



# Activation and mandatory activity requirement

This course gives providers an overview of activation and mandatory activity requirements and what they need to do to help participants achieve these by the activation point.

≡ Welcome

≡ Overview

≡ Activation requirement

≡ Mandatory activity requirement

≡ Summary

# Welcome

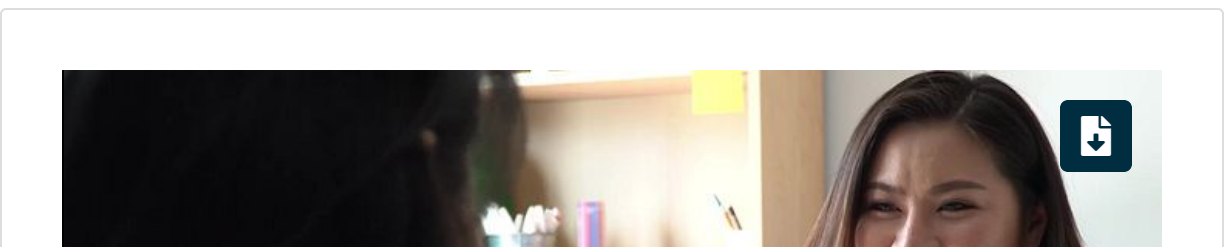
---



This module has information for providers to support participants on their pathway to secure employment

---

This module provides you with the information you need to understand the activation requirement, and what happens if a participant does not meet the activation requirement by the activation point. It will also give you information to help you understand your obligations as a provider to support the participant.





## Learning outcomes

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

- explain the activation requirement and the mandatory activity requirement, and the purpose of both
- identify the timing of the activation requirement
- select activities that can be undertaken to meet the activation requirement
- describe the provider's role in activation and the mandatory activation requirement
- accurately evaluate the participant's circumstances and determine whether they have met their activation requirement
- interpret the eligibility and participation requirements of the mandatory activity (Work for the Dole) and implement the steps that need to be taken.

---


**This module doesn't show you how to use the department's IT system. There are separate IT modules that help you do that.**

## You will be better prepared to do the IT modules if you do this module first.

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

Each lesson follows a similar format and includes:

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

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

The Module does not in any way vary the Deed or the obligations of Providers under the Deed (including without limitation any Guidelines). Any general statements in the Module

do not diminish specific obligations applicable to Providers under the Deed or the Guidelines. The Module is not incorporated into the Deed.

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

**GET STARTED**

# Overview

---

## Activation and mandatory activity requirement

This lesson provides an overview of your role and responsibilities as a Workforce Australia Services provider, to encourage each participant to engage early in either one approved activation activity or one or more provider-assessed activation activities to meet their activation requirement by their activation point.



Providers should encourage early engagement in suitable, safe activities or education and training, which support a participant's pathway to secure employment.

---

## What are the activation and mandatory activity requirements?

The activation requirement is where participants need to satisfactorily participate in or complete activation activities by the activation point (a particular date) to meet their mutual obligations.

The mandatory activity requirement outlines the activity a participant must do when they haven't met their activation requirement. It's added to the participant's job plan.

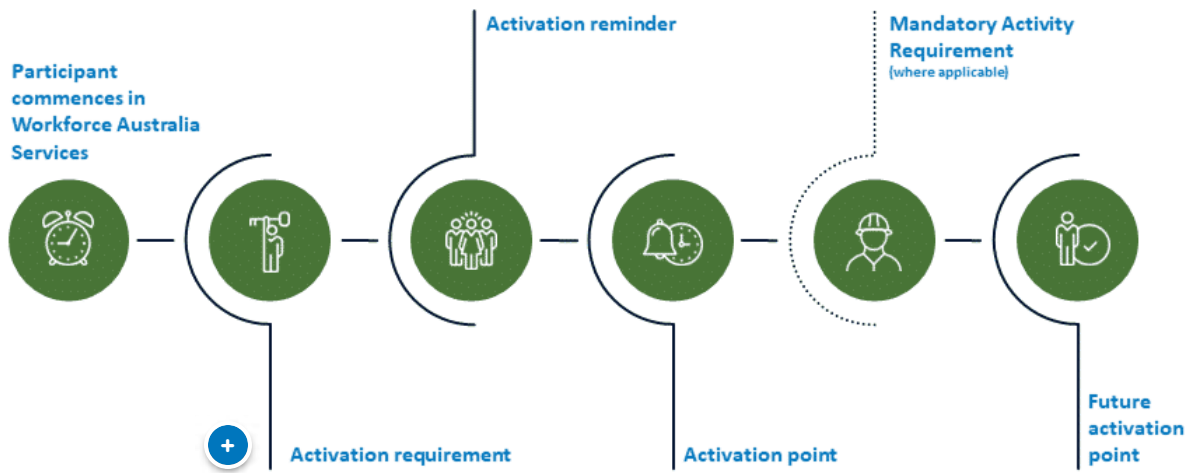
### What are the expectations of providers?

As a provider you are expected to encourage participants to engage in approved or provider-assessed activation activities to meet their activation requirement by their activation point. You source suitable, safe activities for participants and tailor support to their individual needs and circumstances. If they don't meet their activation requirement by the activation point, you manage a participant's engagement in a mandatory activity.

### Timeline

The diagram below outlines the timeline for activation and the mandatory activity requirement. Click on the hotspots for more information.

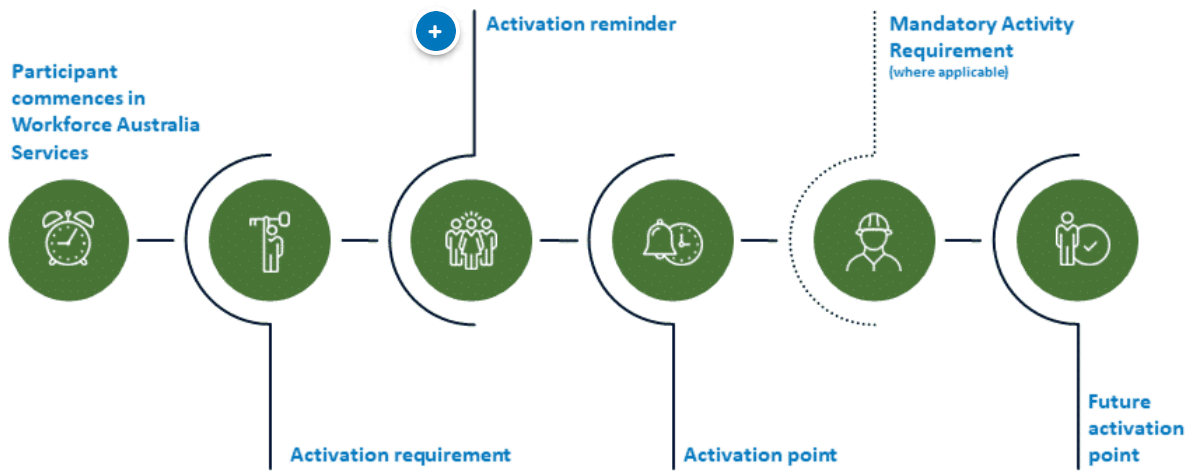




## Activation requirement

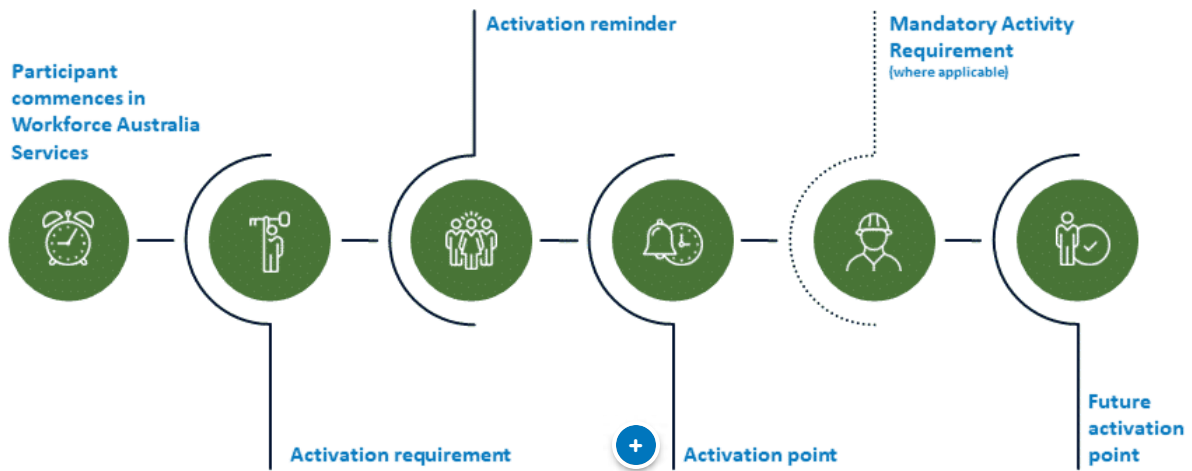
Encourage participants to engage early in one approved activation activity or one or more provider-assessed activation activities prior to the activation point.





## Activation reminder

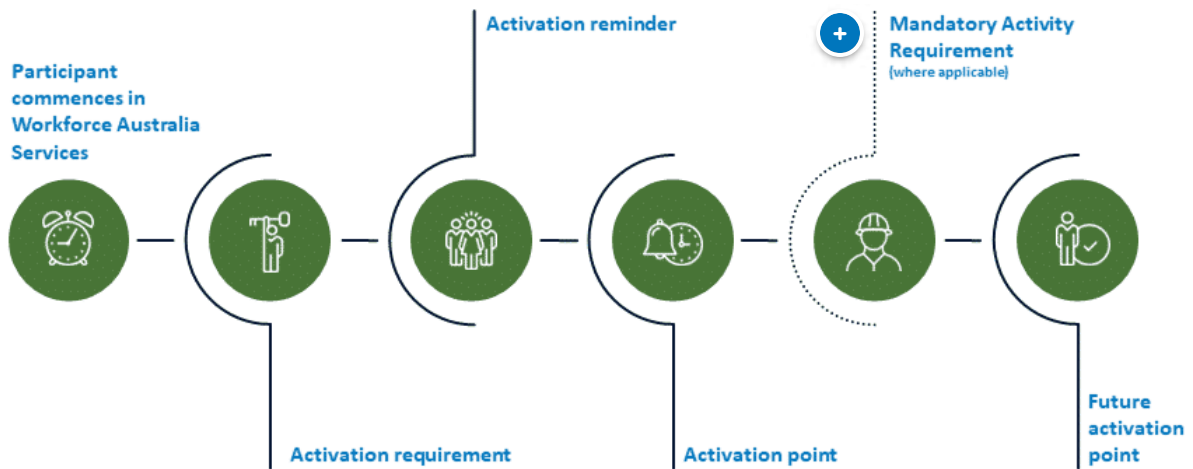
4 weeks prior to the activation point check if the participant has met their activation requirement.



## Activation point

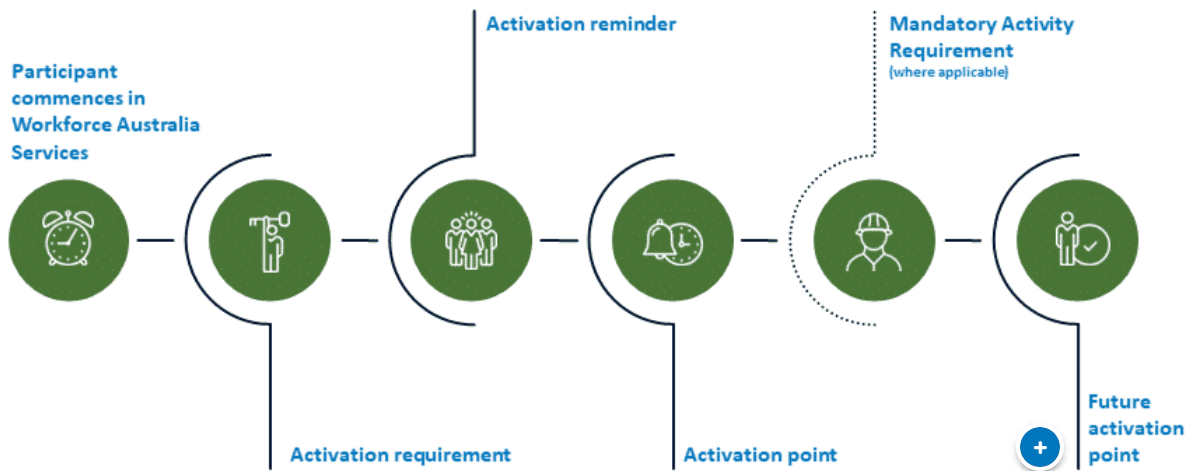
If the participant has met their activation requirement at the activation point they don't have to do a mandatory activity.

If the participant has not met their activation requirement at the activation point, discuss the mandatory activity and alternate activities with them.



## Mandatory activity requirement

If the participant hasn't met their activation requirement, add the mandatory activity requirement and the mandatory activity to their job plan. Refer them to the mandatory activity (Work for the Dole).



## Future activation points

If the participant has met their activation requirement, their next activation point is 6 months from their current activation point.

If the participant has not met their activation requirement, their next activation point is 6 months from the last day of their mandatory activity or alternate activity.

---

Next up - Activation requirement

**CONTINUE**

# Activation requirement

---



Participants who have met their activation requirement by their activation point won't need to participate in a mandatory activity

---

## Activation requirement

In this lesson we look in more detail at the activation requirement, your role supporting participants to meet the activation requirement and the types of activities that participants can undertake to meet the activation requirement.

### What is the activation requirement?

The activation requirement encourages early engagement and supports a participant's pathway to secure employment. Participants can meet their activation requirement (and not have a mandatory activity requirement) by undertaking the minimum number of hours required for:

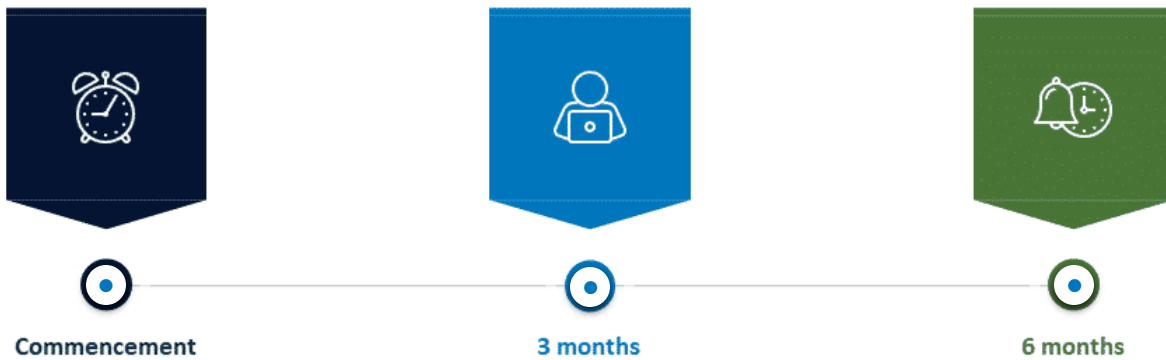
- one approved activation activity, or
- one or more provider-assessed activation activities.

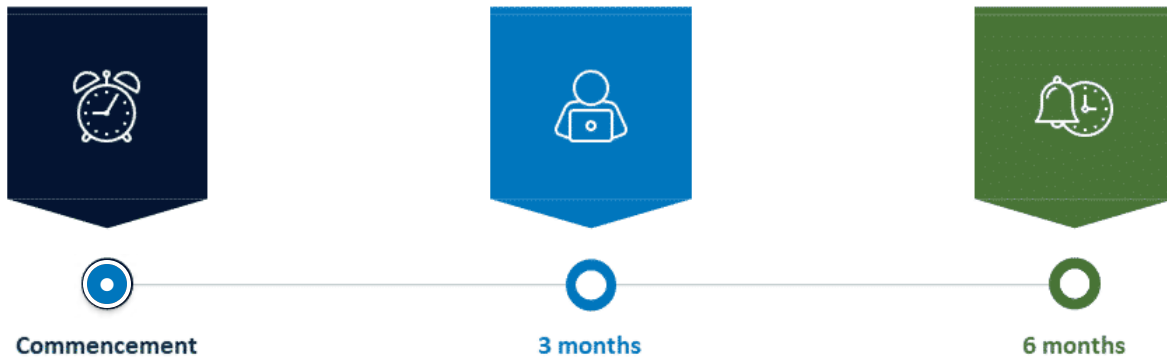
These activities must take place in the period between when a participant commences in Workforce Australia Services and their first activation point, and between activation points.

Participation in activities will also earn points towards a participant's monthly points target.

## Timing of the activation requirement

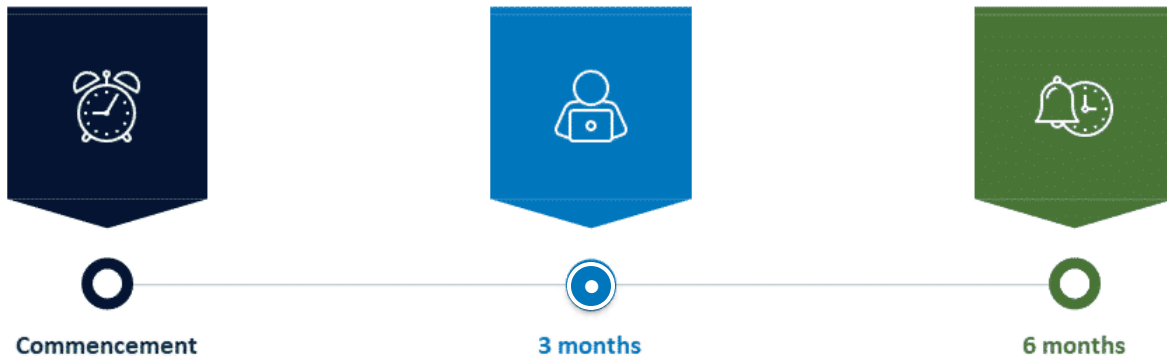
Click on the hotspots for more information.





## Commencement

Participant meets with their provider and agrees to their job plan.



### 3 months

Participants referred from Workforce Australia Online after 12 months will have an activation requirement at 3 months. They will then have an activation requirement **every** 6 months.





## 6 months

Participants in Workforce Australia Services will have an activation requirement **every** 6 months.

### Your role in the activation requirement

You must support participants to undertake appropriate approved activation activities or provider-assessed activation activities to meet the activation requirement.

Click on each hotspot to discover what you need to consider to support a participant:





## Timing

Consider the timing of the activation point and when a mandatory activity will be required if the activation requirement is not met.



## Progress

Ensure the activity benefits the participant and assists them to progress towards secure employment.



## Circumstances

Consider the participant's individual circumstances and capacity.



## Needs and interests

Ensure you source sufficient activities to meet the needs and interests of your participant.



## Mandatory activity

Ensure the participant is aware of the mandatory activity requirement and the requirement to undertake a mandatory Work for the Dole activity or an alternate activity if they do not meet the activation requirement.

## Meeting the activation requirement

There are two ways a participant can meet their activation requirement prior to their activation point. Click on the tabs below to learn more about each one.

### APPROVED ACTIVATION ACTIVITIES

### PROVIDER-ASSESSED ACTIVATION ...

A participant can meet the activation requirement (and not need to complete a mandatory activity), if they participate in or complete at least 80% of one approved activation activity by the activation point.

#### Approved activation activities

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Employability Skills Training (EST)
- Education and training (accredited training courses)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)
- Work for the Dole (not as a mandatory activity)

Where possible, the department's IT system will determine whether a participant has participated in or completed at least 80% of one approved activation activity. However, some approved activation activities require providers to determine whether a participant has met their activation requirement and confirm this in the department's IT system.

#### APPROVED ACTIVATION ACTIVITIES

#### PROVIDER-ASSESSED ACTIVATION ...

A participant can meet the activation requirement (and not need to complete a mandatory activity) if they participate in any combination of provider-assessed activation activities for a minimum of 75 hours across any 2 points reporting periods.

As a provider, you must review and confirm the participant's attendance at the provider-assessed activation activities throughout the relevant activation period. You can do this by checking with host organisations as well as checking the participant's points earned for activities during the period, in the department's IT system. Record that the participant has met the activation requirement in the department's IT system.

#### **Provider-assessed activation activities**

- Approved activation activities (when a participant has not met the 80% participation/completion requirement)
- Australian Defence Force Reserves
- Counselling
- Drug and alcohol treatment/ rehabilitation
- Local Jobs Program
- Launch into Work
- Non-government programs
- Observational Work Experience
- Other government programs
- Paid work

- Self-Employment Assistance Exploring Self-Employment Workshops
- Self-help and support groups
- Education and training (non-accredited training courses)
- Voluntary Work (participant sourced)
- Voluntary Work (provider sourced)
- Workforce Specialist Projects

Further information on the eligibility and participation requirements for activities can be found in Part B Workforce Australia Services Guideline.

---

**Providers should encourage early engagement in suitable, safe activities or education and training which support a participant's pathway to secure employment.**

## Knowledge check

Have these participants met their activation requirement? Work out your answer and then click the button to reveal the model answer. You may need a calculator.

1

A participant was enrolled in a CTA course that required them to attend 75 hours over 8 weeks. The participant attended 7.5 hours per week for 8 weeks - they attended 60 hours in total. Did they meet



the activation requirement prior to the activation point?

I'm ready to see the model answer

If you said yes, well done. CTA is an approved activation activity and 80% attendance is required. This participant attended 60 out of 75 hours, which is exactly 80%.

---

2

Another participant was enrolled in an EST course that required participants to attend 25 hours per week for 3 weeks. They attended 10 hours per week for 3 weeks resulting in them attending 30 hours. Did they meet the activation requirement prior to the activation point?

I'm ready to see the model answer

If you said no, you're correct! EST is an approved activation activity and 80% attendance is required. This participant attended 30 out of 75 hours, which is only 40%.

---

3

This participant attended the following activities over the 6 month period from commencement to their activation point:

2 weeks of EST (25 hours per week)

8 weeks of regular 2 hourly drug and alcohol treatment/rehabilitation sessions

10 hours of paid work in one week.

Did they meet the activation requirement prior to the activation point?

I'm ready to see the model answer

Did you say yes? Well done! EST can be considered a provider-assessed activation activity if participants didn't complete 80% of the course. They need to complete 75 hours of provider-assessed activation activities over any 2 points reporting periods. This participant's total is  $50 + 16 + 10 = 76$  hours.

---

***Check that a participant has met their activation requirement 4 weeks prior to the activation point. Use the department's IT system to:***

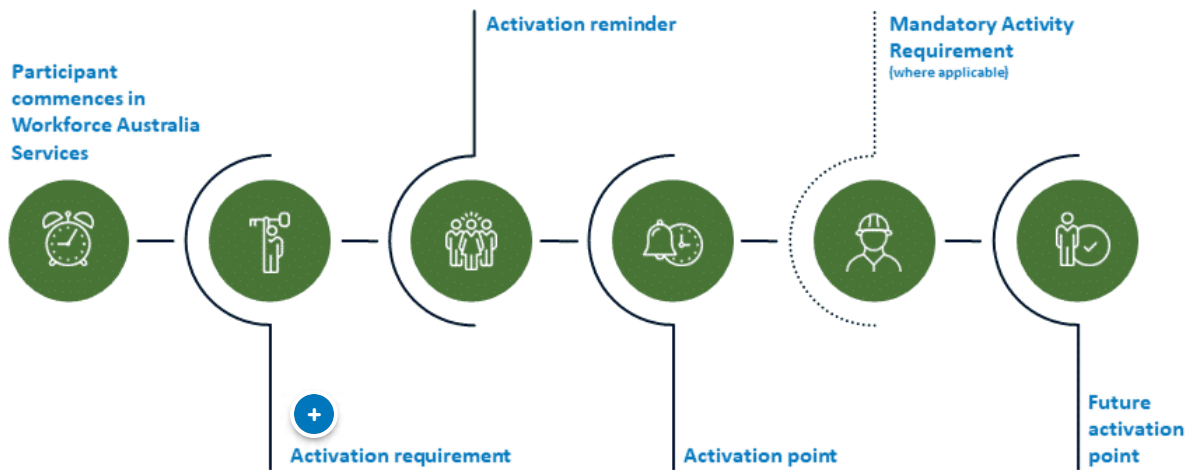
- ***check that they have participated in or completed at least 80% of one approved activation activity***
- ***confirm they have undertaken sufficient hours in any combination of provider-assessed activation activities.***

***If a participant has not met the activation requirement, remind them of the requirement and support and encourage them to meet it by their activation point.***

## **The participant's journey**

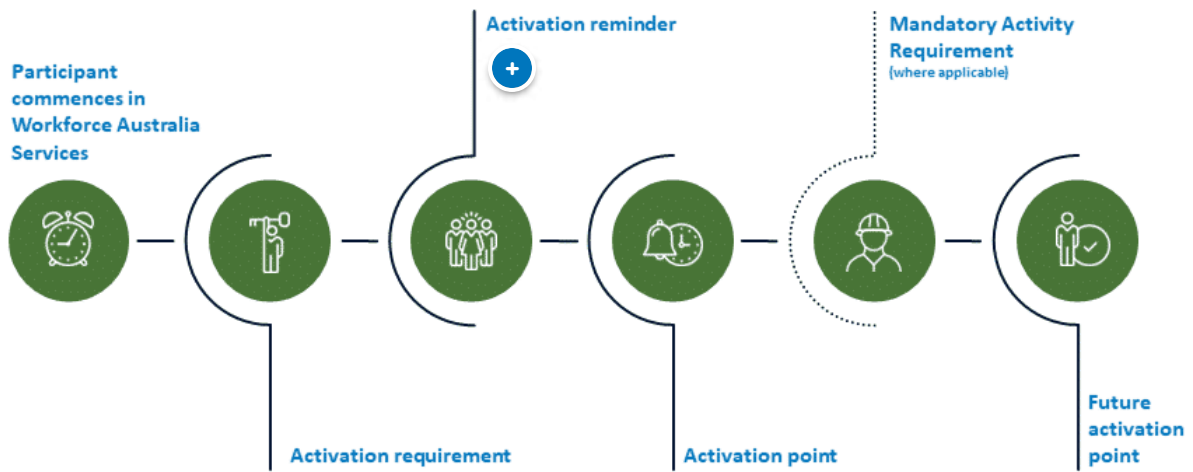
The participant's activation requirement journey begins once a participant agrees to their job plan and commences in Workforce Australia Services. If a participant does not meet their requirement by the activation point, despite your encouragement and support, contact them to discuss the mandatory activity requirement. Your conversation should include whether the mandatory activity or an alternate activity better suits their individual needs and circumstances.





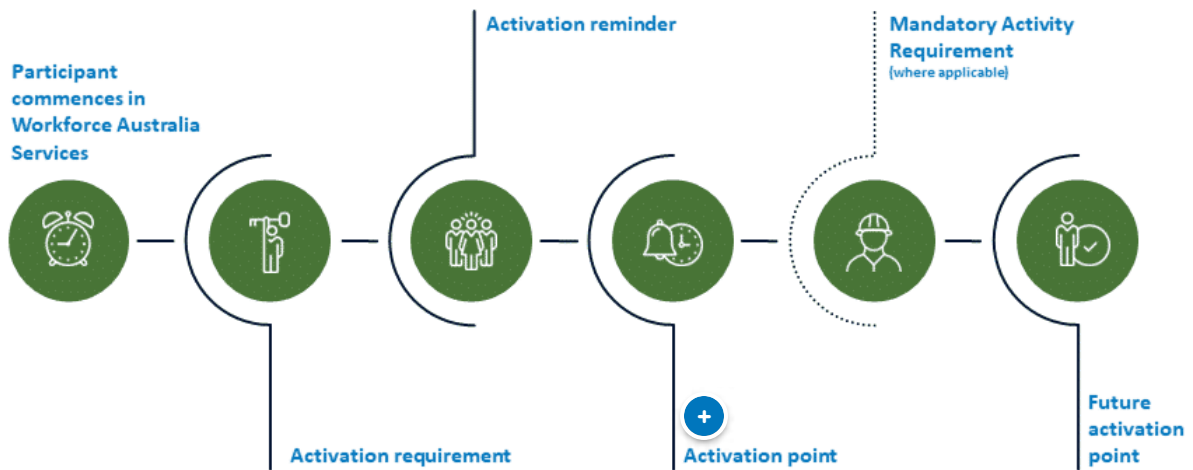
## Activation requirement

Encourage participants to engage early in one approved activation activity or one or more provider-assessed activation activities prior to the activation point.



## Activation reminder

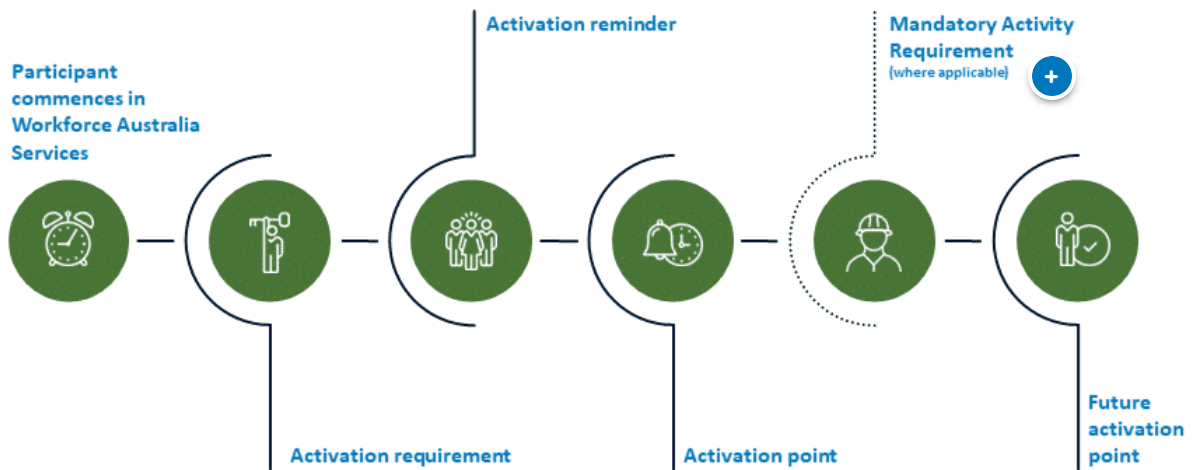
4 weeks prior to the activation point check if the participant has met their activation requirement.



## Activation point

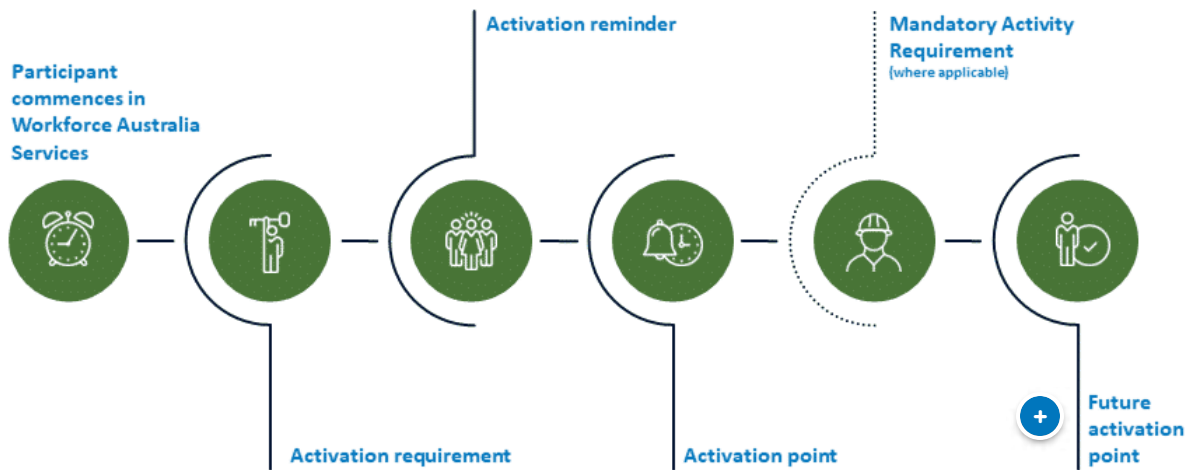
If the participant has met their activation requirement at the activation point they don't have to do a mandatory activity.

If the participant has not met their activation requirement at the activation point, discuss the mandatory activity and alternate activities with them.



## Mandatory activity requirement

If the participant hasn't met their activation requirement, add the mandatory activity requirement and the mandatory activity to their job plan. Refer them to the mandatory activity (Work for the Dole).



## Future activation points

If the participant has met their activation requirement, their next activation point is 6 months from their current activation point.

If the participant has not met their activation requirement, their next activation point is 6 months from the last day of their mandatory activity or alternate activity.

---

Now you're across the activation requirement, it's time to look at the mandatory activity requirement.

**CONTINUE**



# Mandatory activity requirement

---



Work for the Dole is the only mandatory activity that can be undertaken to meet the mandatory activity requirement (where the participant can legally be required to participate).

---

## Activation requirement not met

If a participant has not met the activation requirement by the activation point despite your encouragement and support, contact the participant to:

- confirm they can continue with the alternate activity they are already enrolled in
- enrol them in an alternate activity, or
- refer them to a mandatory activity (Work for the Dole).



**i** Participants who do not meet the activation requirement, and have not been placed into an alternate activity, are required to commence in a mandatory activity (Work for the Dole) within 2 weeks of the activation point, for a minimum of 8 weeks.

Participants aged 18 years and over, in receipt of income support and in Workforce Australia Services, are eligible to participate in Work for the Dole activities however, under social security law participants on a part-rate of income support, or if they are aged 60 and over, cannot be required to participate in Work for the Dole.

## Provider responsibilities

Where the participant is required to undertake a mandatory activity (Work for the Dole) you must contact the participant to:

- discuss the mandatory activity requirement with them
- add the mandatory activity requirement and the mandatory activity (Work for the Dole) to their job plan (where they can legally be required to participate), and

- ensure they understand:
  - how to report details of their participation in, and completion of, the mandatory activity
  - the consequences of failure to attend the mandatory activity (the TCF training modules have more information).

---

**Use the department's IT system to record the mandatory activity (Work for the Dole) in the participant's job plan as a compulsory activity.**

**Remind the participant that failure to attend their mandatory activity may result in TCF action.**

## **Alternate activity**

As a provider, you can use your discretion to place a participant in an alternate activity if it's more suitable than the mandatory activity (Work for the Dole) and meets the needs of the participant.

### **Circumstances where an alternate activity may be appropriate**

Circumstances where an alternate activity may be more appropriate include:

- the activity would be more beneficial for the participant
- the participant is not eligible to participate in Work for the Dole, for example they are under 18 years old or they cannot legally be required to participate in Work for the Dole
- the participant is already enrolled in an approved activity but has not yet commenced

- the participant commenced an approved activity but did not meet the approved activation activity or provider-assessed activation activity requirements by the activation point.

## Alternate activities that can be undertaken —

The following activities may be undertaken as alternate activities:

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Employability Skills Training (EST)
- Education and training (accredited training courses)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)

An alternate activity is an activity that a participant voluntarily participates in (does not have compulsory requirements) and it **cannot** be entered into their job plan.

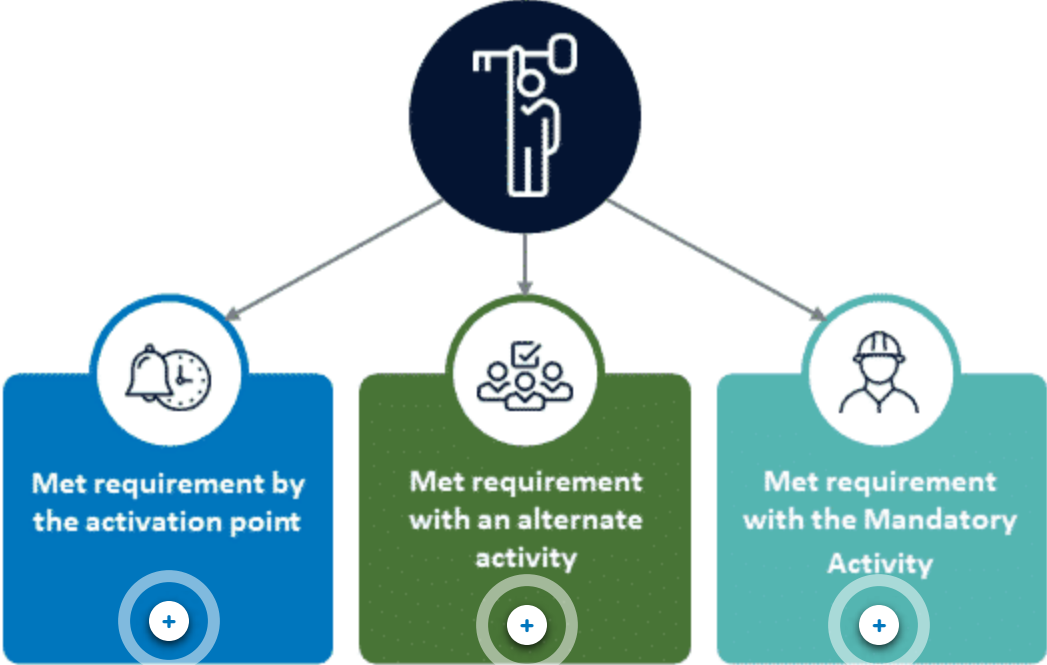
## Provider responsibilities —

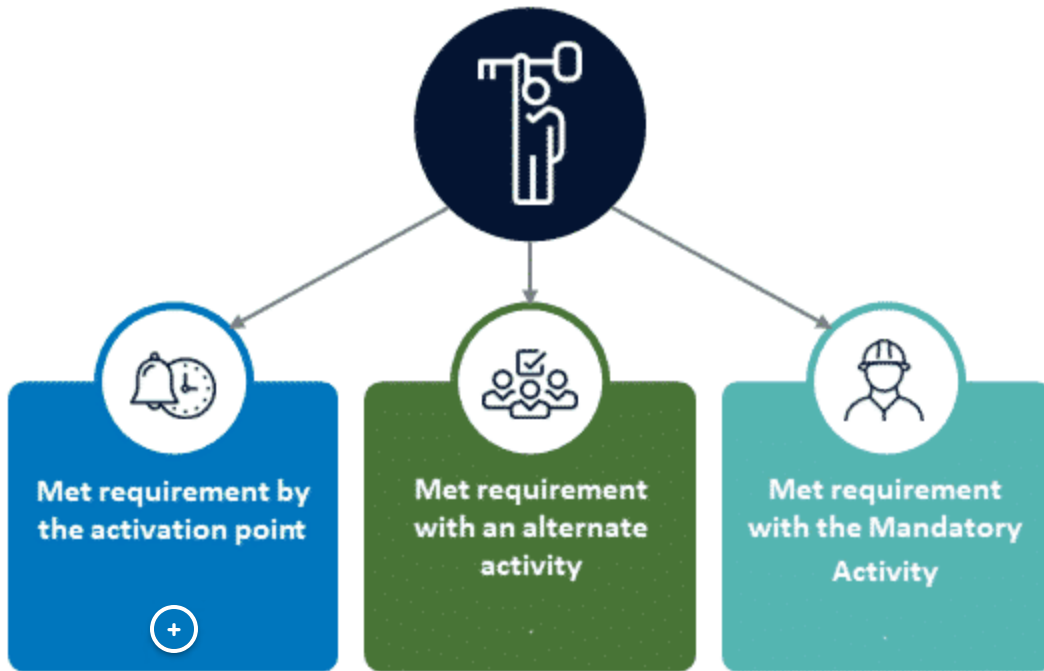
If you have participants undertaking an alternate activity, monitor participation in and completion of the alternate activity by reviewing points earned for activities. Remind participants to report their attendance at activities and manage their mutual obligations.

You should identify participants as having a mandatory activity requirement and place them into a mandatory activity (Work for the Dole), where they can legally be required to participate if they don't:

- commence an alternate activity within 2 weeks of the activation point, or
- continue to participate in and complete the alternate activity.

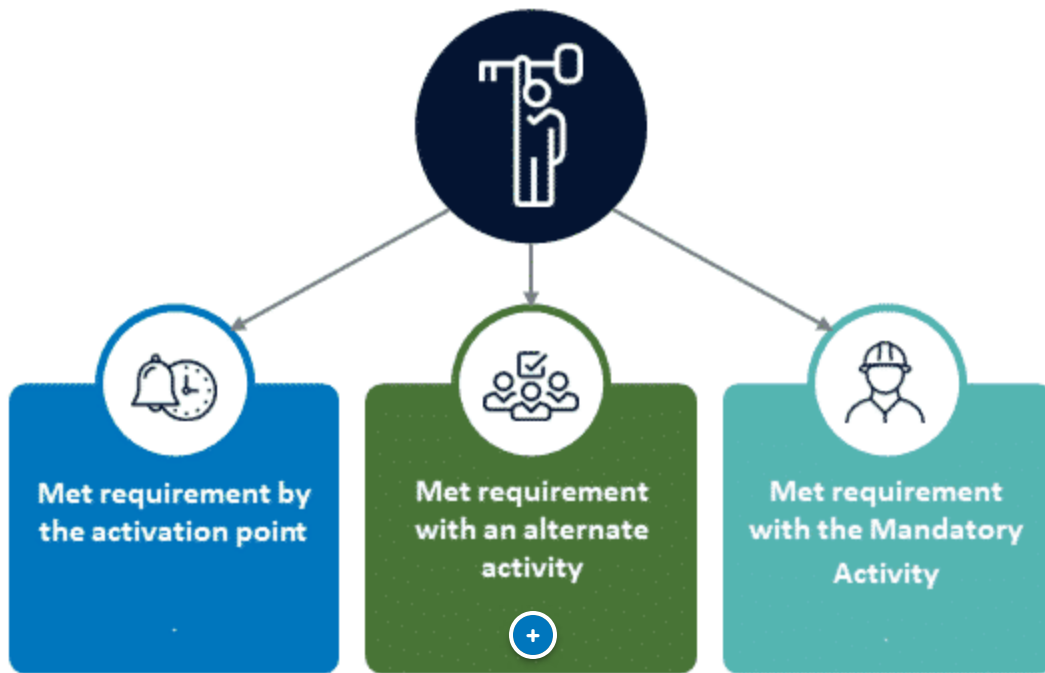
# Future activation points





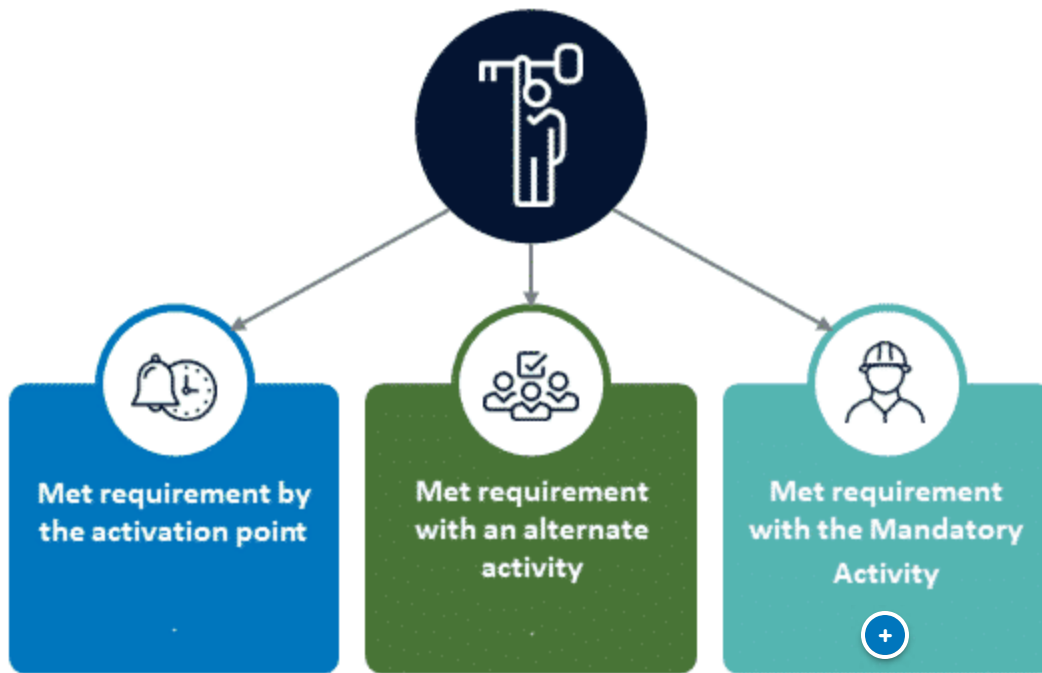
### Met requirement by the activation point

Next activation point will be 6 months from the current activation point.



### Met requirement with an alternate activity

Next activation point will be 6 months from the participant's last day of participation in the alternate activity.



### Met requirement with the mandatory activity

Next activation point will be 6 months from the participant's last day of participation in the mandatory activity.

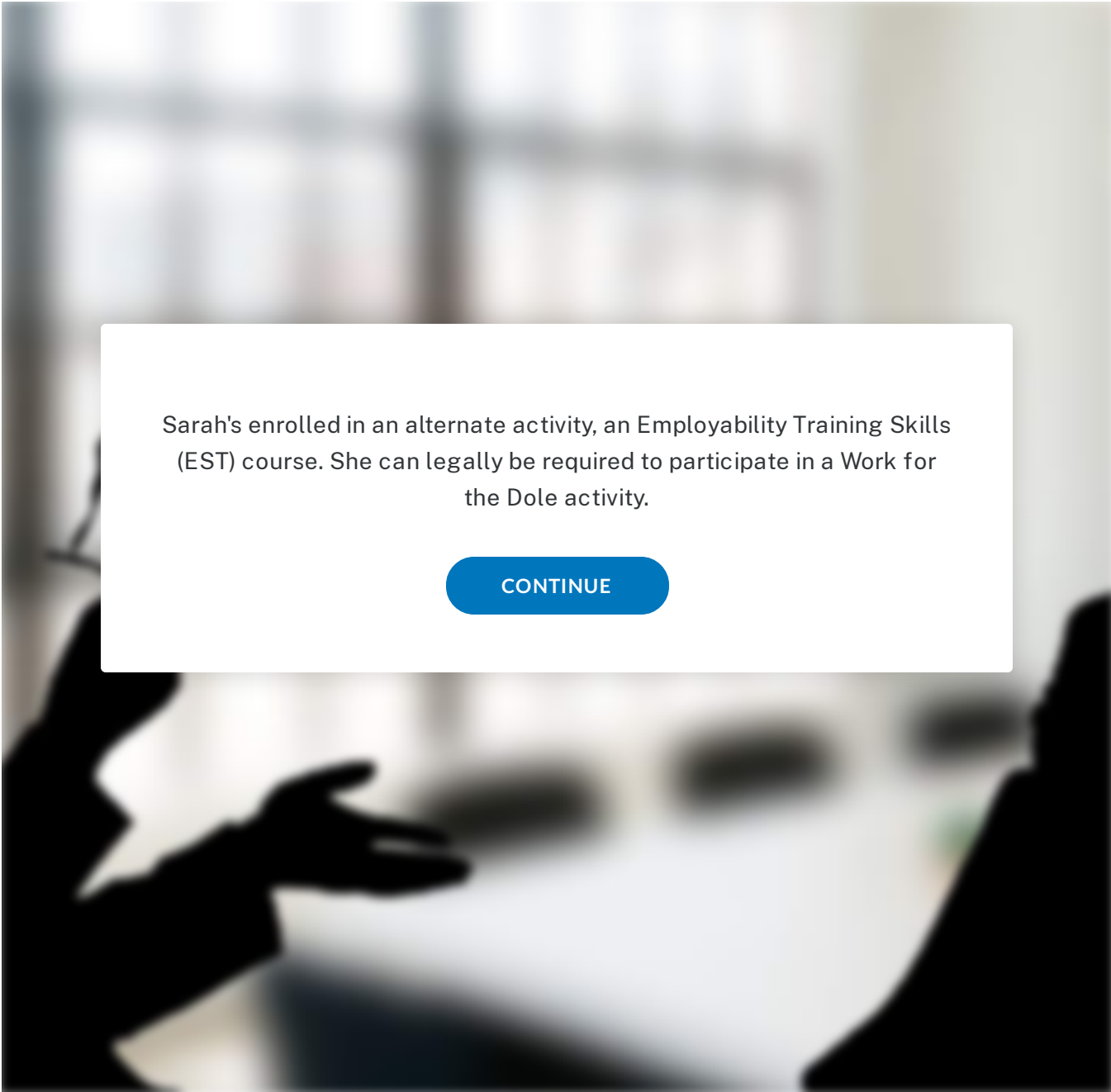
### Knowledge check

Work your way through this scenario to test your knowledge of the mandatory activity requirement and alternate activity.

### Meet John ...

John's a provider. He has a participant, Sarah, who hasn't met her activation requirement. He'd like your advice.



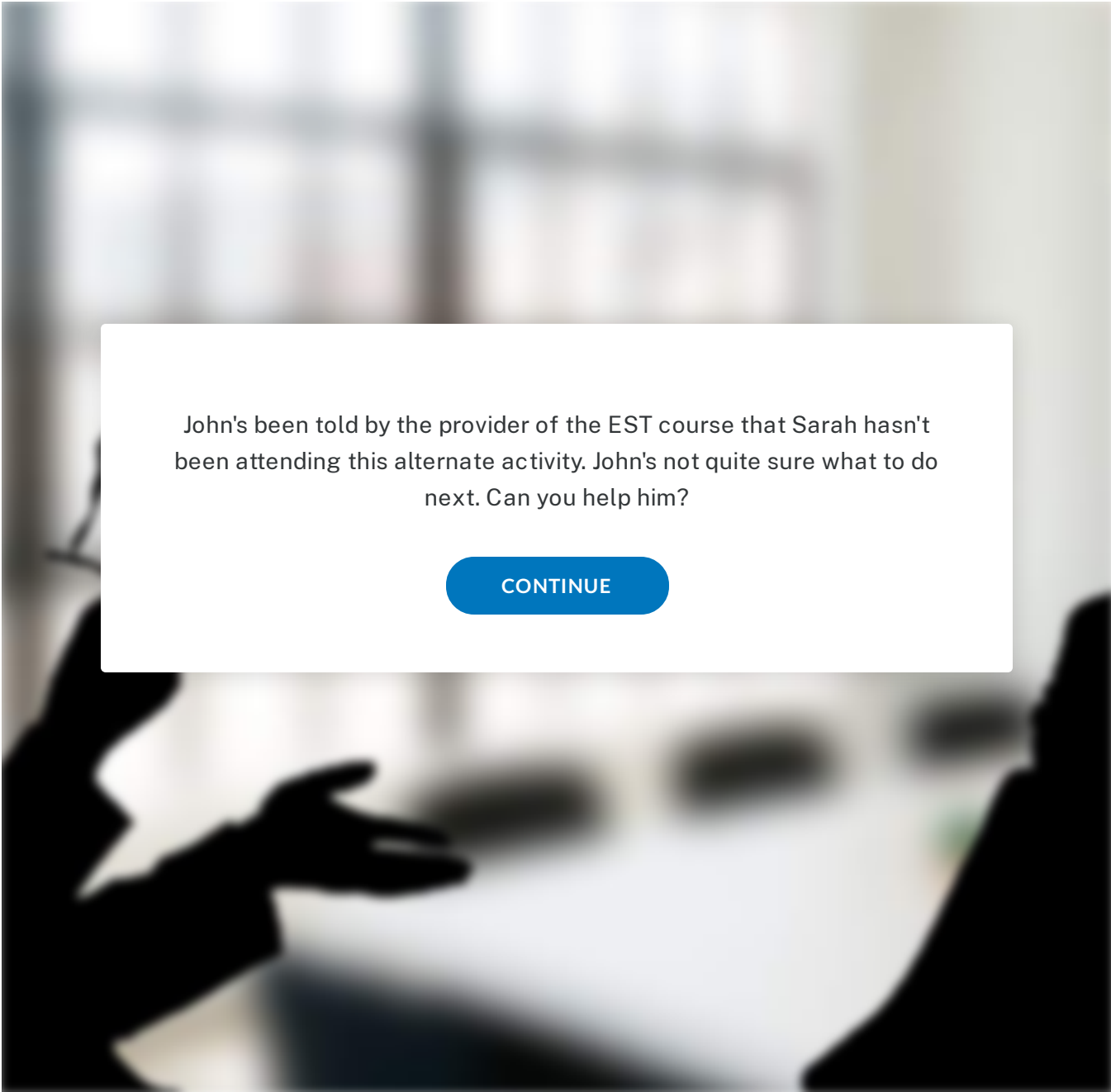


Sarah's enrolled in an alternate activity, an Employability Training Skills (EST) course. She can legally be required to participate in a Work for the Dole activity.

CONTINUE

## Scene 1 Slide 1

Continue → Next Slide

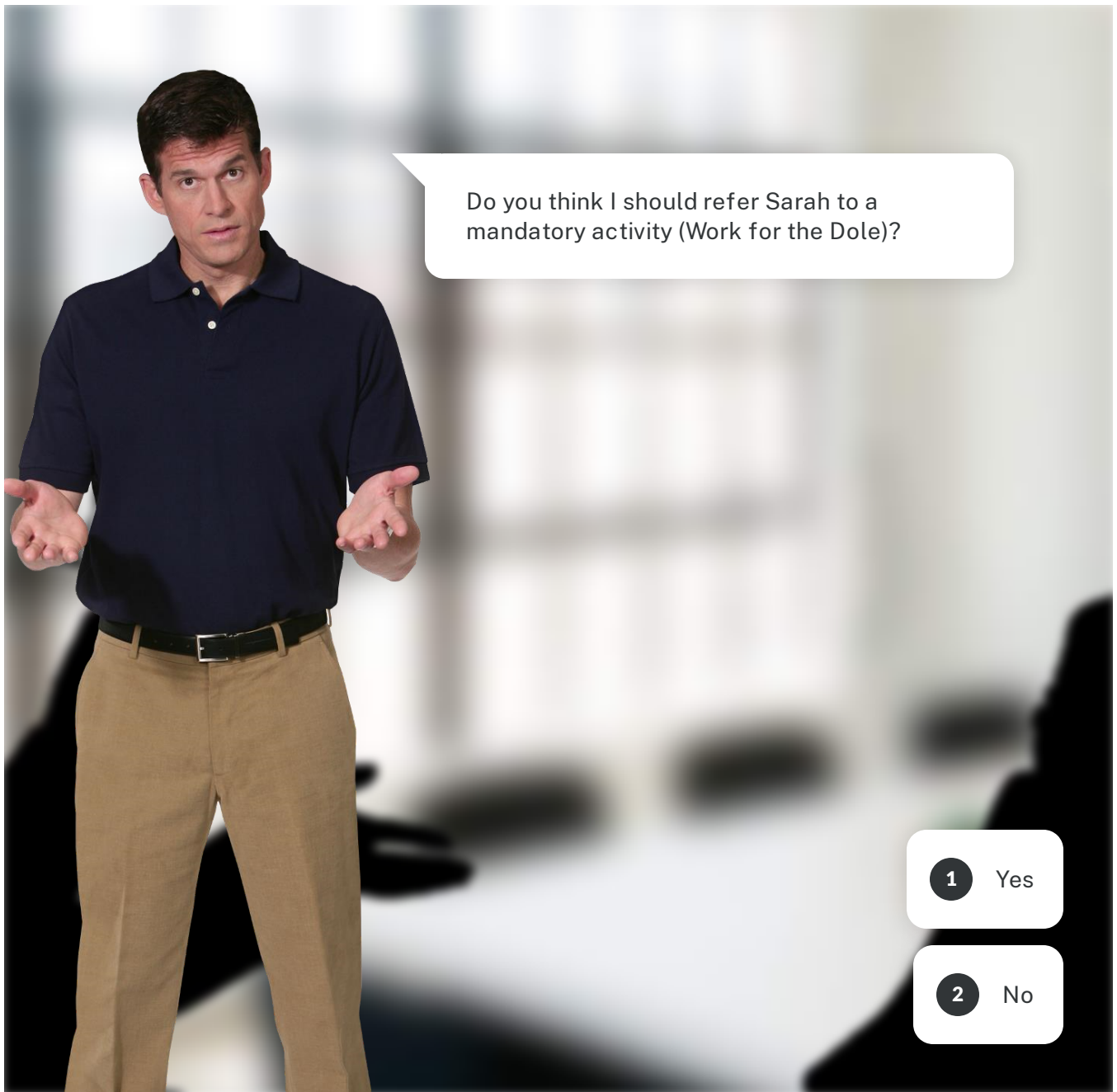


John's been told by the provider of the EST course that Sarah hasn't been attending this alternate activity. John's not quite sure what to do next. Can you help him?

CONTINUE

## Scene 1 Slide 2

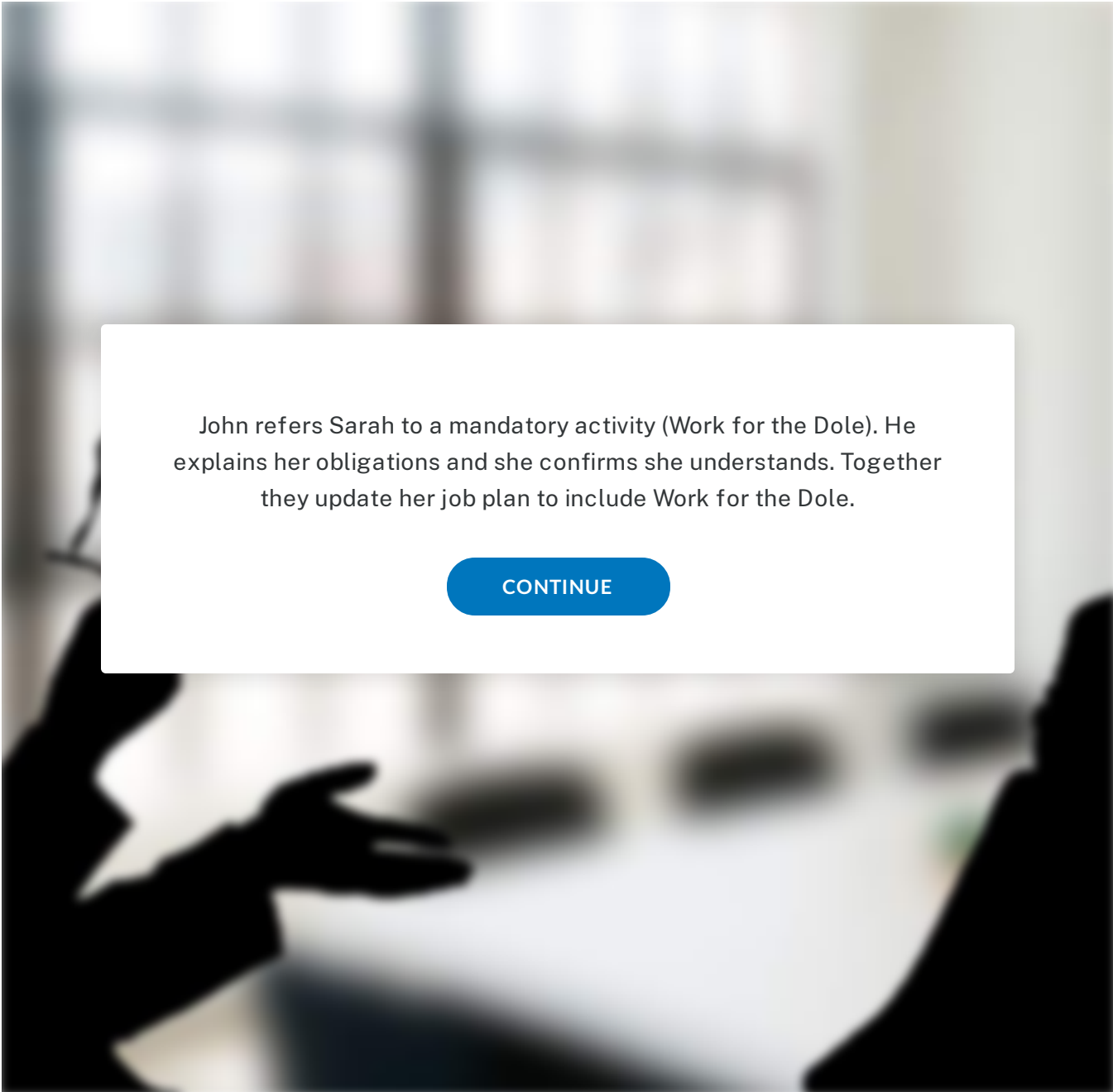
Continue → Next Slide



### Scene 1 Slide 3

0 → Next Slide

1 → Next Slide

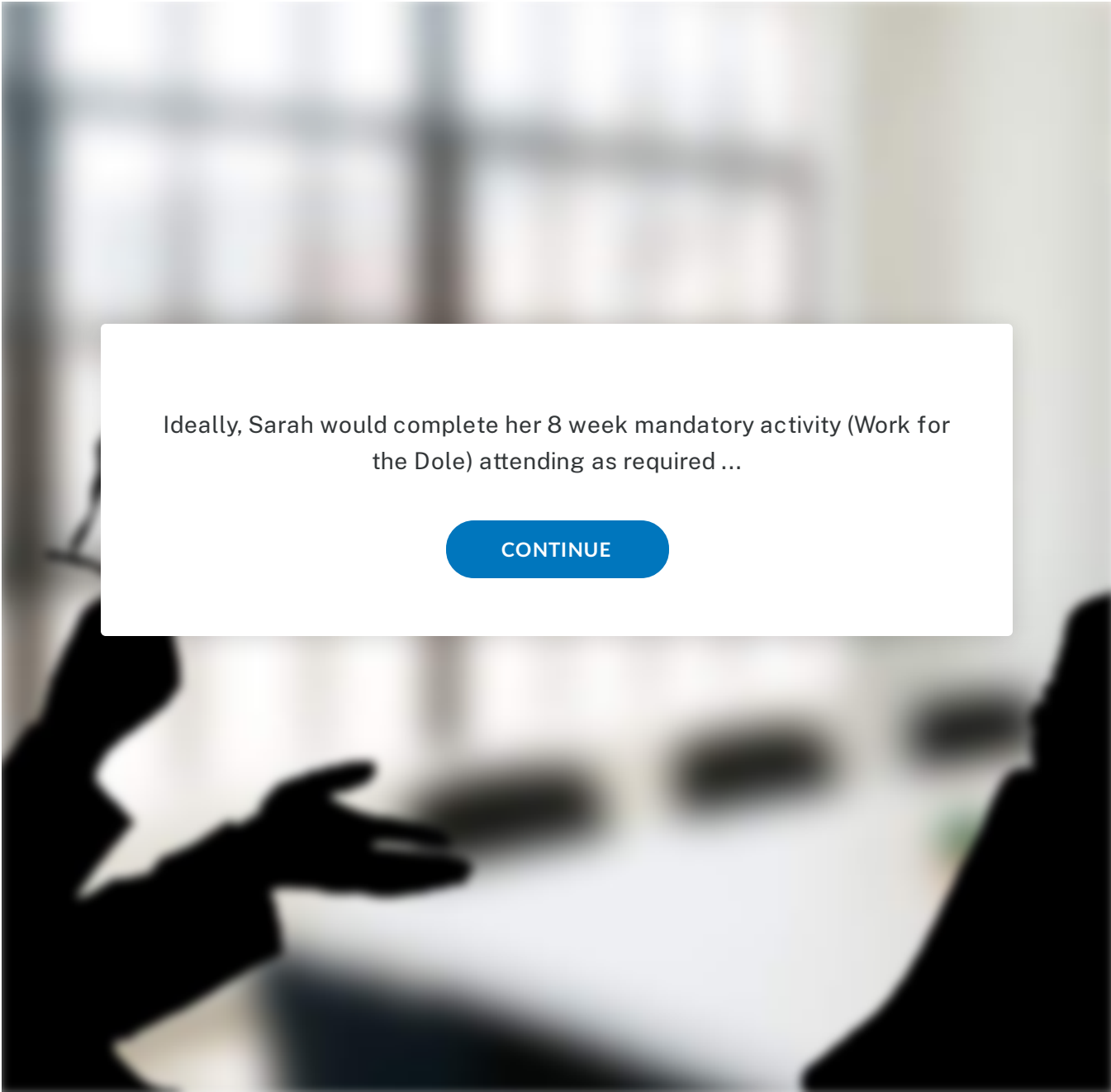


John refers Sarah to a mandatory activity (Work for the Dole). He explains her obligations and she confirms she understands. Together they update her job plan to include Work for the Dole.

CONTINUE

## Scene 1 Slide 4

Continue → Next Slide

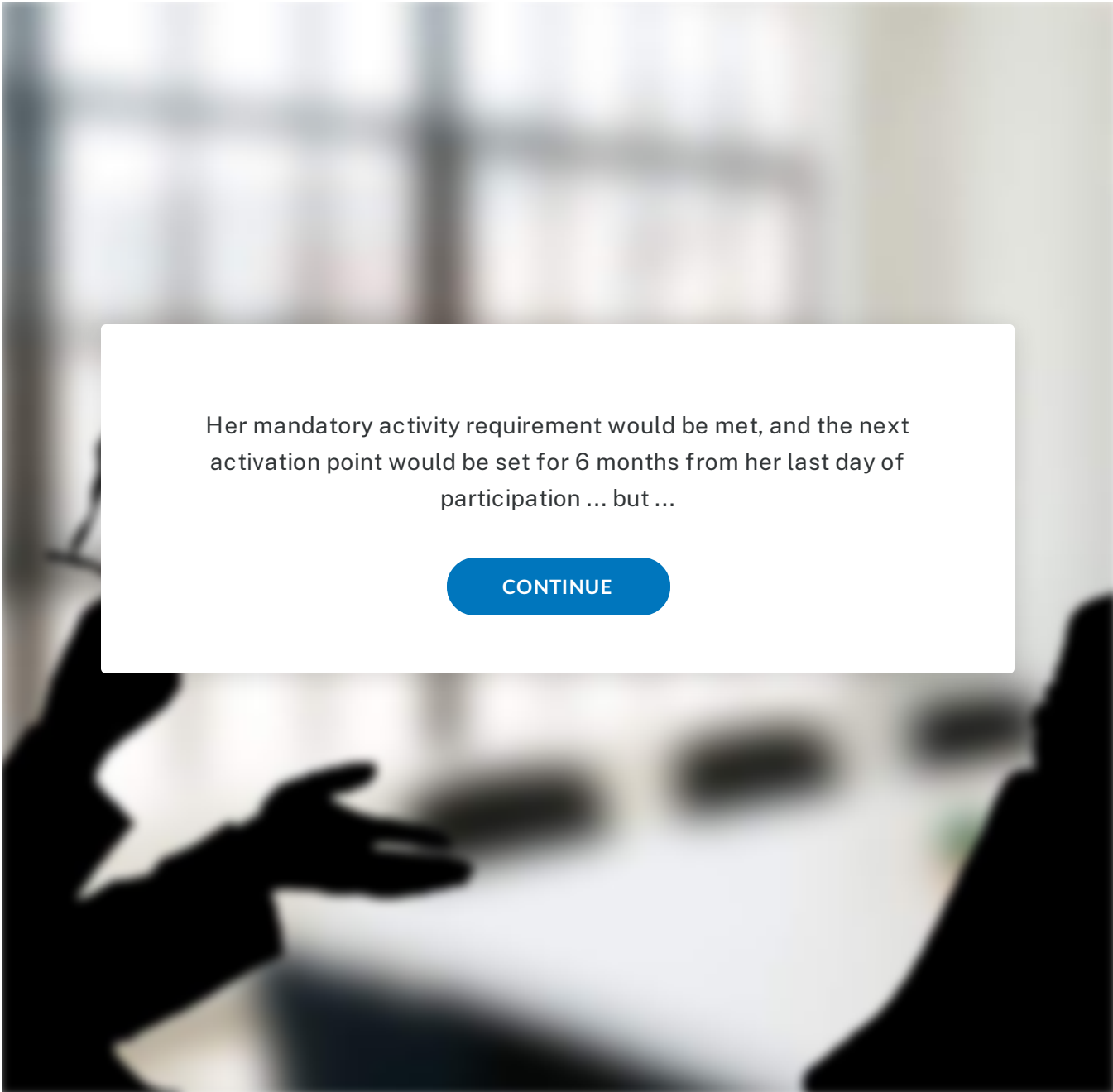


Ideally, Sarah would complete her 8 week mandatory activity (Work for the Dole) attending as required ...

CONTINUE

## Scene 1 Slide 5

Continue → Next Slide

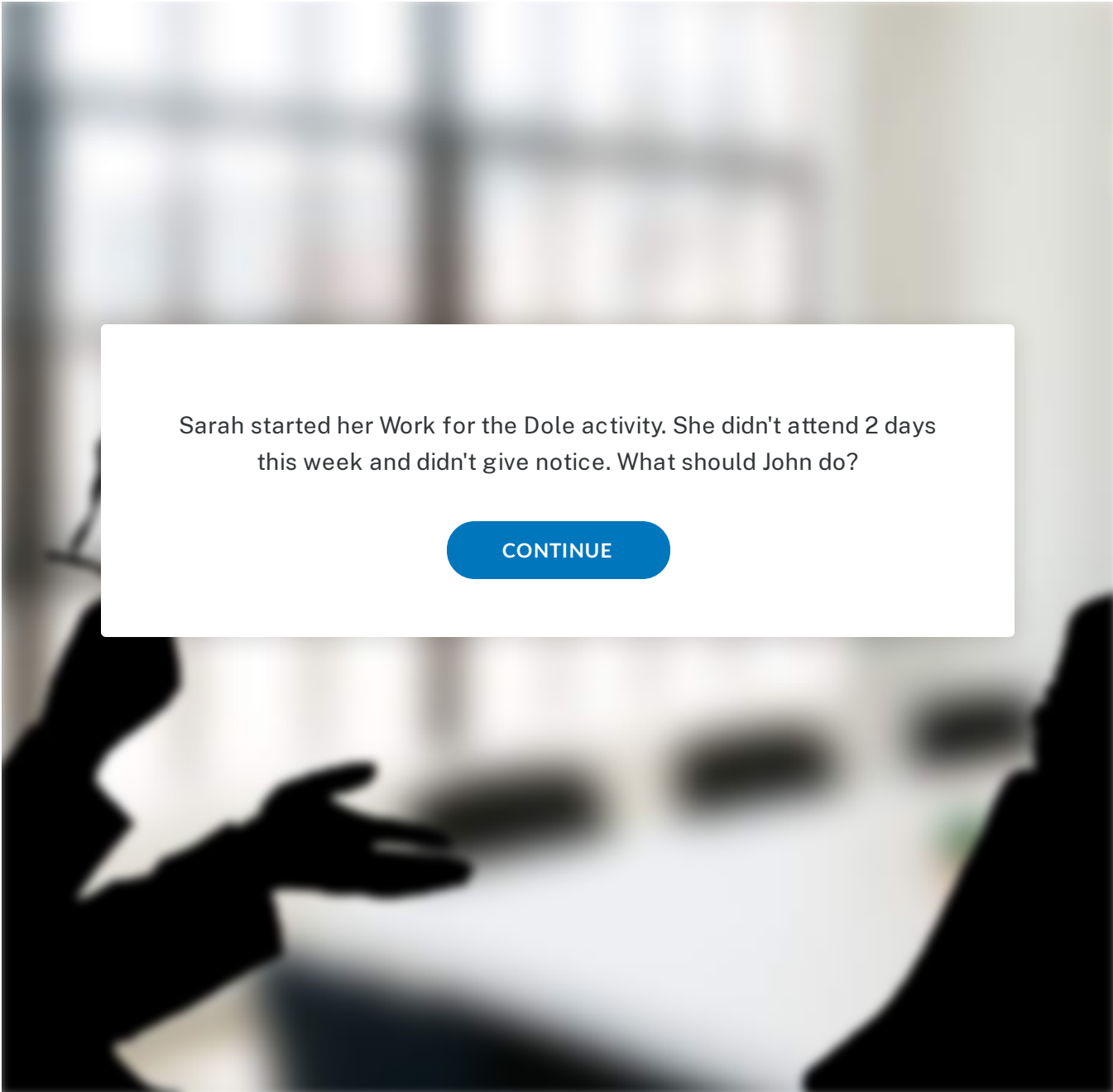


Her mandatory activity requirement would be met, and the next activation point would be set for 6 months from her last day of participation ... but ...

CONTINUE

## Scene 1 Slide 6

Continue → Next Slide



Sarah started her Work for the Dole activity. She didn't attend 2 days this week and didn't give notice. What should John do?

CONTINUE

## Scene 1 Slide 7

Continue → Next Slide

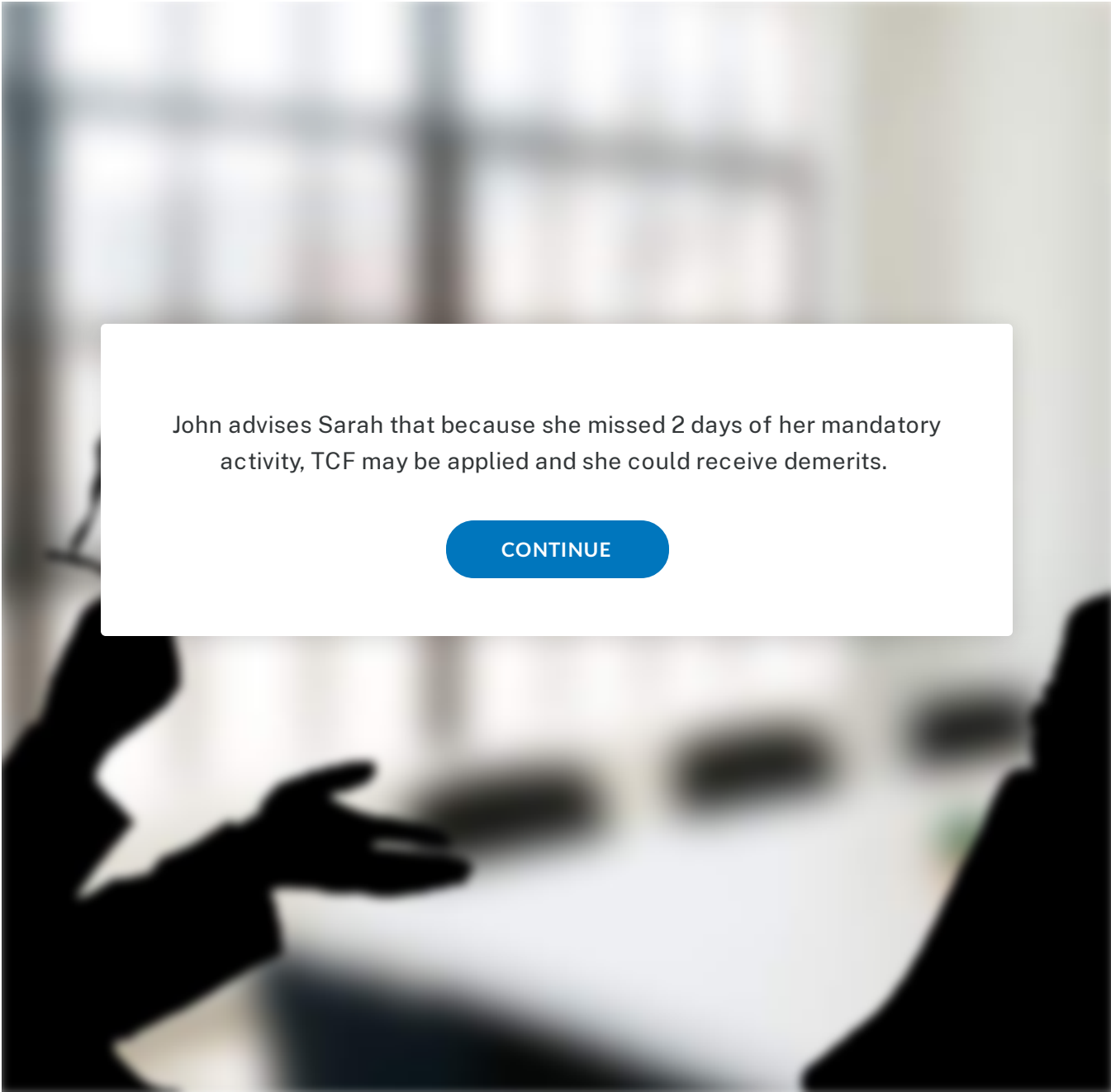


## Scene 1 Slide 8

0 → Next Slide

1 → Next Slide



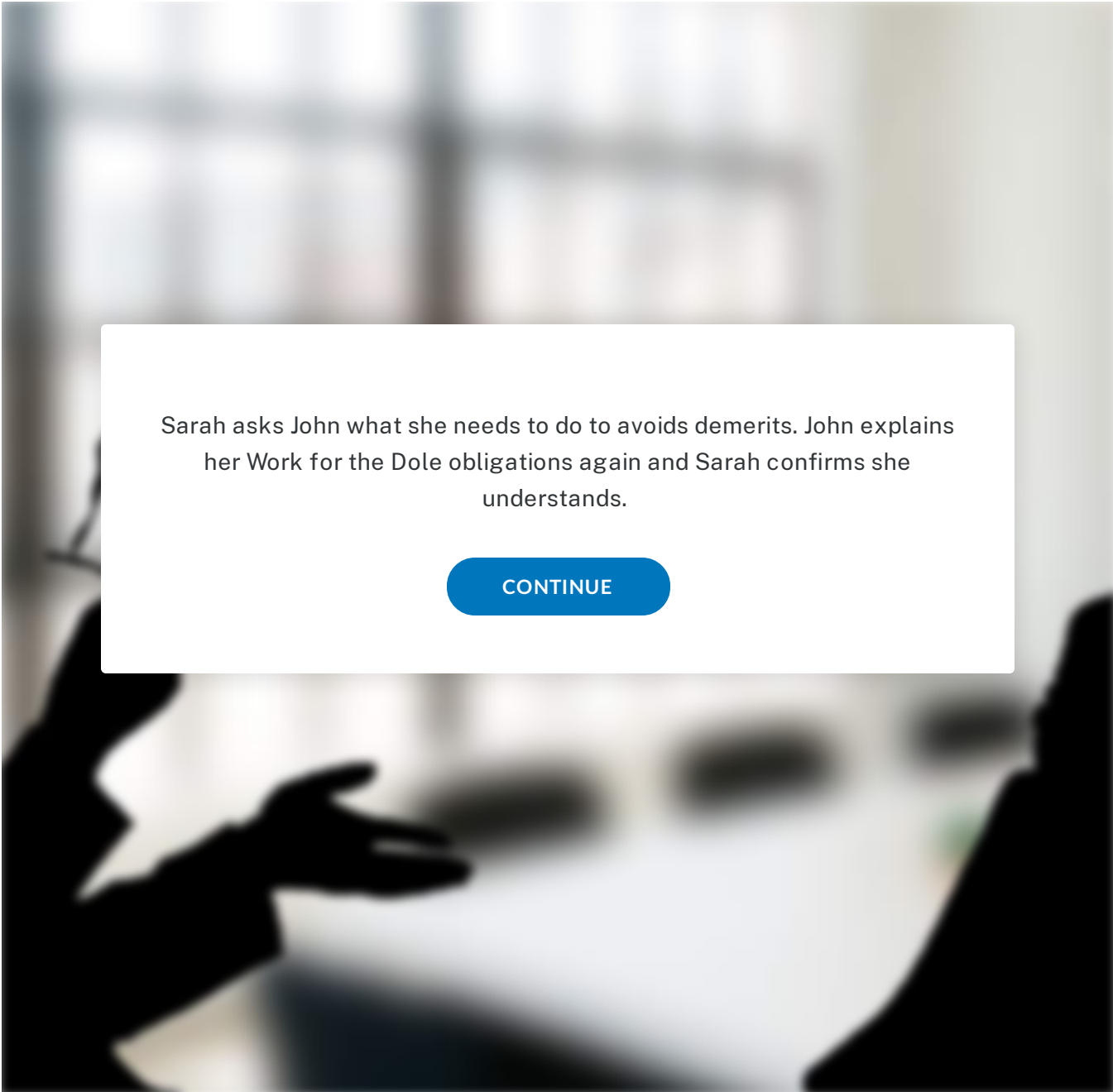


John advises Sarah that because she missed 2 days of her mandatory activity, TCF may be applied and she could receive demerits.

CONTINUE

## Scene 1 Slide 9

Continue → Next Slide

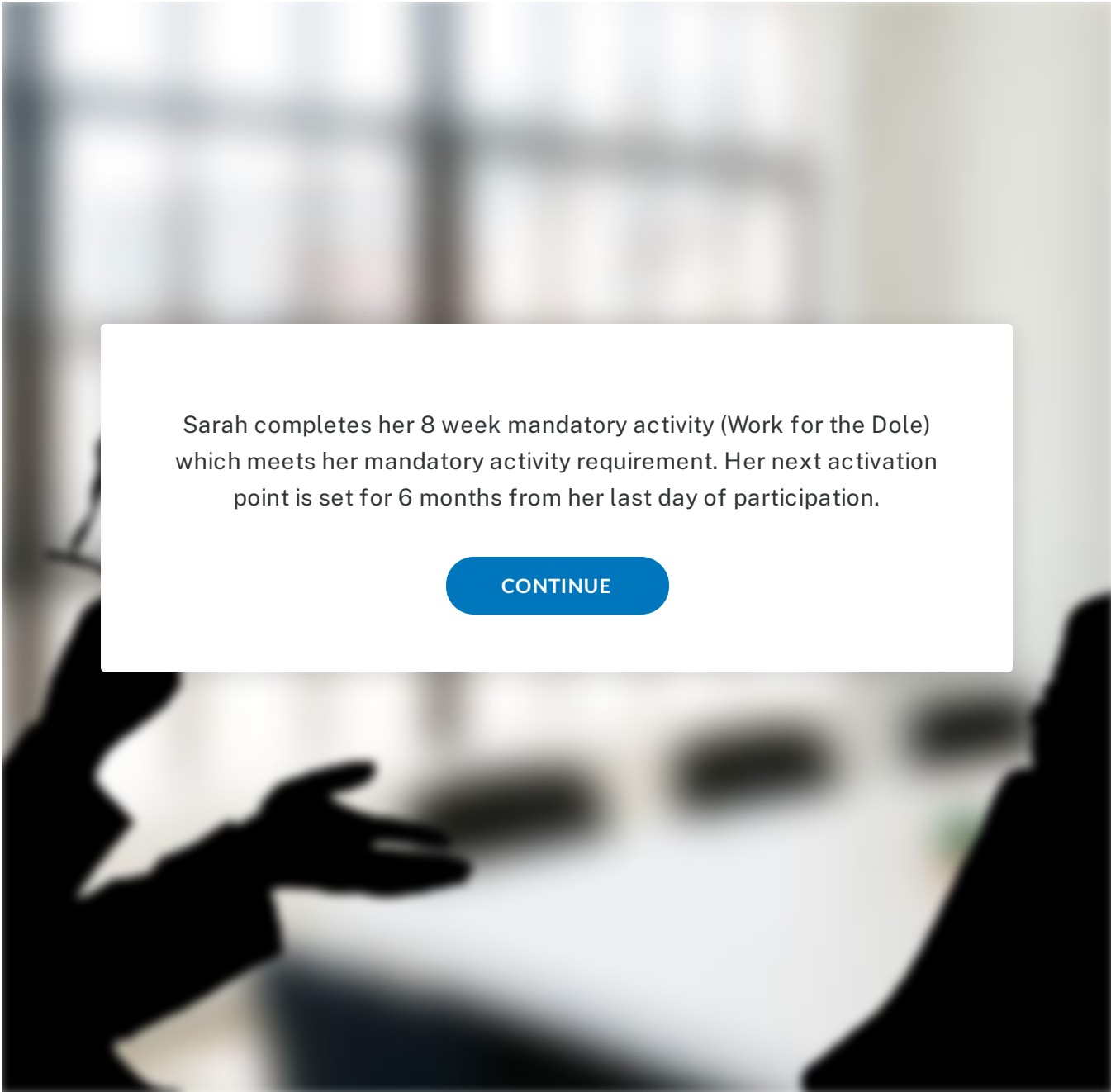


Sarah asks John what she needs to do to avoid demerits. John explains her Work for the Dole obligations again and Sarah confirms she understands.

CONTINUE

## Scene 1 Slide 10

Continue → Next Slide

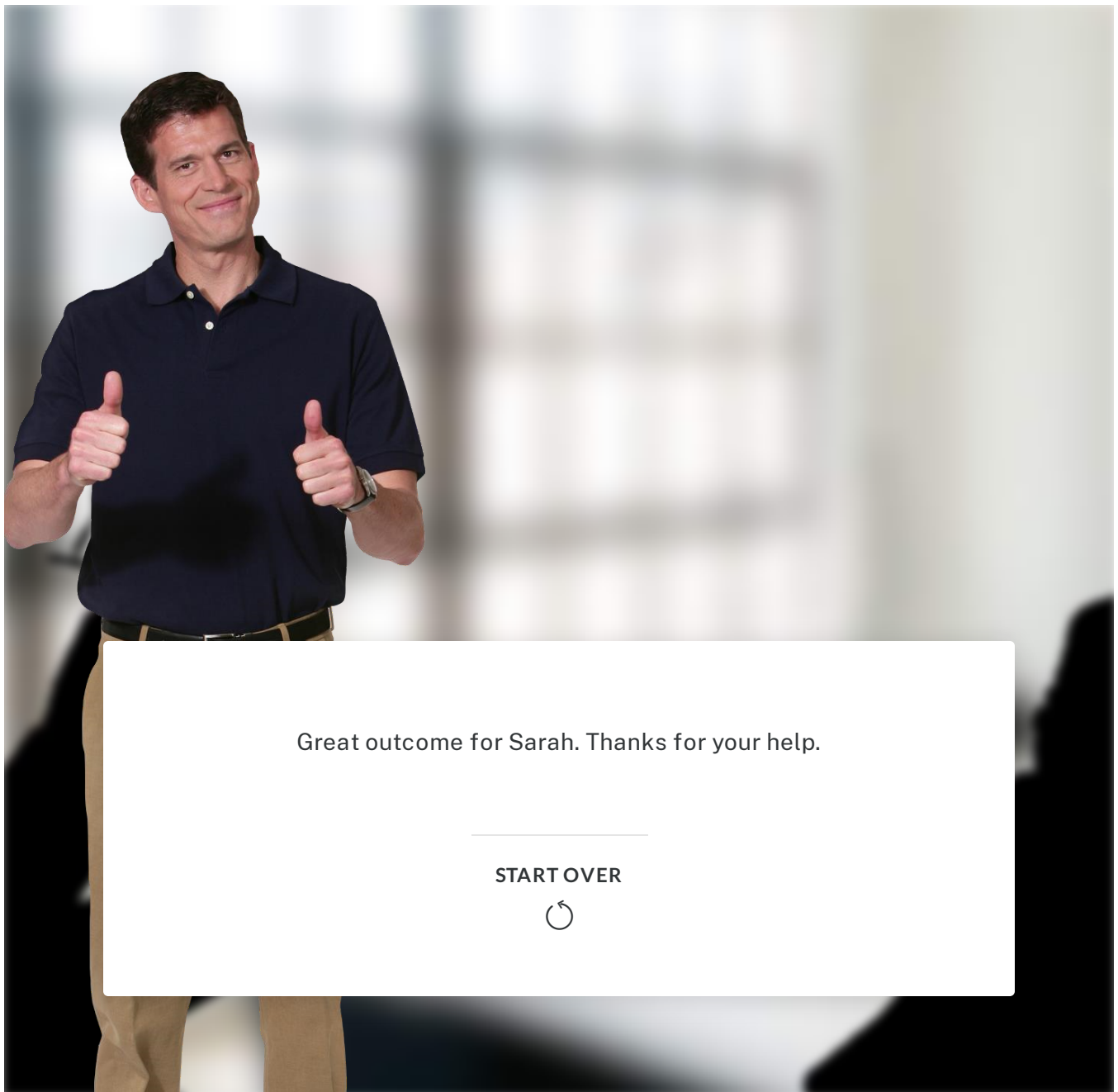


Sarah completes her 8 week mandatory activity (Work for the Dole) which meets her mandatory activity requirement. Her next activation point is set for 6 months from her last day of participation.

CONTINUE

## Scene 1 Slide 11

Continue → Next Slide



Great outcome for Sarah. Thanks for your help.

---

START OVER



## Scene 1 Slide 12

Continue → End of Scenario

---

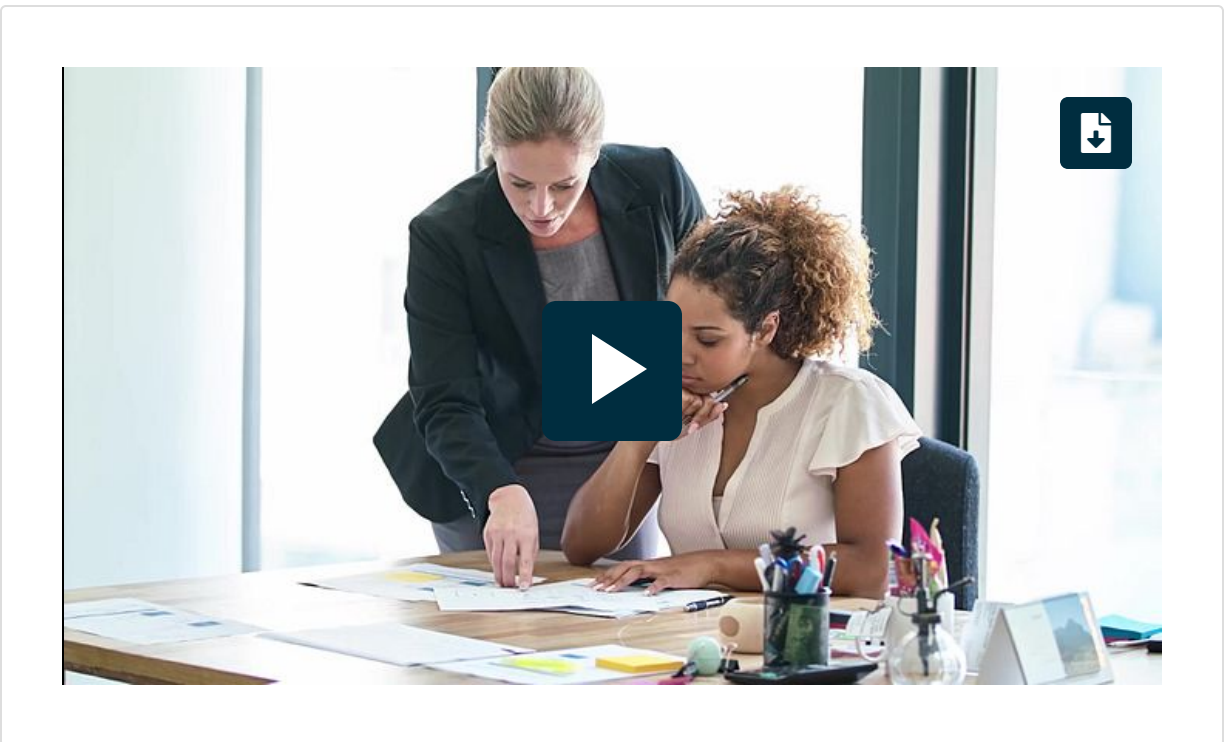
Just the summary to go.

[CONTINUE](#)

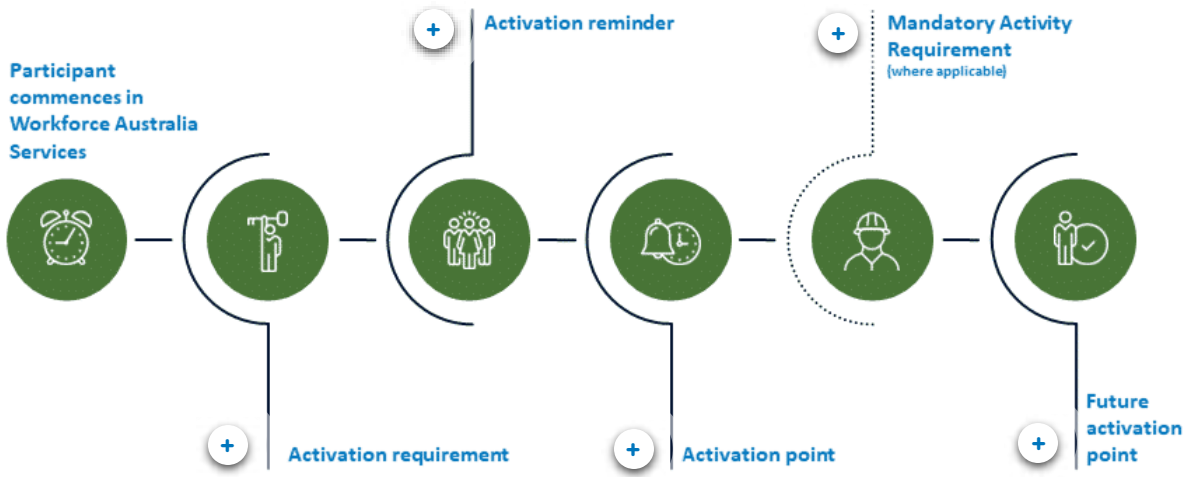
# Summary

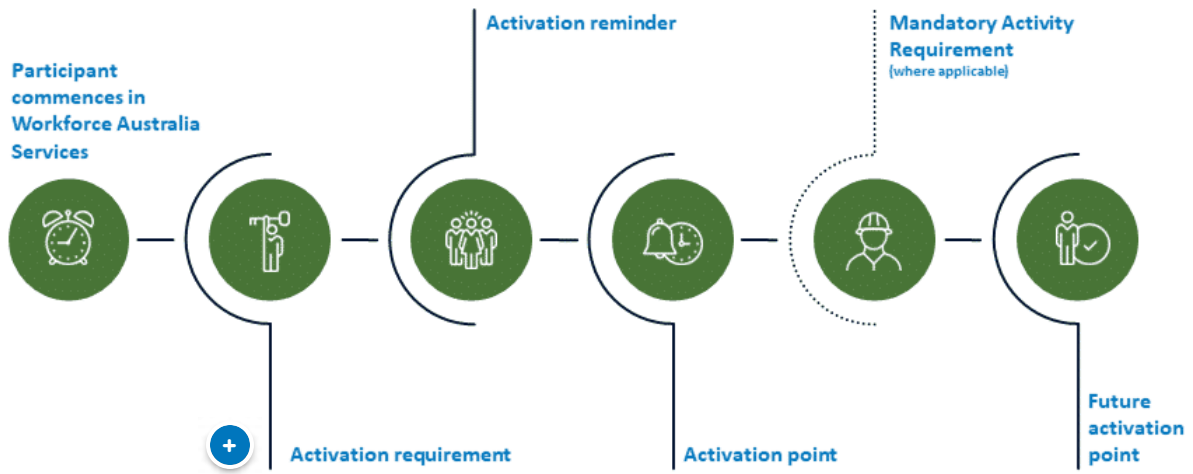
---

This lesson summarises what you have learnt and provides you with the opportunity to check your learning.



## Activation timeline

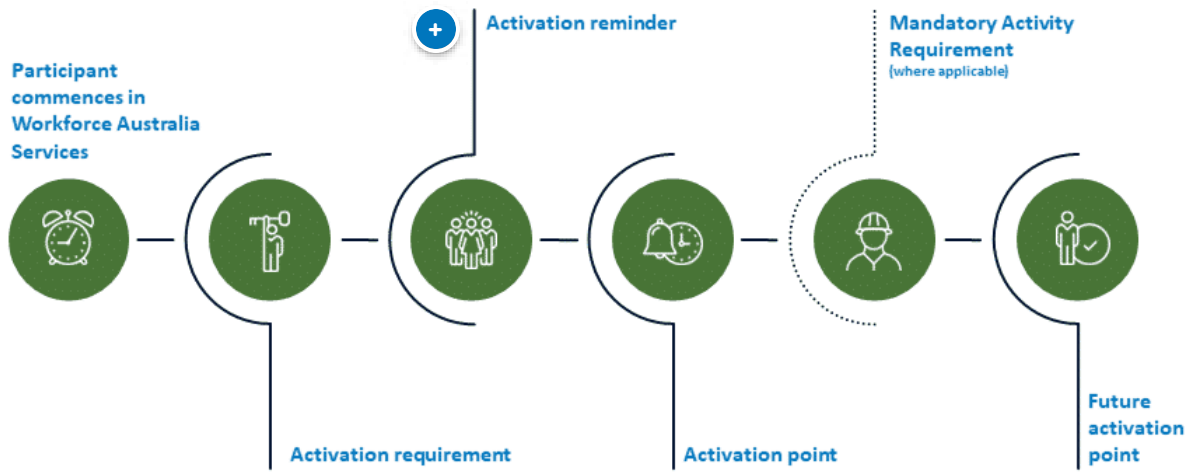




## Activation requirement

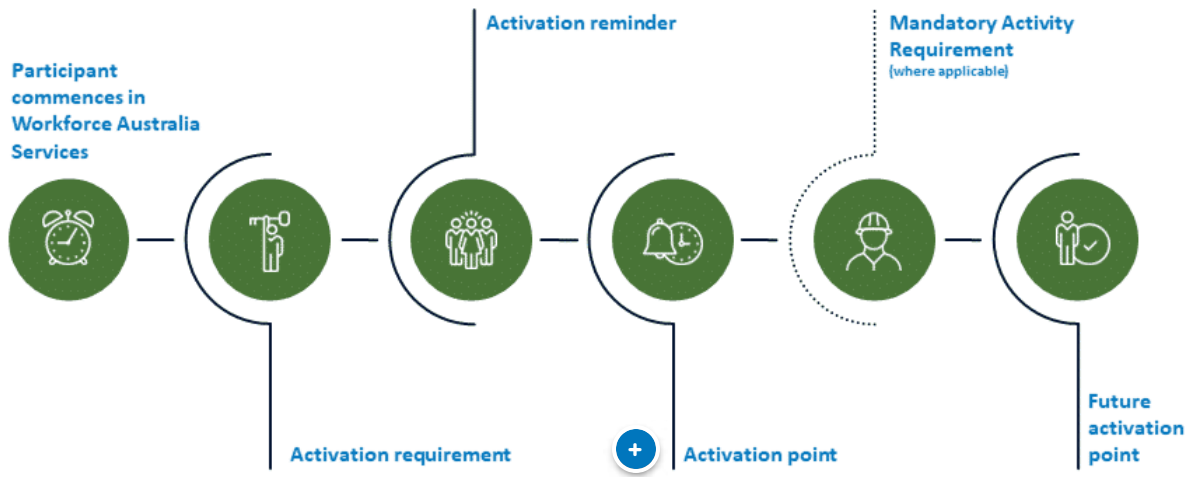
Encourage participants to engage early in one approved activation activity or one or more provider-assessed activation activities prior to the activation point.





## Activation reminder

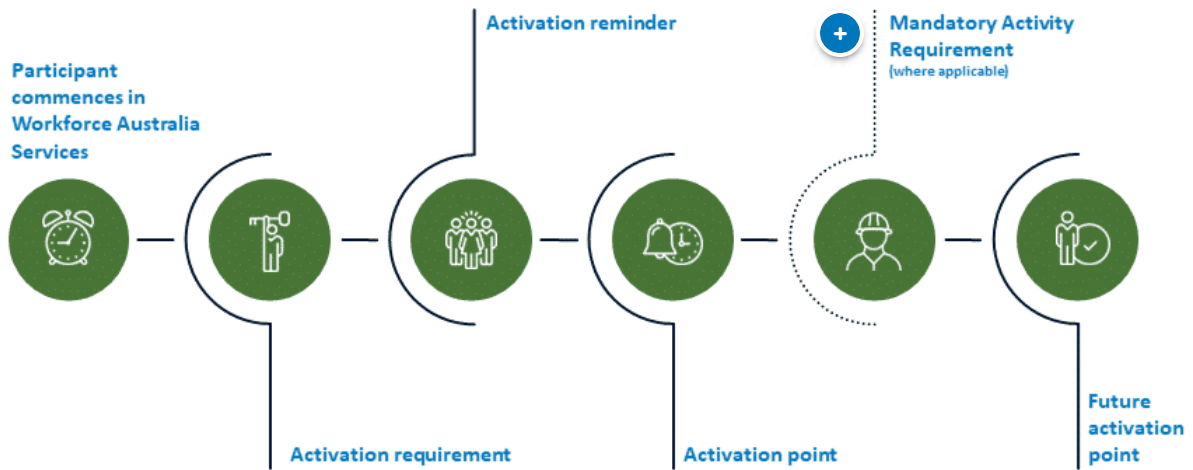
4 weeks prior to the activation point check if the participant has met their activation requirement.



## Activation point

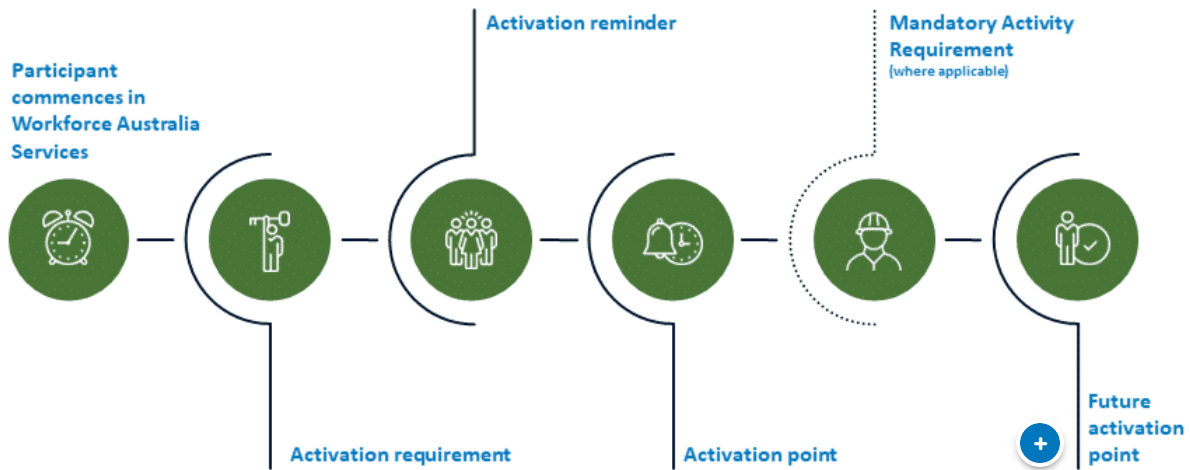
If the participant has met their activation requirement at the activation point they don't have to do a mandatory activity.

If the participant has not met their activation requirement at the activation point, discuss the mandatory activity and alternate activities with them.



## Mandatory Activity Requirement

If the participant hasn't met their activation requirement, add the mandatory activity requirement and the mandatory activity to their job plan. Refer them to the mandatory activity (Work for the Dole).



## Future activation point

If the participant **has met** their activation requirement, their next activation point is 6 months from their current activation point.

If the participant **has not met** their activation requirement, their next activation point is 6 months from the last day of their mandatory activity or alternate activity.

### Engaging early

Providers should encourage early engagement in suitable, safe activities or education and training which support a participant's pathway to secure employment.

## Knowledge check

Match the examples to the step on the activation and mandatory activity requirement timeline.

☰ Initial interview

Costas and his provider are discussing his job plan and the activation requirement

☰ Approved activation activity

Jen started CTA one month after commencing and did 62 hours over 8 weeks

☰ Provider-assessed activation activity

Kat has volunteered 5 hrs/week at a shop and does a 5 hrs/day retail course for 10 weeks

☰ Mandatory activity requirement

Dante started a SEE course 5 months after commencing in services, but he didn't attend

☰ Alternate activity

Sian is 2 weeks from her activation point and has enrolled in EST which starts next week

SUBMIT

Jane has been in Workforce Australia Services for 3 months after being a participant in Workforce Australia Online for 13 months. If she's legally required to participate in Work for the Dole, does she have to complete the mandatory activity?

---

Yes

No

SUBMIT

Sally did not meet her activation requirement by the activation point. She doesn't want to complete an alternate activity. Can Sally do the mandatory activity instead if she meets the Work for the Dole requirements?

---

Yes

No

SUBMIT

---

**Congratulations - you've completed the activation and mandatory activity requirement training module!**