



Job plans

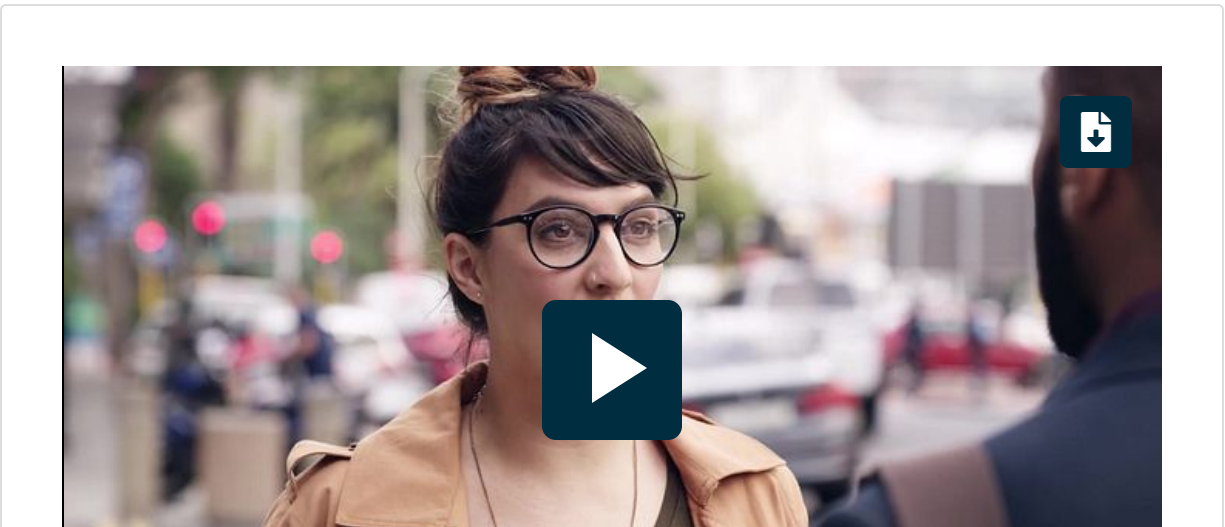
This module will help you understand job plans and your role as a provider in creating a job plan.

- ≡ Welcome
- ≡ Overview
- ≡ Creating a job plan
- ≡ Evaluating personal responsibility
- ≡ Entering and updating a job plan
- ≡ Summary

Welcome



This training will provide you with an overview of job plans, a participant’s mutual obligation requirements, and your role as a provider in creating and updating a job plan. You will also learn how to assess a participant’s capacity to self-report online.





Learning outcomes

On the completion of this module, you will be able to:


- describe the purpose of a job plan and your role and responsibilities in relation to job plans
- explain the mutual obligation requirements that are included in the job plan to a participant, including the participant's responsibilities
- create or update a job plan with a participant
- evaluate a participant's capacity to take personal responsibility for planning, managing and reporting their mutual obligation requirements.

This module doesn't show you how to use the department's IT system. There is separate IT training that helps you do that. You will be better prepared to do the IT training 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 Employment Services Providers (Providers) realise the objectives of Workforce Australia Services in providing employment services under the Workforce Australia Employment Services Providers Deed of Standing Offer 2022 – 2028 (the Deed). The Module is made available to Providers solely for the purpose of receiving training from the Commonwealth to assist in their performance of their obligations under the Deed. Providers may not use the Module for any other purpose than receiving training from the Commonwealth.

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

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

GET STARTED

Overview

In this lesson you will discover what a job plan is, a participant's mutual obligation requirements included in their job plan, your role and the steps involved in creating and updating a job plan.



What is a job plan?

A job plan is a participant's acknowledgment and commitment to meet their mutual obligation requirements by actively participating in employment services in return for their income support. A job plan is a requirement under Social Security law.

What are mutual obligation requirements?

A participant's mutual obligation requirements are outlined in their job plan and will include requirements such as accepting suitable work, attending interviews and provider appointments, as

well as meeting a points requirement through the Points Based Activation System (PBAS).

What is the provider's role?

As a provider, you have a significant role in ensuring that all participants with mutual obligation requirements:

- agree to a job plan
- understand the requirements in their job plan, including their points requirement
- understand the consequences of not agreeing to their job plan or failing to meet their requirements outlined in their job plan.

You also have a responsibility to update their job plan when their circumstances change.

Process for creating and updating a job plan

There are a number of steps that you will need to take to create and update a job plan. Click on the numbered points for more information about each step.





1. Create a job plan

You must create a job plan for each participant who has mutual obligation requirements. It involves several steps, including explaining mutual obligation requirements to the participant.



2. Evaluate capacity to self-report

You must decide if a participant is capable of meeting the personal responsibility requirement and if they are not, remove this requirement from their job plan.



3. Enter and update the job plan

You share the job plan with the participant for agreement and update the job plan when circumstances change, such as adding a Mandatory Activity Requirement or removing it when a participant completes the mandatory activity, or adding or removing the personal responsibility requirement.

The lessons that follow will help you understand and be able to carry out these steps.

[CONTINUE](#)

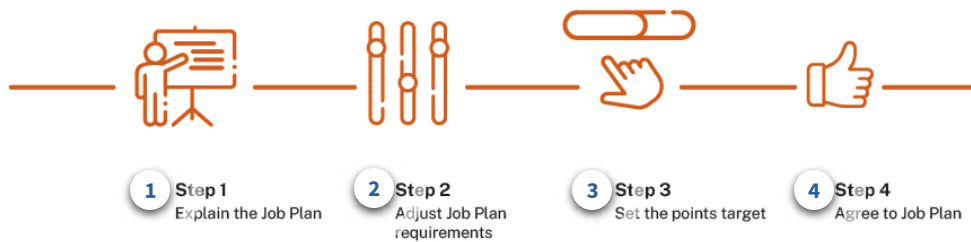
Creating a job plan



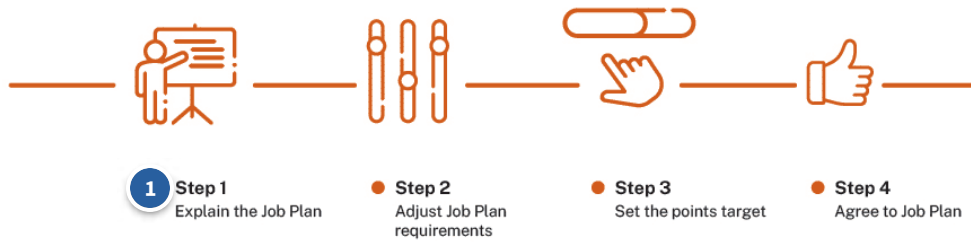
When you have a participant referred to your organisation who has mutual obligation requirements, you must create a job plan with them at the initial interview.

This will include new referrals from Services Australia but also participants transferred from other Workforce Australia Employment Services Providers or from Workforce Australia Online.

• Conduct the initial interview

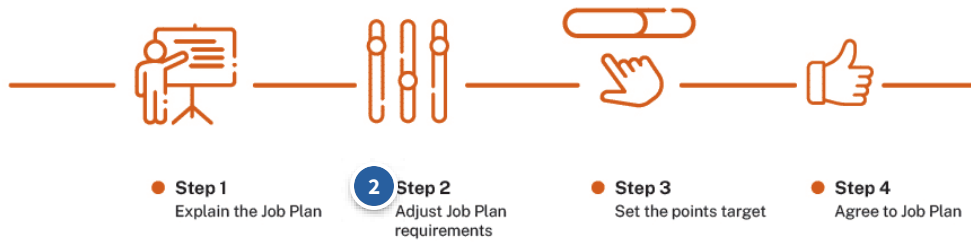


● **Conduct the initial interview**



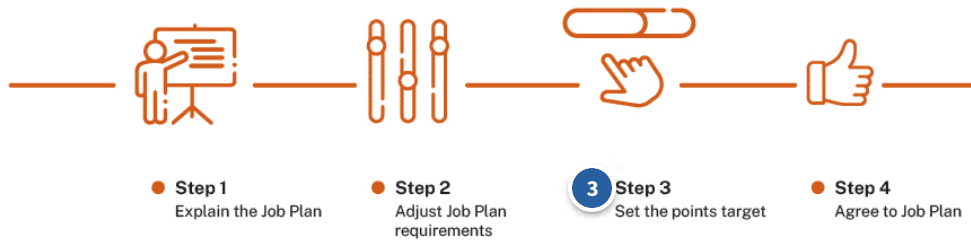
You must explain the purpose of the job plan, the participant's mutual obligation requirements including the points requirement

● **Conduct the initial interview**



You must determine whether the participant can self-manage and record their participation online (PA03 – personal responsibility) and adjust the job plan if needed

● **Conduct the initial interview**



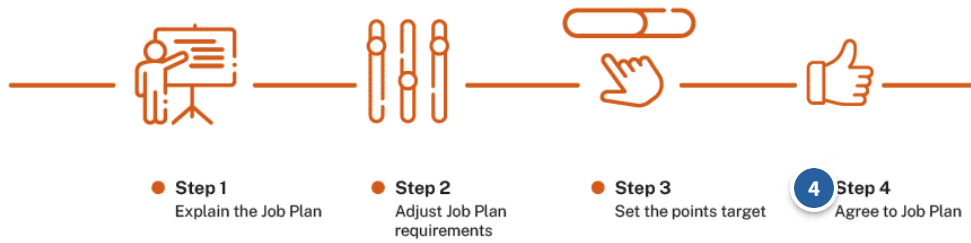
Consider - personal circumstances and set the points target.

Advise - what the points target is.

Explain - how to meet the points target, including any minimum job search.

Reporting period - ends on the same day each month.

● **Conduct the initial interview**



A participant has up to two days “think time” to agree to the Job Plan and must understand the consequences of not agreeing to the Job Plan.

At the initial interview, you must explain to the participant, and ensure they understand, what a job plan and its purpose is, and their mutual obligation requirements as outlined in their job plan.

All participants with mutual obligation requirements must agree to, and comply with, the requirements in their job plan.

Meet Rose



Rose is sitting with you at her initial interview. Your responsibilities at this appointment include getting to know Rose, creating her job plan and commencing her in employment services. Do you know what to do? Let's find out.

You must explain each of the mutual obligation requirements to the participant and ensure that they understand what each one is, and what they need to do to meet that requirement.

The mutual obligation requirements are considered core requirements in return for income support. They are included in all job plans and **cannot** be removed. They include:

- Points requirement – participant is required to meet the points target on their homepage including any minimum job search requirement. This requirement will be explained more in the Points Based Activation System (PBAS) module.
- Accept and retain suitable work – participant is required to accept any offer of suitable work and must not voluntarily leave suitable paid work without a valid reason.
- Actioning job referrals and opportunities – participant is required to follow up on job opportunities they are referred to by their provider.
- Job interviews – participant is required to attend and act appropriately at any job interview they are referred to by their provider.
- Compulsory notified appointments – participant is required to attend and act appropriately during compulsory appointments. This includes provider appointments and third-party appointments.

The job plan will also include the following requirement:

- Personal responsibility – participant is required to take responsibility to accurately record or report their attendance at their requirements.

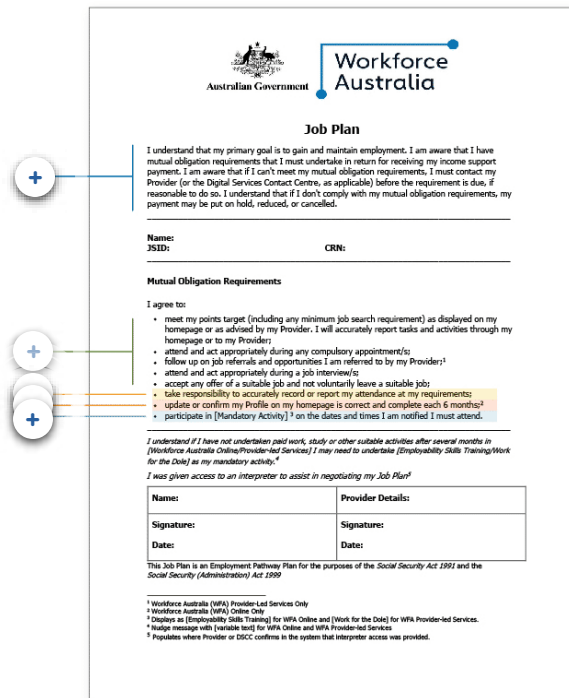
You **must** remove this requirement if you determine that a participant is lacking the ability to accurately report their own attendance and/or self-manage their participation online. The next lesson

will show you how to determine this.

Back to Rose

You now know what's needed to create Rose's job plan and commence her in services. At the initial interview with Rose, you will explain to her 'what a job plan is' and her mutual obligation requirements – i.e. what she is required to do in return for her income support. You will then create her job plan.

Below is an example of a job plan. Click on the hotspots to learn more about each element.



Australian Government **Workforce Australia**

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due, if reasonable to do so. I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: _____ CRN: _____

JSID: _____

Mutual Obligation Requirements

I agree to:

- meet my points target (including any minimum job search requirement) as displayed on my homepage or as advised by my Provider. I will accurately report tasks and activities through my homepage or to my Provider;
- attend and act appropriately during any compulsory appointments;
- follow up on job referrals and opportunities I am referred to by my Provider¹;
- attend and act appropriately during a job interview/s;
- accept any offer of a suitable job and not voluntarily leave a suitable job;
- take responsibility to accurately record or report my attendance at my requirements;
- update or confirm my Profile on my homepage is correct and complete each 6 months²;
- participate in [Mandatory Activity] ³ on the dates and times I am notified I must attend.


I understand if I have not undertaken paid work, study or other suitable activities after several months in [Workforce Australia Online/Provider-led Services] I may need to undertake [Employability Skills Training/Work for the Dole] as my mandatory activity.⁴

I was given access to an interpreter to assist in negotiating my Job Plan⁵

Name:	Provider Details:
Signatures:	Signatures:
Date:	Date:

This Job Plan is an Employment Pathway Plan for the purposes of the *Social Security Act 1991* and the *Social Security (Administration) Act 1999*

¹ Workforce Australia (WFA) Provider Led Services Only
² Workforce Australia (WFA) Online Only
³ Applies to [Employability Skills Training] for WFA Online and [Work for the Dole] for WFA Provider-led Services.
⁴ Judge message with [variable text] for WFA Online and WFA Provider-led Services
⁵ Populates where Provider or DSCC confirms in the system that interpreter access was provided.



Workforce Australia

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due. If reasonable to do so, I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: _____ **CRN:** _____

SSN: _____

Mutual Obligation Requirements

I agree to:

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⁵ Populates where Provider or DSCC confirms in the system that interpreter access was provided.

The participant must understand what their mutual obligation requirements are and the consequences of not meeting them.

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due. If reasonable to do so, I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: _____ CRN: _____
 SSN: _____

Mutual Obligation Requirements

I agree to:

- meet my points target (including any minimum job search requirement) as displayed on my homepage or as advised by my Provider. I will accurately report tasks and activities through my homepage or to my Provider;
- attend and act appropriately during any compulsory appointment/s;
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- take responsibility to accurately record or report my attendance at my requirements;
- update or confirm my Profile on my homepage is correct and complete each 6 months²
- participate in [Mandatory Activity] ³ on the dates and times I am notified I must attend.

I understand if I have not undertaken paid work, study or other suitable activities after several months in [Workforce Australia Online/Provider-led Services] I may need to undertake [Employability Skills Training/Work for the Dole] as my mandatory activity.

I was given access to an interpreter to assist in negotiating my Job Plan⁴

Name:	Provider Details:
Signatures:	Signatures:
Date:	Date:

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These mutual obligation requirements cannot be removed from the job plan.



Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due. If reasonable to do so, I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: _____
SSN: _____
CRN: _____

Mutual Obligation Requirements

I agree to:

- meet my points target (including any minimum job search requirement) as displayed on my homepage or as advised by my Provider. I will accurately report tasks and activities through my homepage or to my Provider;
• attend and act appropriately during any compulsory appointment/s;
• follow up on job referrals and opportunities I am referred to by my Provider;1
• attend and act appropriately during a job interview/s;
• accept any offer of a suitable job and not voluntarily leave a suitable job;
• take responsibility to accurately record or report my attendance at my requirements;
• update or confirm my Profile on my homepage is correct and complete each 6 months;2
• participate in [Mandatory Activity] 3 on the dates and times I am notified I must attend.

I understand if I have not undertaken paid work, study or other suitable activities after several months in [Workforce Australia Online/Provider-led Services] I may need to undertake [Employability Skills Training/Work for the Dole] as my mandatory activity.

I was given access to an interpreter to assist in negotiating my Job Plan?

Table with 2 columns: Name, Provider Details, Signatures, Date.

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1 Workforce Australia (WFA) Provider Led Services Only
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4 Judge message with [variable text] for WFA Online and WFA Provider-led Services
5 Populates where Provider or DSCC confirms in the system that interpreter access was provided.

As a provider, you must evaluate a participant's capacity for the personal responsibility requirement. If you decide they cannot self-report, you can remove this requirement from their job plan.

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due. If reasonable to do so, I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

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- accept any offer of a suitable job and not voluntarily leave a suitable job;
- take responsibility to accurately record or report my attendance at my requirements;
- update or confirm my Profile on my homepage is correct and complete each 6 months;²
- participate in [Mandatory Activity] ³ on the dates and times I am notified I must attend.

I understand if I have not undertaken paid work, study or other suitable activities after several months in [Workforce Australia Online/Provider-led Services] I may need to undertake [Employability Skills Training/Work for the Dole] as my mandatory activity.


I was given access to an interpreter to assist in negotiating my Job Plan?

Name:	Provider Details:
Signatures:	Signatures:
Date:	Date:

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⁴ Judge message with [variable text] for WFA Online and WFA Provider-led Services
⁵ Populates where Provider or DSCC confirms in the system that interpreter access was provided.

This requirement applies to participants in Workforce Australia Online only.


Workforce Australia

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due. If reasonable to do so, I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: _____ **CRN:** _____
SSRN: _____

Mutual Obligation Requirements

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The mandatory activity must be added when the provider determines the participant is required to undertake this requirement and removed when the activity has been completed.

To receive her income support, Rose will need to agree to the job plan which includes the core requirements. You will need to determine whether Rose can accurately record attendance at, or completion of, her requirements (to be discussed in the next lesson).

A participant can bring a support person, including an interpreter, to the initial interview to support them to understand and review their job plan. You are required to use an interpreter to ensure the participant understands their mutual obligation requirements if you consider this is appropriate.

What are the steps for creating a job plan at the initial interview?

Match the description on the left with the steps on the right.

☰ Explain the job plan

Step 1

☰ Adjust the job plan requirements

Step 2

☰ Set the points target

Step 3

☰ Agree to the job plan

Step 4

SUBMIT

What are the job plan requirements? Match each requirement on the left with the participant's actions on the right.

SUBMIT

Which of the following requirements must be removed from the job plan if determined it's not appropriate to the participant?

- Actioning job referrals and opportunities
- Accept and retain suitable work
- Personal responsibility

Points requirement

Appointments

Job interviews

SUBMIT

Next up - Evaluating personal responsibility

CONTINUE

Evaluating personal responsibility



A participant must be able to take responsibility for recording or reporting their attendance at their mutual obligation requirements.

For any compulsory requirement in their job plan, the participant must be able to:

- manage their own participation online, or with appropriate support, by using their homepage
- report their attendance by close of business on the day of the requirement at third-party appointments, provider scheduled job interviews and the mandatory activity (where applicable).

Your role is to determine if the participant is able to manage their participation online and self-report their own attendance.

The requirement of personal responsibility is pre-populated into the job plan. However, if you determine that this requirement is not appropriate for the participant, it must be removed.

Back to Rose...

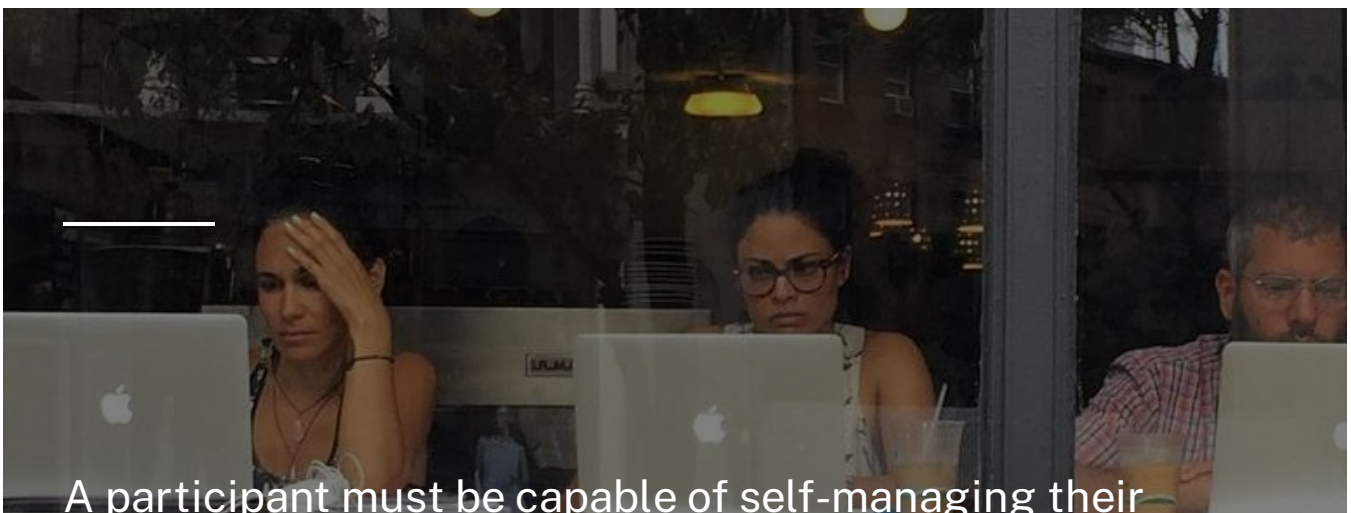
Does Rose have the capability to report her participation online? Let's find out.

In the last lesson, Rose was at her initial interview, and you have explained to her what a job plan is and what her mutual obligation requirements are.

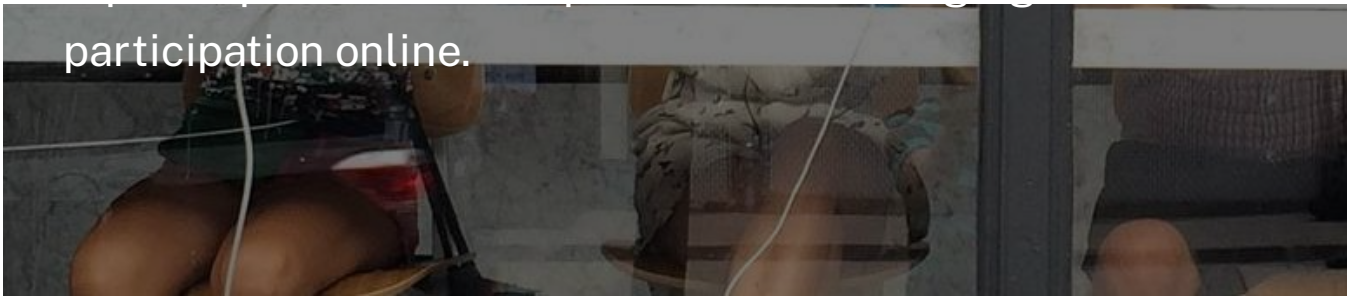
Now, you must determine if Rose can take responsibility for recording or reporting her attendance at her mutual obligation requirements.

This is what Rose told you during her initial interview.

- She is 25 years old.
- She has a year 10 certificate and has had little work experience since leaving school.
- She wants to work with children.
- She speaks English as a second language and would like to improve her English skills.
- She has recently been diagnosed with depression.
- She lives in a capital city with good access to transport.
- She does not have a laptop but has a smartphone with reliable internet and has basic IT literacy skills.



participation online.



A participant should be able to:

- connect their myGov profile to their Workforce Australia account
- log on to the Workforce Australia Services website and/or app
- view their homepage
- report their participation to receive points.

A participant will also need access to reliable technology such as a computer or smartphone that will allow them to record their participation.

They will need to understand:

- what they need to report
- what to do if they cannot report their requirements
- what to do if their circumstances change
- the consequences of not reporting their requirements.

You will need to determine if a participant is capable of taking personal responsibility and managing their participation online. Click on the tabs to see what happens in each of these cases.

CAPABLE

NOT CAPABLE

If a participant is determined capable, the personal responsibility requirement will remain in their job plan. The participant must agree to and understand that they must undertake this requirement. This means the participant will need to report their:

- attendance on the same day at compulsory third-party appointments, job interviews or at the mandatory activity requirement (if required)
- completion of tasks and attendance at activities to gain points through the PBAS.



CAPABLE

NOT CAPABLE

If a participant is determined not capable, the personal responsibility requirement must be removed from their job plan. Your role will be to:

- work with the participant to improve their digital capability*

- report their attendance at compulsory third-party appointments, job interviews or at the mandatory activity requirement (if required) on the same day
- report the completion of tasks and attendance at activities on the participant's behalf.

*When the participant is capable and willing, you can update their job plan to include this requirement.



Returning to Rose ...



Evaluating personal responsibility for Rose

Remember that Rose struggles with English literacy but is looking at ways to improve this. She doesn't have a laptop but does have a smartphone with reliable internet. She also has basic IT skills.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



Which of the following will you need to find out about Rose to decide if she has the capacity to meet the personal responsibility requirement?

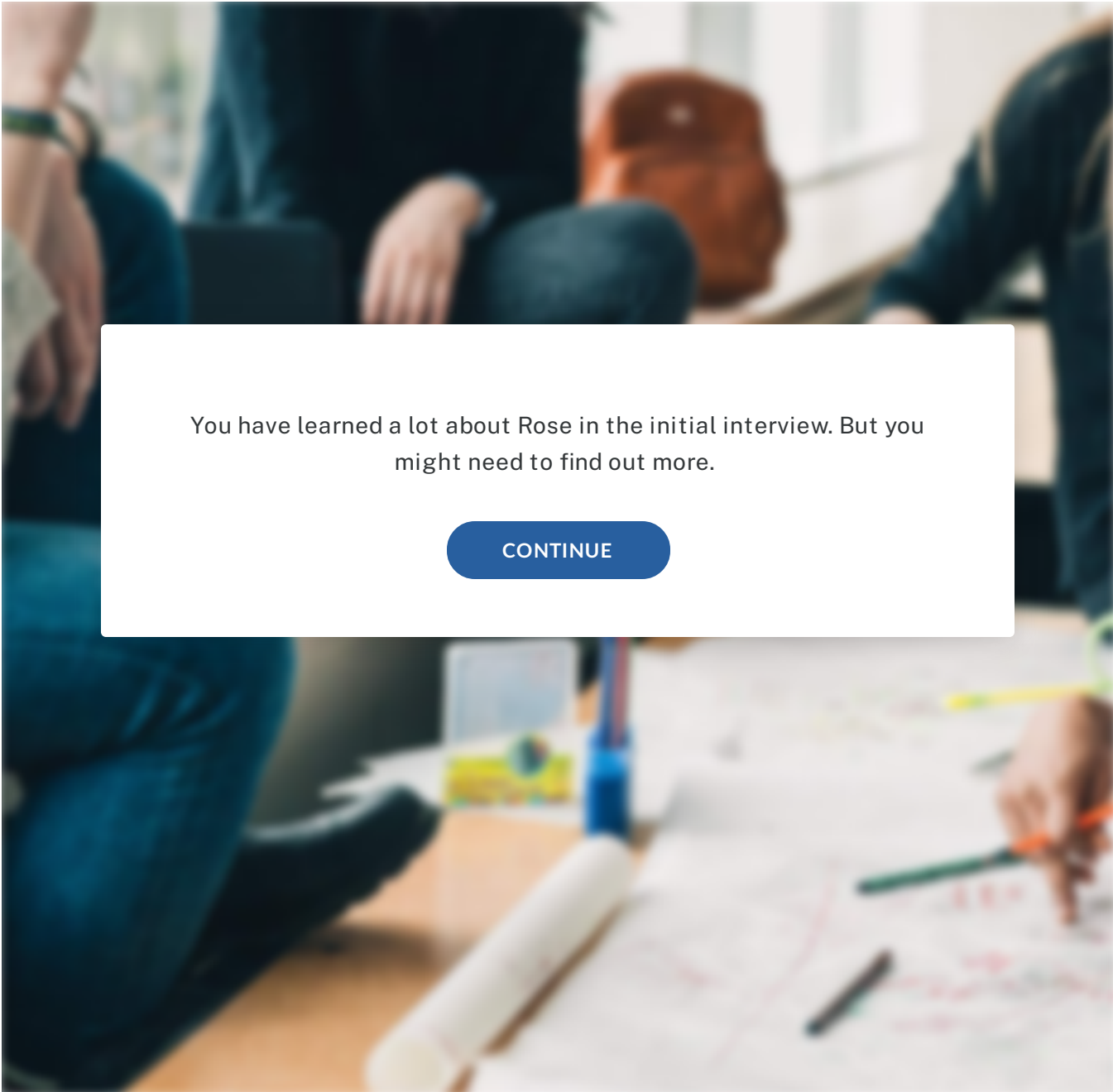
1 Whether Rose has connected her myGov profile to her Workforce Australia account

2 Rose's IT literacy skills

3 Rose's English literacy

Scene 1 Slide 2

- 0 → Next Slide
- 1 → Next Slide
- 2 → Next Slide

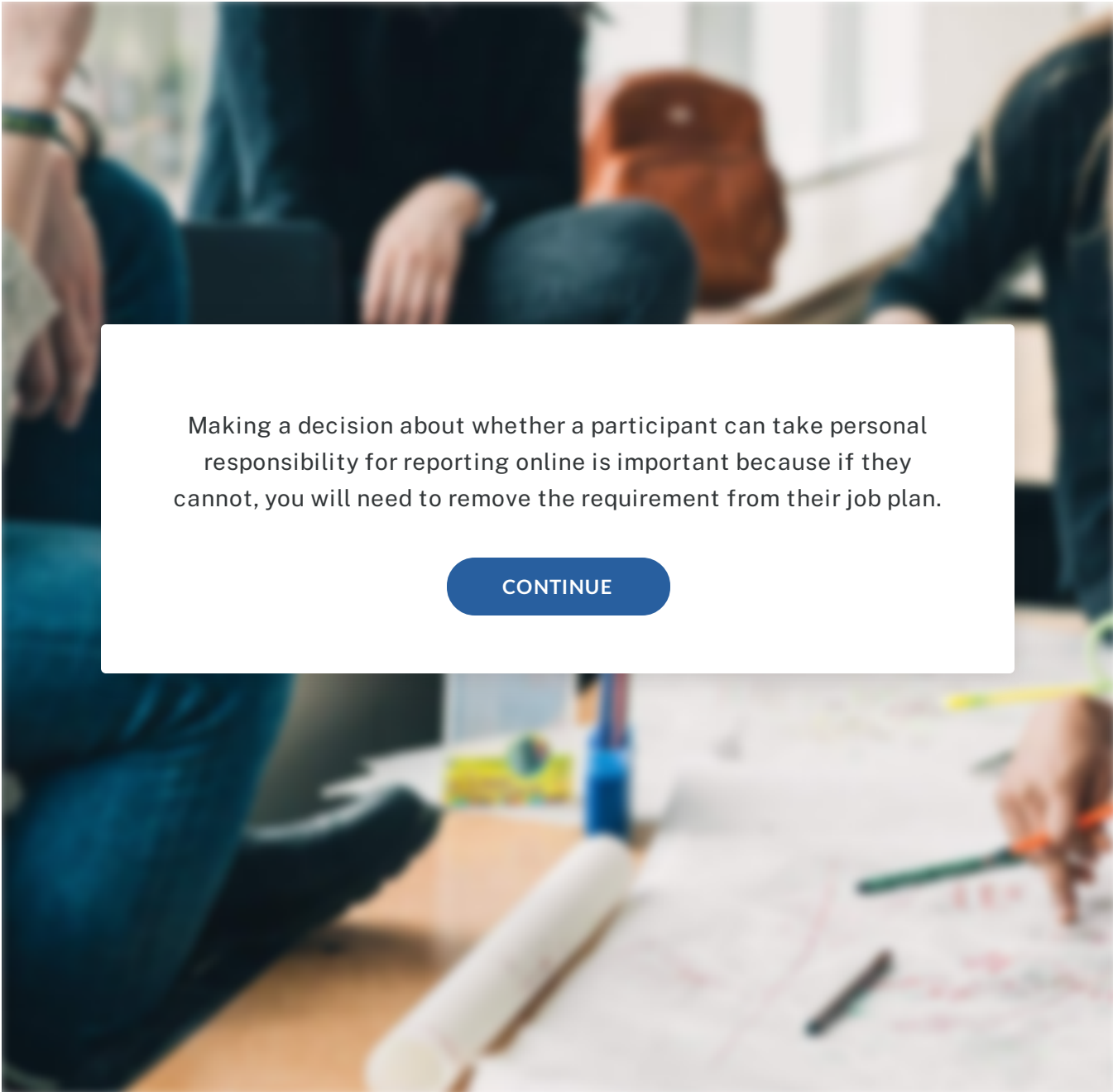


You have learned a lot about Rose in the initial interview. But you might need to find out more.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide



Making a decision about whether a participant can take personal responsibility for reporting online is important because if they cannot, you will need to remove the requirement from their job plan.

CONTINUE

Scene 1 Slide 4

Continue → Next Slide



What should you do next to check Rose is capable of taking personal responsibility for self-reporting and managing her participation online?

1

Ask Rose to navigate to her homepage online and observe her doing so.

2

Ask Rose to connect her myGov profile to her Workforce Australia account.

Scene 1 Slide 5

0 → Next Slide

1 → Next Slide



What other concerns might you have about Rose being able to report and manage her participation online?

1 English literacy

2 Access to reliable technology and the internet.

Scene 1 Slide 6

0 → Next Slide

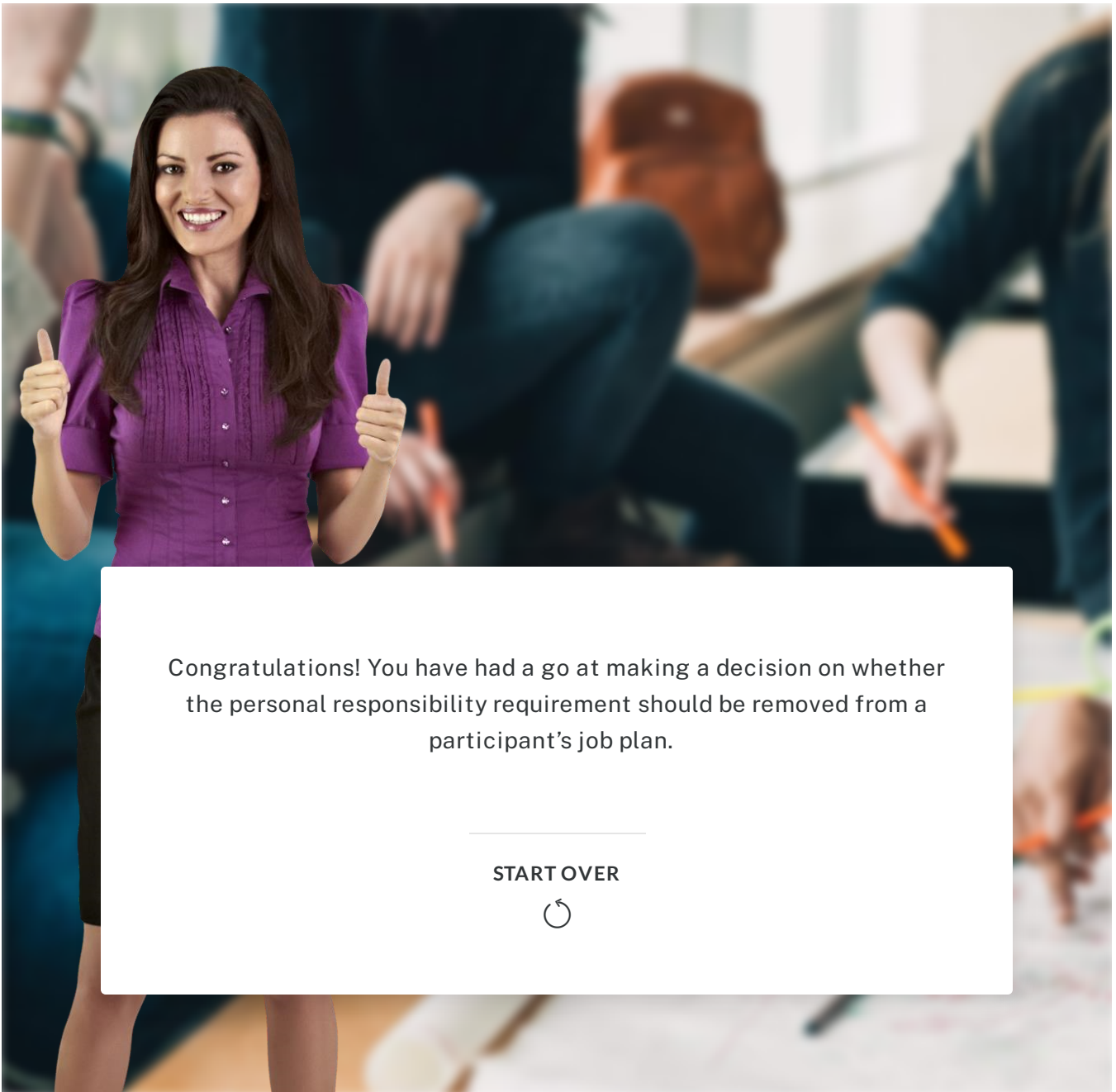
1 → Next Slide



Scene 1 Slide 7

0 → Next Slide

1 → Next Slide



Congratulations! You have had a go at making a decision on whether the personal responsibility requirement should be removed from a participant's job plan.

START OVER



Scene 1 Slide 8

Continue → End of Scenario

Knowledge check

You will need to decide if the following participants should have the personal responsibility requirement removed from their job plan. Work out your answer and then click the button to reveal a model answer.

1

Peter is 56 years old and did not finish high school. He worked in manufacturing until he recently injured himself and had to stop working. He is interested in a career change.

Peter has low digital literacy and has never used a computer before but is very keen to take courses to learn. He does not have access to a laptop or smartphone. He lives in a capital city.

Should the requirement for personal responsibility be kept in Peter's job plan?

Yes

No

I'm ready to check my ideas

Peter may not be capable of navigating and reporting his participation online. He has low digital literacy and has never used a computer before. However, Peter indicates that he is keen to learn. It is proposed that the personal responsibility requirement should be removed from his job plan, and you should work with him to improve his digital skills, so he has the ability to report his participation online.

2

Lyn is unemployed but looking for work. She has caring responsibilities for 2 children aged between 7 and 10 years and is interested in obtaining part-time work in hospitality.

She lives in a regional location. She owns a laptop and smartphone. She has basic IT skills but does not enjoy using the internet.

Should the requirement for personal responsibility be kept in Lyn's job plan?

Yes

No

I'm ready to check my ideas

With appropriate support Lyn would be able to report her participation online and manage her mutual obligation requirements. She has basic IT skills and access to technology that will enable her to report her participation online. Lyn has reported that she does not enjoy using the internet, but she should be supported and encouraged to service herself online.

The first step is for Lyn to connect her myGov profile to her Workforce Australia account. You can then work with her one-on-one to show her how to navigate to her homepage online and report her participation in tasks and activities to earn points.

If Lyn's confidence is still lacking, she would benefit from a group workshop and/or you could encourage Lyn to take some short courses to improve her IT skills.

Next up - Entering and updating a job plan

CONTINUE



Entering and updating a job plan



Once the job plan has been created, it must be provided to the participant for their agreement. A participant must be formally notified that they must agree to their job plan and that if they fail to agree, they may have their income support suspended. A script is available on the department's IT system to read to the participant.

A participant's agreement to the job plan is important as it is their acknowledgment that they understand:

- that they have mutual obligation requirements to undertake in return for income support
- what their mutual obligation requirements are
- the consequences of not meeting their mutual obligation requirements.

It is also on the agreement of the job plan that the participant is commenced in services.

A participant can agree to their job plan online or in hard copy.

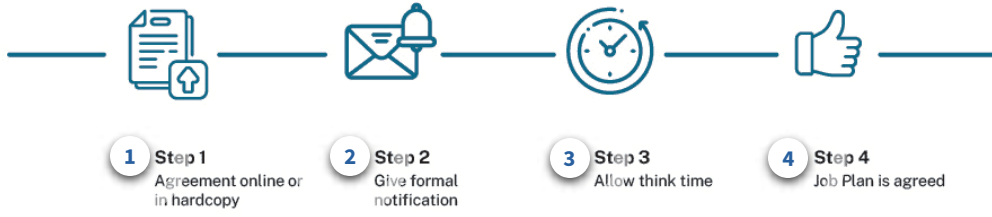
- Send to the participant's homepage through the Workforce Australia Services website or the app.
- Inform the participant either face-to-face or over the phone that the job plan has been sent to their homepage for agreement.

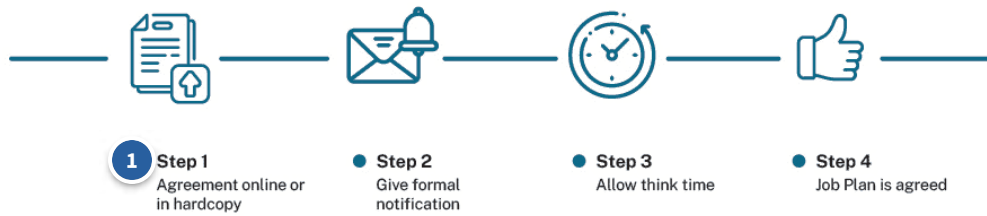
Agreement in hard copy —

- The participant may sign a hard copy of the job plan but it will still need to be created in the department's IT system
- Once the job plan is created and approved in the department's IT system, the participant must be given the signed hard copy

A participant can have up to 2 business days 'think time' to consider the requirements in the job plan and agree to it.

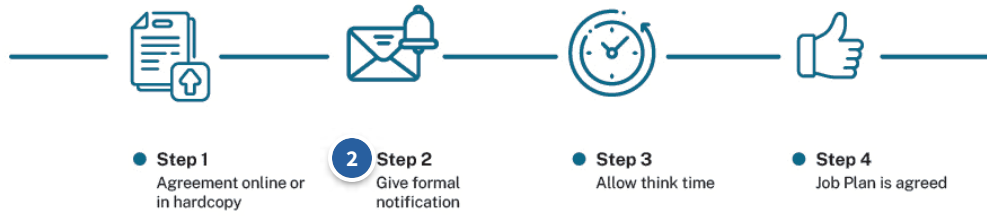
If a participant does not agree to their job plan after 2 business days they will have a mutual obligation failure. They will have 2 business days 'resolution time' to either agree to their job plan or provide a valid reason for not doing so. If, after 2 business days 'resolution time', the participant has not addressed the failure, their payment is suspended.





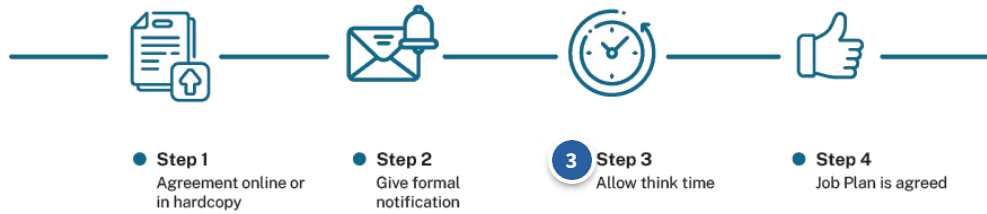
Agreement

The job plan can be sent online to a participant's homepage or signed in hard copy while in an appointment.



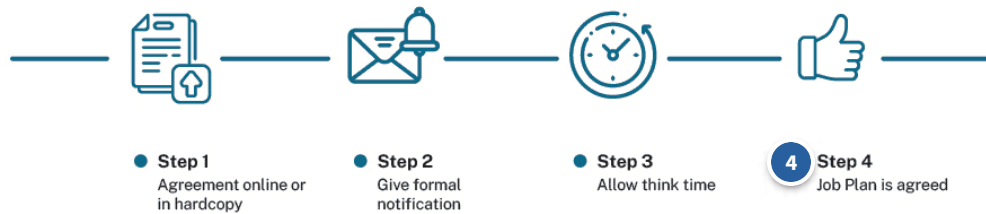
Formal notification

You must inform the participant that they must agree to their job plan and the consequences of failing to do so.



Think time

Participants can have up to 2 business days 'think time' to consider their mutual obligation requirements in the job plan. The Targeted Compliance Framework (TCF) will apply if they do not agree to the job plan after this time.



Commencement

Once the job plan is agreed, the participant is commenced in Workforce Australia Services.

Once a job plan has been agreed by the participant, it will need to be updated if the participant:

- requires the personal responsibility requirement to be added or removed from the job plan to reflect the participant's capability to self-manage their reporting
- is required to undertake Work for the Dole as their mandatory activity requirement in which case the requirement is added to the job plan, or when the activity has been completed and is removed from the job plan
- has a Capability Interview or Capability Assessment where it is identified that there are errors in compulsory requirements, or the participant is not capable of meeting their requirements based on their circumstances
- moves between Workforce Australia Online and Workforce Australia Services or changes providers in Workforce Australia Services.

Every time the job plan is updated, the changes must be discussed with the participant to ensure they understand what has been updated.

The participant can have up to 2 business days 'think time' to consider the updated job plan.

Back to Rose...

Rose has finished her initial interview; her job plan was created (with personal responsibility included) and she agreed to it online while at the initial interview. Rose has been in services for several months.

Rose has not been reporting her requirements online and she did not meet her points requirement. She has been suspended and is required to re-engage. You make an appointment with Rose to discuss why she did not meet her points requirement.

Rose explains that her internet got cut off and her phone keeps running out of data so she has been finding it difficult to report and manage her requirements online.

Does Rose require an update to her job plan?

I'm ready to check my ideas

As Rose has advised you that her internet got cut off, you would deem that this is a valid reason for not meeting her points requirement, change the re-engagement requirement to no longer required and remove the demerit.

It may be appropriate to remove the personal responsibility requirement from the plan until she has more reliable internet access and can manage her requirements online. If her circumstances change, the personal responsibility requirement can be added back into the job plan.

Check your understanding

A participant must be formally notified that they must agree to their job plan.

True

False

SUBMIT

A participant can have 4 days 'think time' to consider their job plan?

True

False

SUBMIT

A participant must agree to their job plan online.

True

False

SUBMIT

A job plan can only be updated to include the personal responsibility requirement.

True

False

SUBMIT

An updated job plan must be agreed by the participant.

True



False

SUBMIT

Just the summary to go!

CONTINUE

Summary



Let's recap

A job plan is a participant's acknowledgment and commitment to meet their mutual obligation requirements by actively participating in employment services in return for their income support. You play a significant role in ensuring that all participants with mutual obligation requirements agree to a job plan.

There are a number of steps to creating a job plan. These include:

- ensuring that the participant understands their requirements as outlined in their job plan
- deciding if a participant is capable of meeting the personal responsibility requirement and if they are not, removing it from their job plan

- sharing the job plan with the participant for their agreement and ensuring the participant understands the consequences of not agreeing to their job plan.



Congratulations! You've finished the module.