you need to know’ panel

Complete
the Pre-Interview check questions

Your responses will reflect your review of the Job Plan and compulsory requirements in place at the time the Capability Interview was triggered

The Capability Interview discussion

When you are having the Capability Interview discussion with the participant, you must:

Discuss

with the participant their requirements and personal circumstances

- ✓ Their reasons for recent non-compliance
- ✓ Any changes in their personal circumstances
- ✓ Any undisclosed barriers that may be preventing them from meeting their requirements
- ✓ What they are doing, or plan to do, to increase their chances of finding paid work
- ✓ Services or support to help them meet requirements and move towards an employment outcome

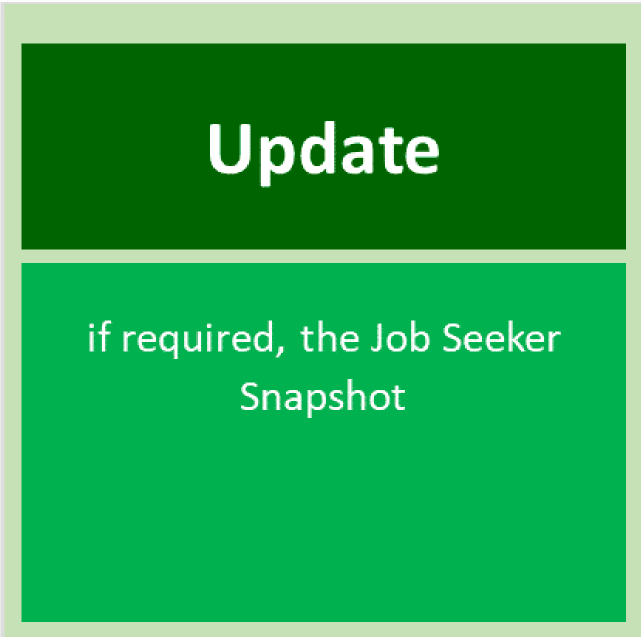
1 of 3

Record

the participants responses to the Capability Interview questions

- ✓ The responses you record feed into the outcome of the Capability Interview

2 of 3



✓ If the participant discloses circumstances during the Capability Interview that are not accurately reflected in the most Job Seeker Snapshot, you must update their Job Seeker Snapshot

3 of 3

Outcome of the Capability Interview

Once you complete the Capability Interview, the IT system will automatically determine the outcome of the Capability Interview and the participant's place in the TCF.

If the outcome is that the participant is capable of meeting their requirements, they keep their 3 confirmed demerits and remain in the **Warning Zone**.

If the outcome is any of the below, the IT system will remove all their demerits and return them to the **Green Zone**:

- **Not Capable** - Errors in compellable requirements
- **Not Capable** of meeting current requirements due to ongoing circumstances
- **Not Capable** - Newly disclosed information
- **Not Capable** - Change in service eligibility or stream

Action once the Capability Interview is finalised

The Capability Interview outcome determines the next steps that you must take.

You may need to:

Update

the Job Plan and/or compulsory requirements

- ✓ Remove errors and/or adjust requirements
- ✓ Ensure requirements are appropriate for their circumstances and capacity
- ✓ Include appropriate services or support

1 of 4

Update

the
Capability Management Tool

- ✓ Record any new barriers/circumstances
- ✓ Review and update barriers/circumstances that are already recorded
- ✓ Record/update the status of each barrier, including action to address it

2 of 4

Update

the Job Seeker Personal Summary page

- ✓ Record new information and update any existing information in the ‘What you need to know’ panel

3 of 4

Update

The participant’s calendar

✓ Update any requirements in the participant’s calendar that have changed and formally notify them of the details

4 of 4

Where updates are required to the participant’s Job Plan and/or compulsory requirements, you must re-negotiate these in consultation with the participant within 10 business days of the Capability Interview being completed.

GOT IT! (Click to continue)

IMPORTANT NOTE:

The chapter you have just completed on Capability Interviews did not cover:

- how the Capability Interview must be conducted in detail
- the specific Capability Interview questions that must be answered
- best practice advice on what you must consider when you record
  responses to the Capability Interview questions
- all of the specific actions you must take once the Capability Interview
  is finalised.

You can find these details in the **Capability Interview Best Practice Guide**,
which is available under the 'Supporting Materials' section on the Targeted Compliance Framework Learning Centre page.

It is crucial that you thoroughly review the **Capability Interview Best Practice Guide** to ensure you have all the tools you need to conduct quality
Capability Interviews and take the correct actions in accordance with guideline and deed requirements.

GOT IT! (Click to continue to the quiz)

Quiz 2 - Multiple choice

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

Question

01/03

A participant was found not capable of meeting requirements due to ongoing circumstances as a result of a Capability Interview. How many days do you have to re-negotiate the participant's Job Plan and compulsory requirements in consultation with them?

- ○ There's no set timeframe – you can update the Job Plan and compulsory requirements at the participant's next appointment
- ○ Within 10 business days after the Capability Interview
- ○ Within 2 business days after the Capability Interview
- ○ Within 20 business days after the Capability Interview

Question

02/03

Parts of the Capability Interview should be completed prior to the participant attending their Capability Interview appointment

- True
- False

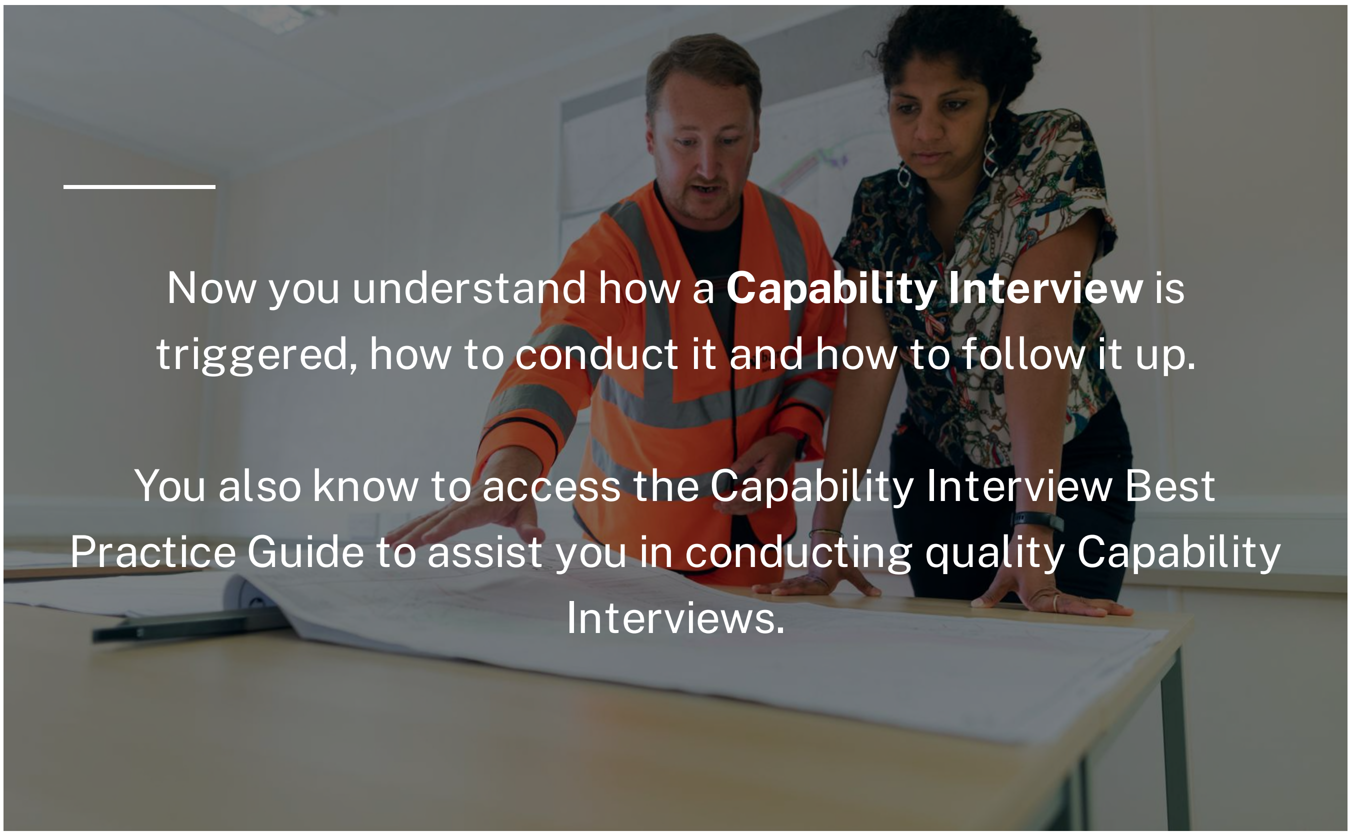
Question

03/03

The outcome of a Capability Interview determines whether the participant:

- ◯ Returns to the Green Zone or remains in the Warning Zone
- ◯ Moves into the Penalty Zone
- ◯ Has their payment cancelled and will need to serve a preclusion period

Chapter conclusion



Now you understand how a **Capability Interview** is triggered, how to conduct it and how to follow it up.

You also know to access the Capability Interview Best Practice Guide to assist you in conducting quality Capability Interviews.

In the next chapter, you will learn about **Capability Assessments**.

CONTINUE

Capability Assessments

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

1. Recall what a Capability Assessment is and recognise its purpose.
2. Identify how a Capability Assessment is triggered.
3. Discuss how Services Australia conducts the Capability Assessment and determine the outcome.
4. Identify what you must do following a Capability Assessment and action appropriately.

Capability Assessment:

vital information

<u>When?</u>

When **5 demerits** – or the equivalent – are confirmed on the participant's record.

<u>Who?</u>

Services Australia conducts the Capability Assessment with the participant.

<u>Why?</u>

The participant has failed to meet their requirements 5 times in the last 6 months, or has incurred fast-track demerits. They have already had a Capability Interview with you to discuss why they keep failing to do what they are supposed to do, but have kept failing.

Services Australia needs to have a discussion with the participant to find out why they keep failing to do what they are supposed to do.

When does a participant need to have a Capability Assessment?

You learnt in the Overview of the TCF Module that

a participant must have a Capability Assessment with Services Australia when they accrue
5 demerits in a 6 month period.

Let’s look at the ‘when’ in more detail…

When a participant contacts you because they didn’t meet a requirement, and you record that they don’t have a Valid Reason, a demerit is confirmed on their record.

If it’s their 5th confirmed demerit, the IT system will tell you that their re-engagement requirement is to have a Capability Assessment.

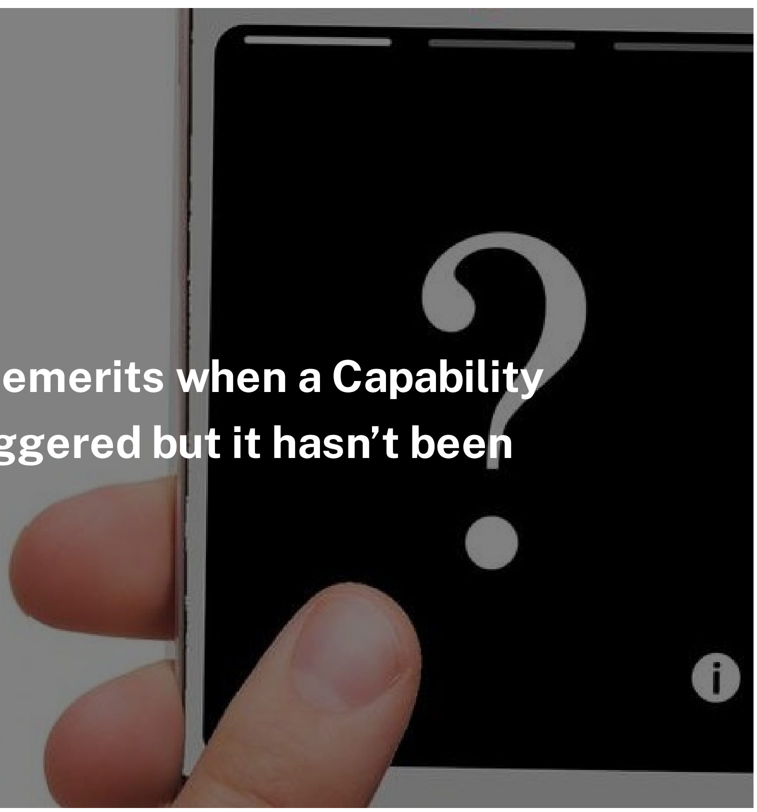
While you are still in direct contact with the participant, **you must formally notify them of the requirement to call Services Australia for a Capability Assessment** by reading the formal Notification script that the IT system displays.

When you notify them you must also:

- ***If they are still within Resolution Time*** - Explain that if they call Services Australia straight away, their payment won't be put on hold.

- ***If their payment is suspended*** – That their payment is on hold and will stay on hold until they call Services Australia.

GOT IT! (Click to continue)



Can participants accrue demerits when a Capability Assessment has been triggered but it hasn't been completed yet?

No, they can't accrue demerits. But, if a participant doesn't meet a requirement when a Capability Assessment is outstanding, their payment will be impacted.

Resolution Time will start and they will need to take action within 2 business days to avoid having their payment suspended.

You can still record that they did not have a Valid Reason, but the IT system will not add further demerits onto their record.

When a Capability Assessment is no longer required

Sometimes a participant's circumstances change and they are no longer required to have the Capability Assessment that was triggered.

This happens when:

1 or more demerits are removed or expired

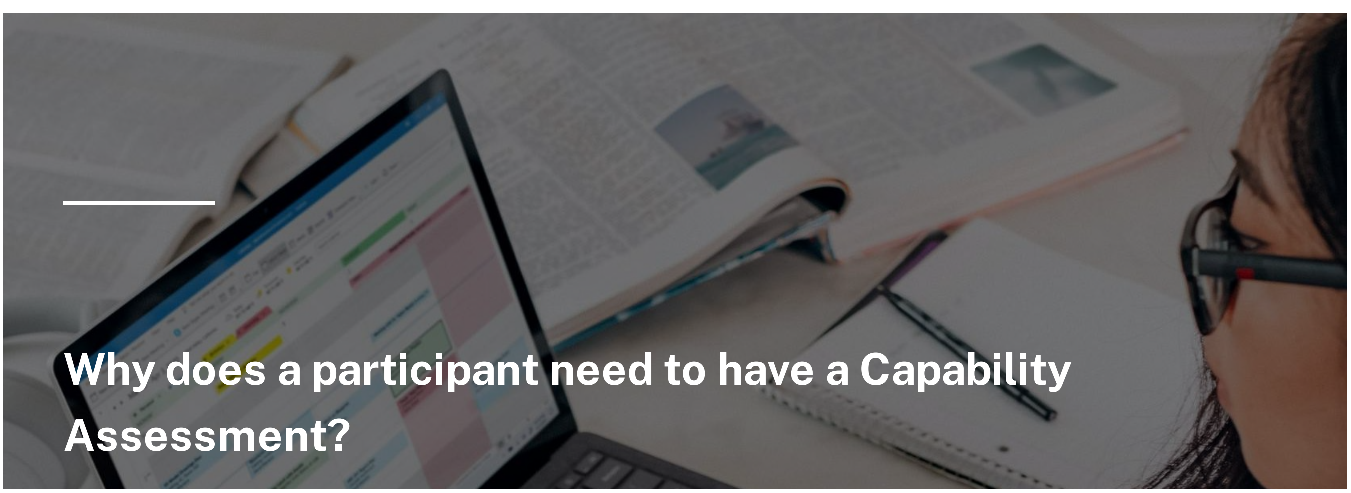
A demerit has been removed or has expired, so the participant no longer has the number of demerits to require a Capability Assessment.

The participant is exempt, suspended from servicing or serving a preclusion period

The participant is granted an exemption, has been suspended from servicing, or is serving a preclusion period for an applied Work Refusal Failure or

In either of these scenarios, the IT system will automatically remove the requirement for a Capability Assessment.

GOT IT! (Click to continue)



As you learnt in the Overview of the TCF Module, the purpose of a Capability Assessment is to:

- review and ensure that a participant’s compulsory requirements are appropriate for their circumstances and capacity
- ensure the participant is capable of meeting their compulsory requirements
- give them the opportunity to disclose any new issues that may be contributing towards their non-compliance.

Having a Capability Assessment also gives Services Australia an opportunity to identify if the participant needs more support to be successful in meeting their requirements.

The Capability Assessment is an evidence-based review of the appropriateness of a participant’s compulsory mutual obligation requirements that are current at the time of the assessment.

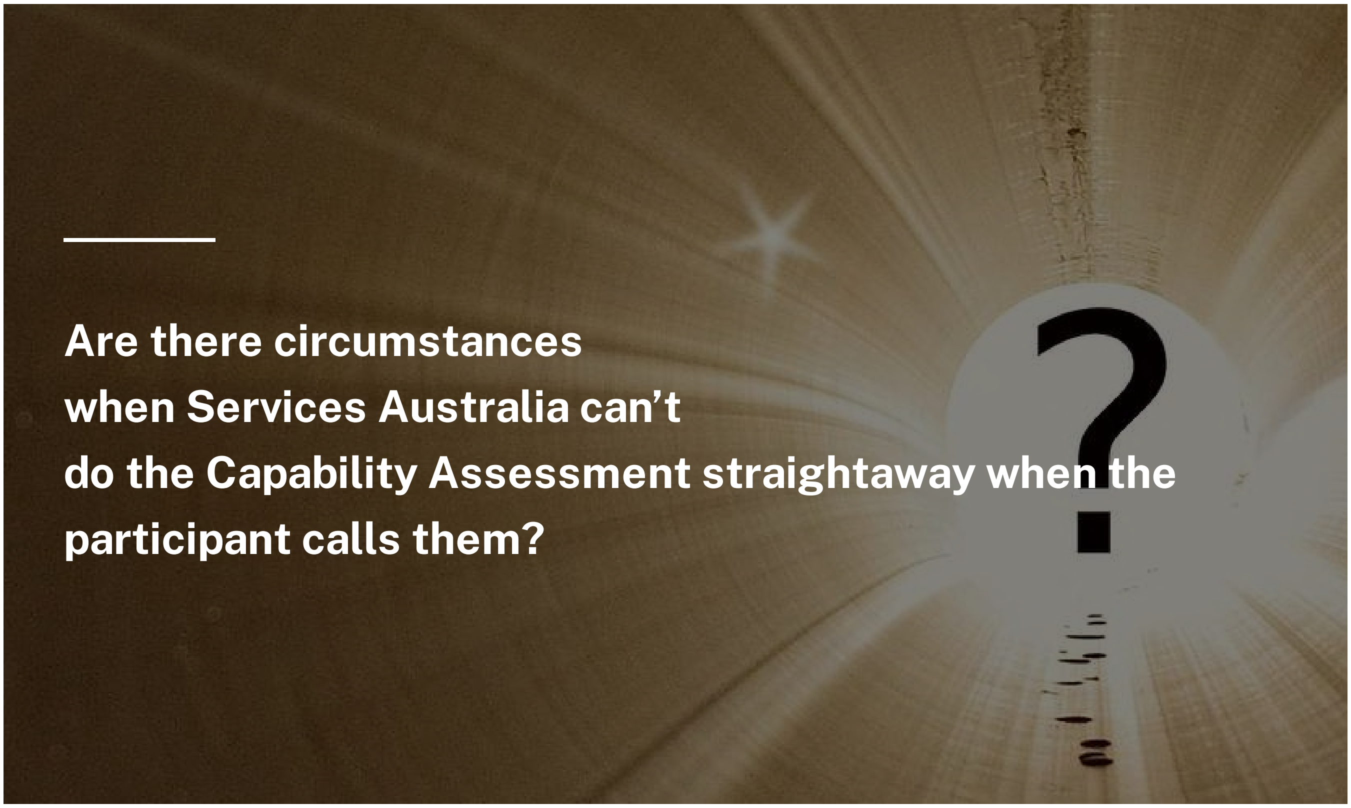
It provides an opportunity for the participant to disclose information that may be impacting on their ability to meet their requirements.

When and how does Services Australia conduct Capability Assessments?

Once the participant contacts Services Australia, the Capability Assessment will usually be done straightaway.

They are done over the phone by a suitably trained Services Australia officer and take approximately 30 minutes.

Because the participant has contacted Service Australia, they have met their re-engagement requirement, so their payment is restored if it was suspended.



Are there circumstances when Services Australia can’t do the Capability Assessment straightaway when the participant calls them?

Sometimes the Capability Assessment can’t be conducted immediately, for example, if the participant called late in the afternoon at close of business. If this happens, Services Australia will restore the participant’s payment if it’s on hold and ask them to call back the next business day so the Capability Assessment can be done.

There are also instances where Services Australia might need the participant to provide further information or evidence before they can complete the Capability Assessment.

When this happens, Services Australia will tell the participant what they need to provide, and what date they must provide it by. If the participant doesn’t provide it by that date, Services Australia will complete the Capability Assessment without this information.

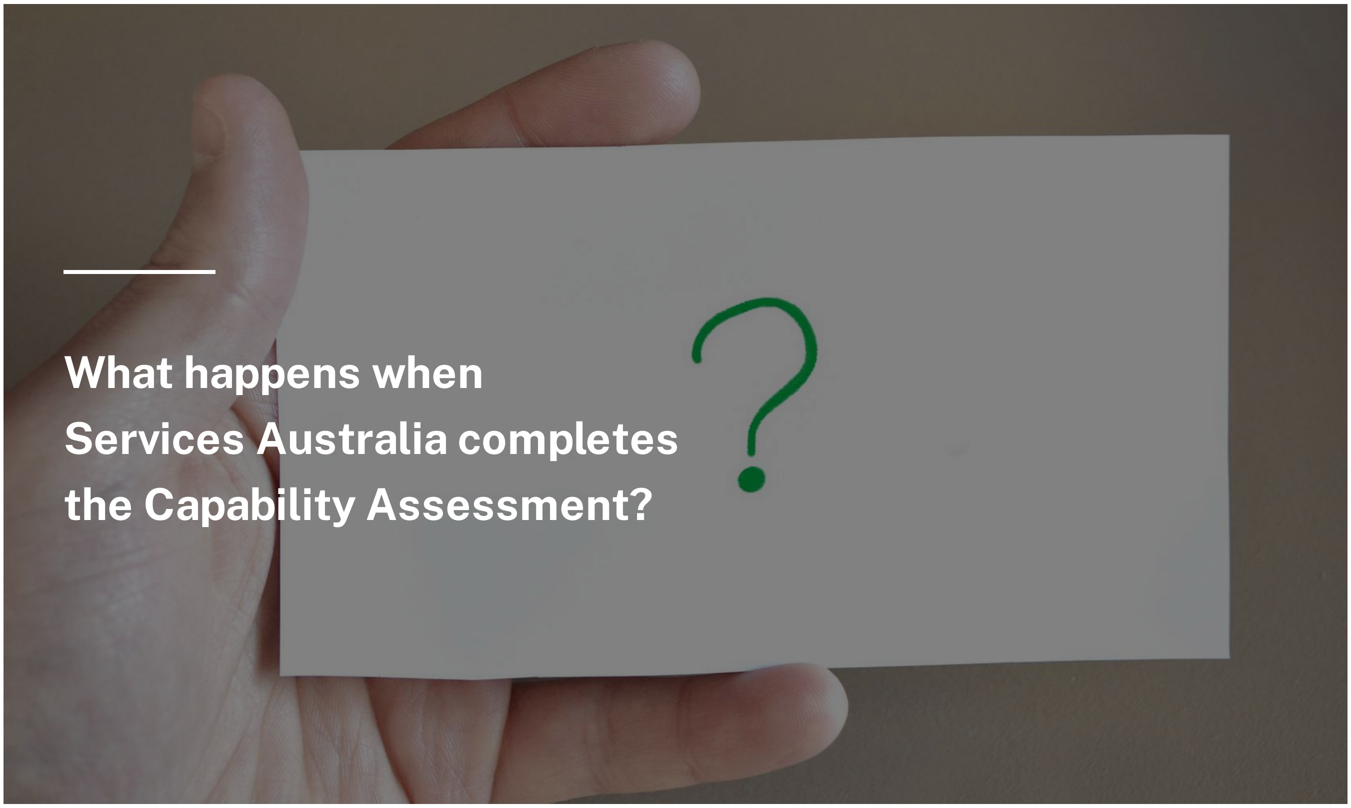
Did you know?

If a participant doesn't call Services Australia, or Services Australia asked them to
call back and they did not, they won't be able to report to Services Australia for
their next fortnightly income support payment.

If they try to report, they will be notified that they need to call Services Australia
and participate in the Capability Assessment.

When Services Australia conducts a Capability Assessment, they will:

Click to enlarge



What happens when Services Australia completes the Capability Assessment?

Once Services Australia have completed a Capability Assessment, the IT system will automatically determine the outcome based on the responses that Services Australia recorded.

If the outcome of a Capability Assessment is that the participant is:

- **Capable** of meeting their compulsory requirements, the IT system will automatically move them into the **Penalty Zone**
- **Not Capable** of meeting their compulsory requirements, the IT system will automatically remove all their demerits and return them to the **Green Zone**.

You will be notified of the outcome of a Capability Assessment through a Global Dashboard message in the IT system.

Online Services participants who have been referred to your caseload following a Capability Assessment

Sometimes following a Capability Assessment, a participant receiving Online Services may need to be referred to provider-led services.

The IT system will automatically:

- move an Online Services participant to the **Penalty Zone** and refer them to a provider when the outcome of the Capability Assessment is 'Capable'
- remove all an Online Services participant's demerits and return them to the **Green Zone**, and refer them to a provider when the outcome of the Capability Assessment is:

Not Capable - Errors in compellable requirements

Not Capable of meeting current requirements due to ongoing circumstances

Not Capable - Change in service eligibility or stream.

The only time the IT system won't automatically refer an Online Services participant
to provider-led services is when the Capability Assessment outcome is *Not Capable - Newly disclosed information*.

In this scenario, referring an Online Services participant to provider-led services will be at the discretion of the department's Digital Services Contact Centre.

What you need to do when a participant has been referred to you to receive provider-led services following a Capability Assessment

You need to conduct an Initial Appointment to commence the participant on your caseload.

When you commence them, you should follow the steps outlined in the following tables.

Let's look at the different Capability Assessment outcomes in detail, and the next steps you must take as the participant's provider

Navigate through the outcomes using the arrows.

Capability Assessment outcome – **Capable**	
Zone Impact	***Services Australia*** will record: • that compulsory requirements are correct and appropriate, and no updates are required • that no ongoing reason has been identified that prevents the participant from meeting their compulsory requirements • any relevant additional information to help inform the future services you provide the participant

Participant is moved to the **Penalty Zone**	***You must:***
	• Review the Capability Management Tool for any information recorded by Services Australia related to the outcome of the Capability Assessment and take the appropriate action
	• Ensure the participant understands:
	  o their requirements and the consequences of non-compliance
	  o that further failure to meet requirements without a Valid Reason may result in financial penalties being applied by Services Australia
	  o (if applicable) the reasons why they have transferred from Digital to Enhanced Services and provide any extra information/support required to that participant

Click to enlarge

Capability Assessment outcome – **Not Capable - Errors in compellable requirements**	
Zone Impact	***Services Australia*** will record information about what the errors/inappropriate requirements are
Participant is returned to the **Green Zone**	***You must:*** • Review the Capability Management Tool for information recorded by Services Australia related to the outcome of the Capability Assessment and take the appropriate action • In consultation with the participant, update the requirement(s) that are not appropriate within 10 business days of the Capability Assessment being completed • Consider assistance you should offer to further support the participant to meet their requirements • Ensure the participant understands their requirements and the consequences of non-compliance, including accrual of demerits

Click to enlarge

Capability Assessment outcome – **Not Capable of meeting current requirements due to ongoing circumstances**	
Zone Impact	***Services Australia*** will record information about what requirements the participant is not capable of meeting
Participant is returned to the **Green Zone**	***You must:*** • Review the Capability Management Tool for any information recorded by Services Australia related to the outcome of the Capability Assessment and take the appropriate action • In consultation with the participant, update the requirement(s) that are not appropriate for their circumstances within 10 business days of the Capability Assessment being completed • Consider assistance you should offer to further support the participant to meet their requirements • Ensure the participant understands their requirements and the consequences of non-compliance, including accrual of demerits

Click to enlarge

Capability Assessment outcome – **Not Capable – Newly disclosed information**	
Zone Impact	***Services Australia*** will record newly disclosed circumstances that impact their ability to meet their requirement
Participant is returned to the **Green Zone**	***You must:*** • Review the Capability Management Tool for information recorded by Services Australia related to the outcome of the Capability Assessment and take the appropriate action • If required, and in consultation with the participant, review and update any requirement(s) that are not appropriate within 10 business days of the Capability Assessment being completed • Consider assistance you should offer to further support the participant to meet their requirements • Ensure the participant understands their requirements and the consequences of non-compliance, including accrual of demerits

Click to enlarge

Capability Assessment outcome – **Not capable - Change in service eligibility or stream**	
Zone Impact	***Services Australia*** will record information about the change to the participant's service eligibility or stream
Participant is returned to the **Green Zone**	***You must:*** • Review the Capability Management Tool for any information recorded by Services Australia related to the outcome of the Capability Assessment and take the appropriate action • In consultation with the participant, update the requirement(s) that are not appropriate within 10 business days of the Capability Assessment being completed • Consider assistance you should offer to further support the participant to meet their requirements • Ensure the participant understands their requirements and the consequences of non-compliance, including accrual of demerits

Click to enlarge

Got it! Click to continue to the Quiz

Quiz 3 - Multiple choice

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

Question

01/05

When a participant has accrued 5 demerits, what is their re-engagement requirement?

- ○ A Capability Interview with their provider
- ○ A Job Seeker Classification Instrument (JSCI) review
- ○ A Capability Assessment with Services Australia
- ○ The type of requirement the participant failed to comply with

Question

02/05

Who is responsible for formally notifying a participant that their re-engagement requirement is to participate in a Capability Assessment with Services Australia?

- ○ Services Australia must notify the participant as they deliver the Capability Assessment
- ○ Providers most notify the participant following accrual of a 5th demerit in the Warning Zone

Question

03/05

As a result of a Capability Assessment with Services Australia, a participant was found not capable due to errors in compellable requirements. Who is responsible for updating the participant's Job Plan or compulsory requirements?

- ◯ Services Australia as they delivered the Capability Assessment
- ◯ The Department's National Customer Service Line
- ◯ The Digital Services Contact Centre
- ◯ The provider

Question

04/05

A participant was found not capable of meeting current requirements due to ongoing circumstances as a result of a Capability Assessment. How many days does their provider have to re-negotiate the Job Plan and compulsory requirements in consultation with the participant?

- There's no set timeframe – the provider can update the Job Plan and compulsory requirements at the participant's next appointment
- Within 2 business days after the Capability Assessment
- Within 5 business days after the Capability Assessment
- Within 10 business days after the Capability Assessment

Question

05/05

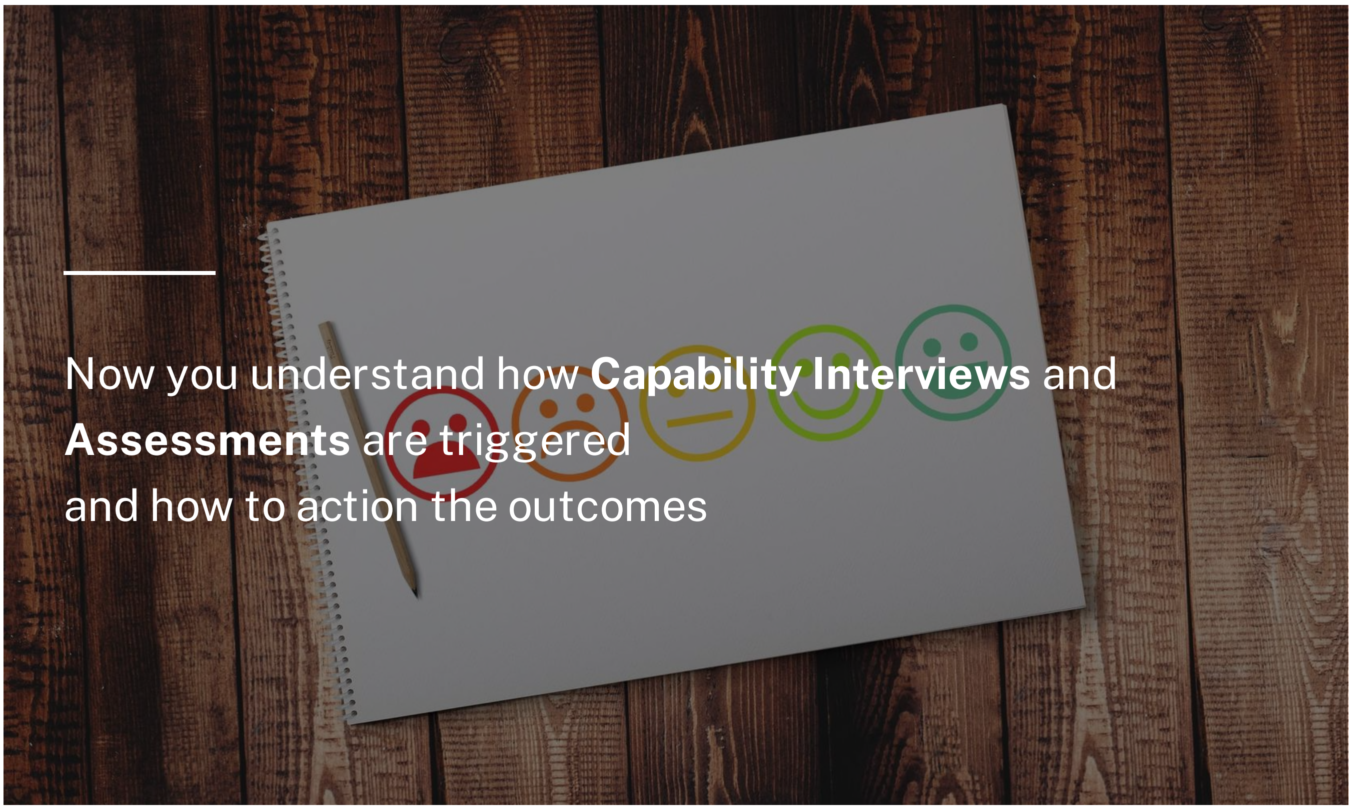
If a participant is deemed capable as a result of their Capability Assessment, they move to

- the Green Zone
- the Warning Zone
- the Penalty Zone

Chapter conclusion

CONTINUE

Module conclusion



You have now completed
the **Capability Reviews Module**

Please navigate to the next Module – Persistent Non-Compliance.

Exit the module

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

CLOSE