



Outcome payments

This module gives providers information about outcome payments as well as how and when to claim them.

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Welcome



Workforce Australia Services promotes stronger workforce participation, helps participants move from welfare to work and meets the needs of employers. As a provider you may claim an outcome payment when a participant remains in secure employment or self-employment, which reduces their reliance on income support.

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

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

Learning outcomes

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

- define an outcome payment and describe its purpose
- describe the different outcome payments
- describe the different events that can trigger eligibility for an outcome payment
- describe how the outcome period works, including setting the job placement start date and the outcome start date
- accurately evaluate a participant's circumstances to determine whether an outcome payment can be claimed
- identify the requirements for documentary evidence and uploading of evidence to the department's IT system.


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

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

Each lesson follows a similar format and includes:

- definitions
- descriptions of your role and responsibilities
- process diagrams
- scenarios

- activities
- feedback
- quiz questions.

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

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

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

GET STARTED

Overview

In this lesson you'll discover what outcome payments are, the different types available and your role in claiming them.



What are outcome payments?

Outcome payments are a financial incentive for providers to move participants into employment. They are payable upon a participant's achievement of 4, 12 and 26 weeks in employment. Outcome payments can be full payments or partial payments. You'll learn more about this in the lesson that follows. In the meantime, view the tabs below for a short summary.

PARTIAL OUTCOMES

FULL OUTCOMES

A partial outcome is achieved when a participant has their income support reduced by 60% on average or meets the hours required for a partial outcome for the duration of the outcome period.

PARTIAL OUTCOMES

FULL OUTCOMES

Typically, a full outcome is achieved when a participant has a 100% income support rate reduction or meets their hourly requirements for a full outcome for the duration of the outcome period.

Role of the provider

Your role is to ensure all requirements have been achieved before processing an outcome claim. Much of the outcome process is automated and makes use of data held by the department, including the participant's declarations of earnings and hours to Services Australia. However, just because the system may indicate an outcome is available to claim, this doesn't mean the requirements of the Workforce Australia Services Deed and Guideline have been met. It's your responsibility, when claiming an outcome payment, to ensure all requirements have been met.

Check your understanding

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

Based on what you know, match the appropriate term or statement on the left with the correct term or statement on the right.



Outcome payments

Financial incentive for providers to move participants into employment

☰ Partial outcome

Achieved when a participant has their income support reduced by 60%

☰ Full outcome

Achieved when a participant has their income support reduced by 100%

☰ Payable upon a participant's achievement of 4, 12 and 26 weeks in employment

Outcome payments

SUBMIT

Move ahead to learn about how to decide if you can claim an outcome payment.

CONTINUE

Deciding whether to claim an outcome payment

In this lesson you'll learn how to decide whether an outcome payment can be claimed using the example of Amy.

A woman with long dark hair is looking down at a tablet computer she is holding. The background is a blurred cityscape with tall buildings. A white text box is overlaid on the image.

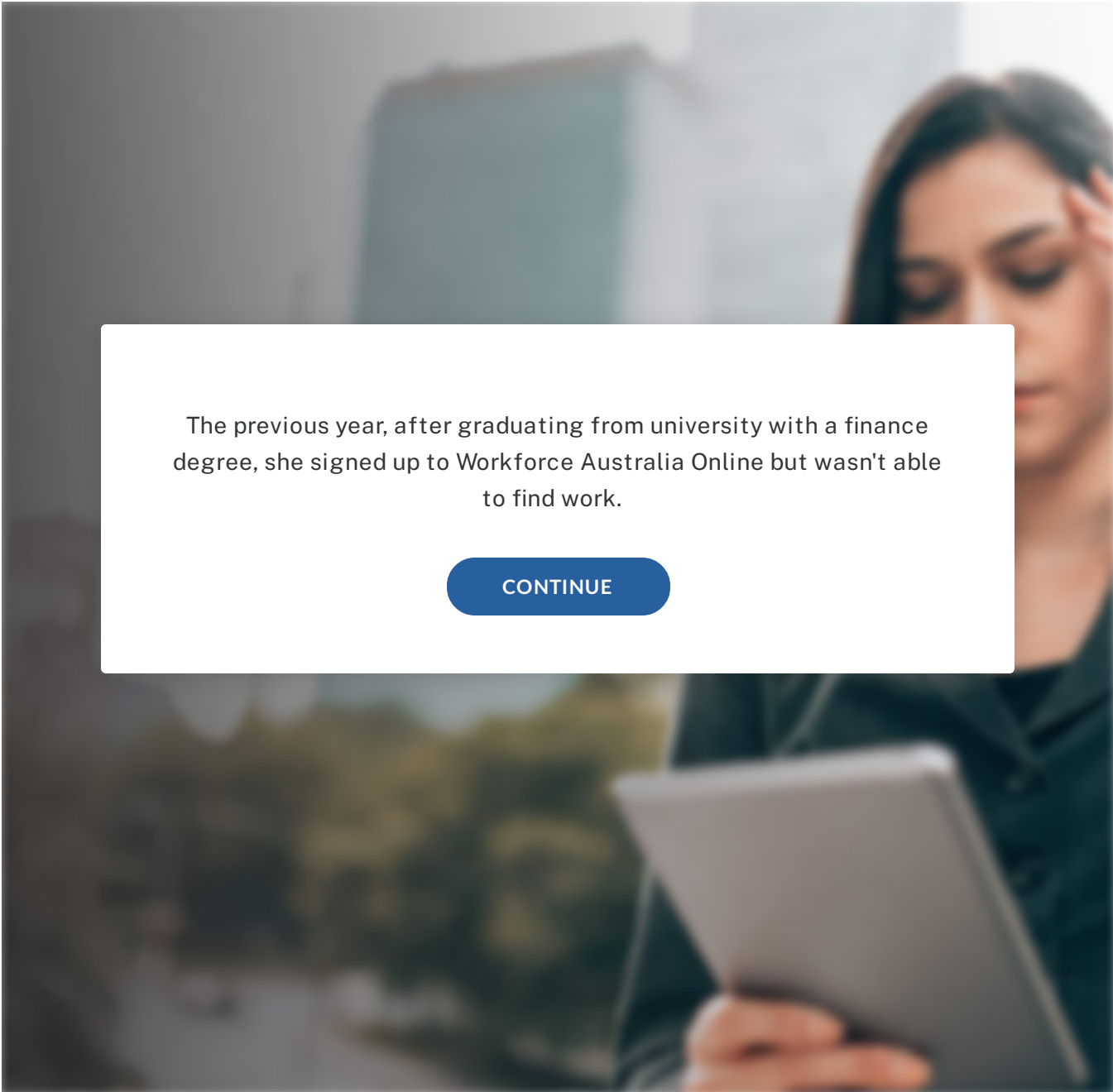
Meet Amy

Amy is 28 and has been with her provider for 2 months.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

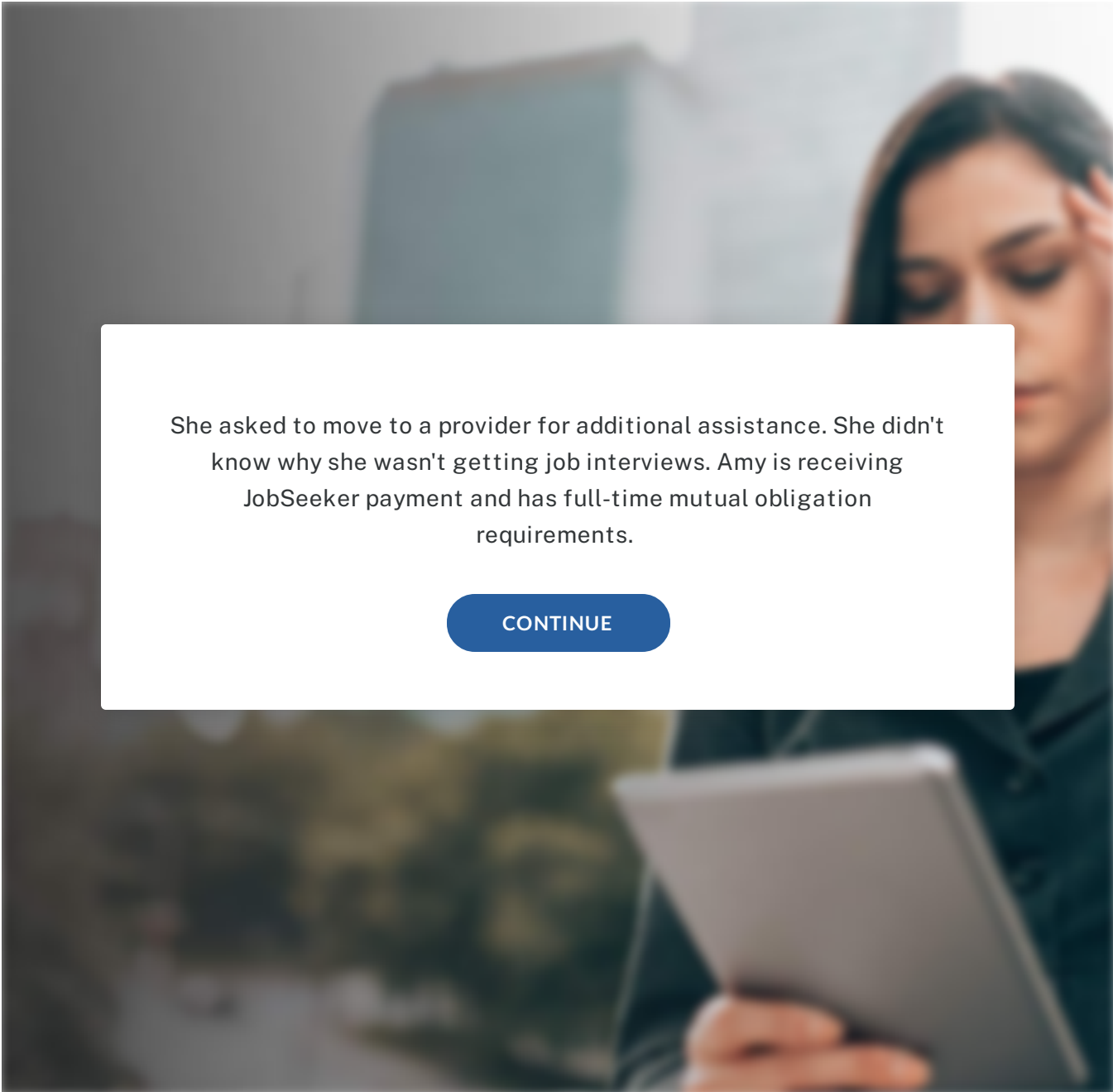
A woman with long dark hair is looking down at a tablet computer she is holding. The background is a blurred cityscape with tall buildings. A white text box is overlaid on the image.

The previous year, after graduating from university with a finance degree, she signed up to Workforce Australia Online but wasn't able to find work.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

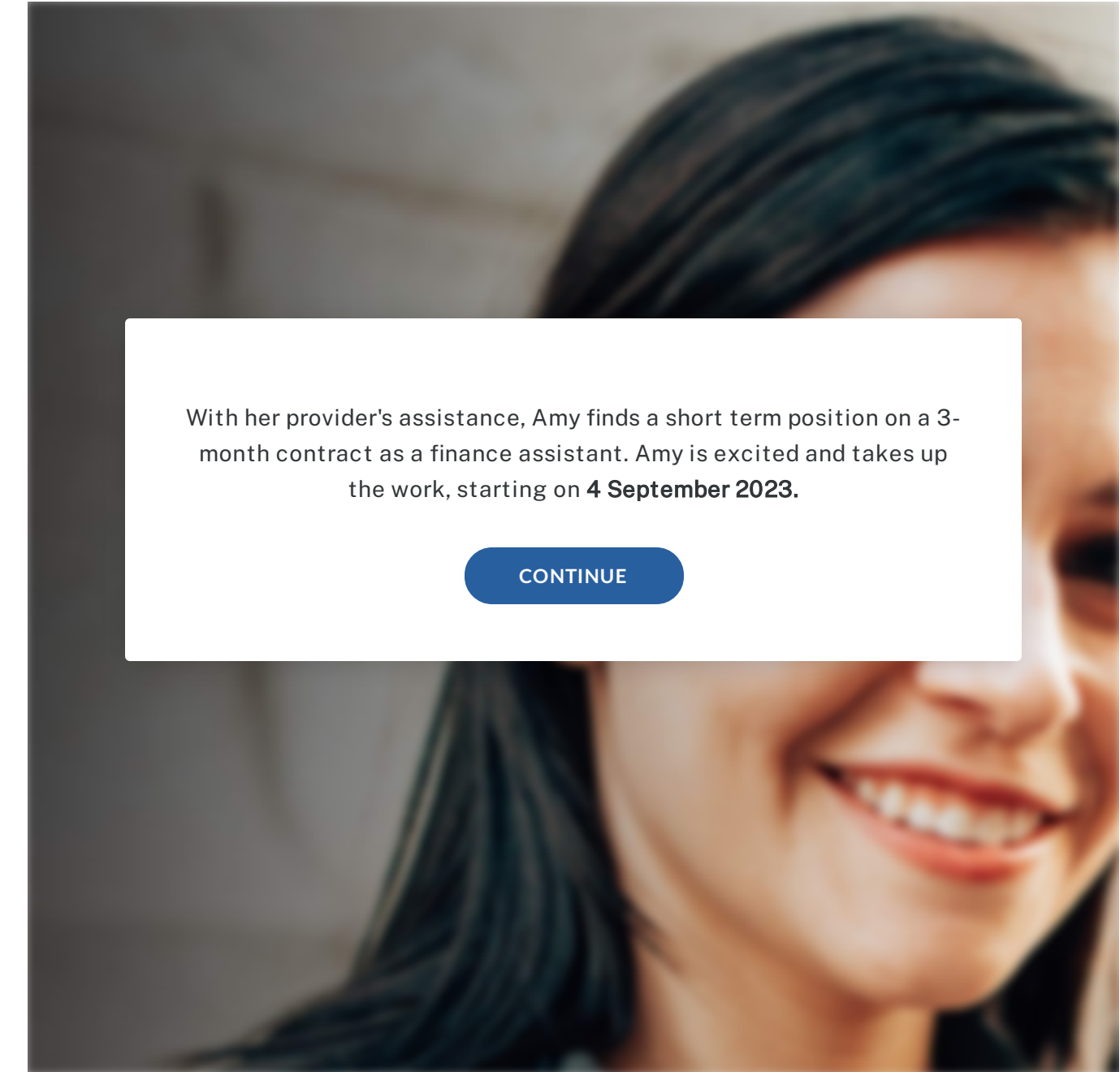


She asked to move to a provider for additional assistance. She didn't know why she wasn't getting job interviews. Amy is receiving JobSeeker payment and has full-time mutual obligation requirements.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

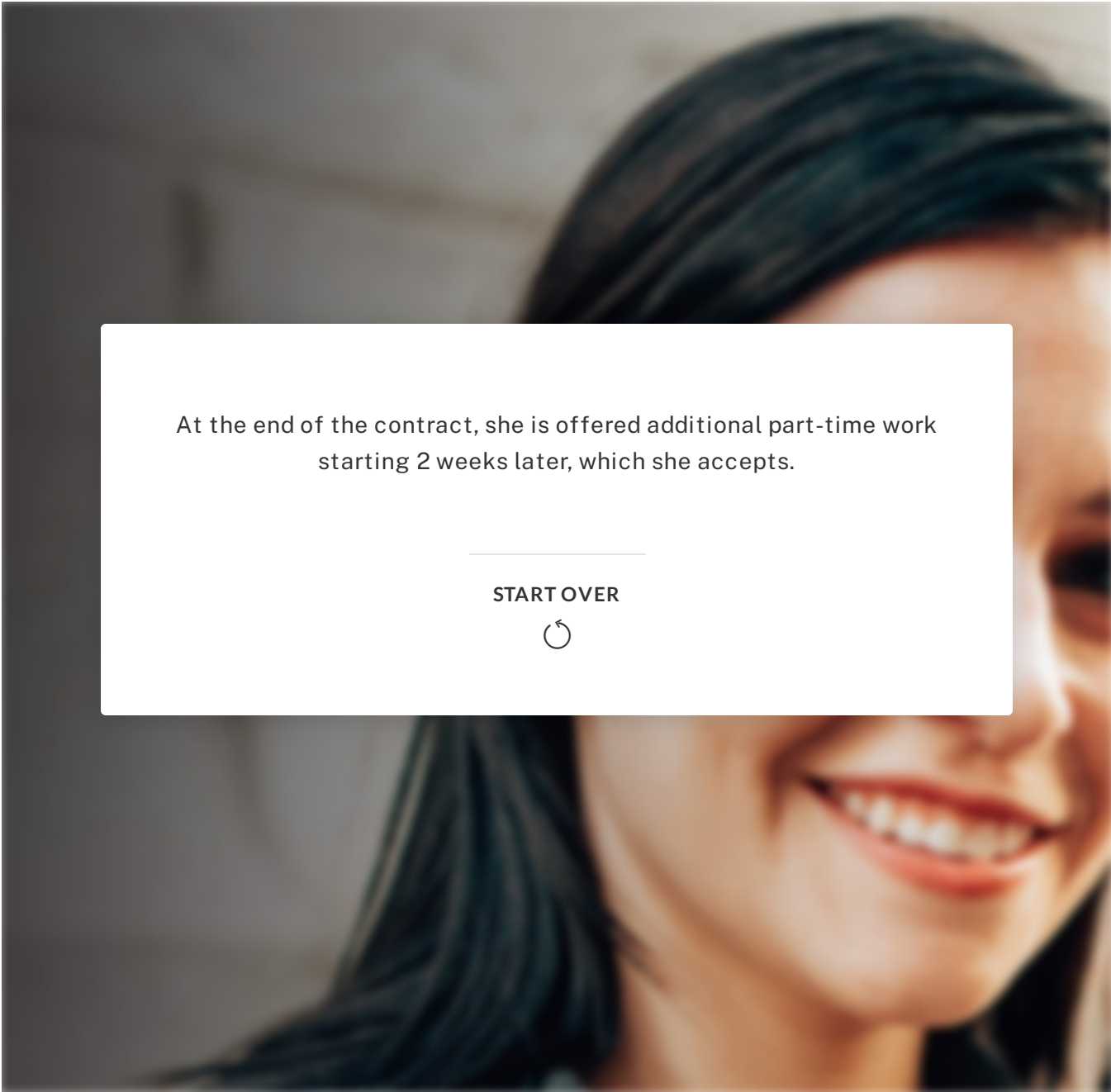


With her provider's assistance, Amy finds a short term position on a 3-month contract as a finance assistant. Amy is excited and takes up the work, starting on **4 September 2023**.

CONTINUE

Scene 2 Slide 1

Continue → Next Slide



At the end of the contract, she is offered additional part-time work starting 2 weeks later, which she accepts.

START OVER



Scene 2 Slide 2

Continue → End of Scenario

If you were Amy's provider, could you claim an outcome payment for Amy? Let's learn the steps you would need to take and questions you would need to answer in order to decide.

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

Steps to deciding whether an outcome payment can be claimed

Before claiming an outcome payment, there are 4 factors to consider. Click on the hotspots in the diagram below for a summary.





The characteristics of the particular job placement may affect whether an outcome is payable.



The participant's circumstances, including their income support payment, mutual obligation requirements and capacity to work can impact what outcome payments are available.



How many hours of work, or what earnings, must the participant achieve for an outcome to be payable?



Did the participant meet the relevant requirements, and are there special considerations to apply?

Is the job placement eligible?

Whether an outcome can be claimed will depend on the nature of the job placement and if the job placement is new or existing. The questions you need to consider are listed below. Expand the rows to learn more about each.

Is it a non-payable outcome? —

Some jobs are specifically identified as non-payable outcomes. The department will not pay outcomes for placements in these situations, even where the participant works sufficient hours or earns sufficient income to otherwise meet the outcome requirements.

Refer to the deed and guideline for a list of non-payable outcomes.

Is it a new job or existing employment? —

Different rules apply for participants who have started a new job, compared with a job they were already working in where they have increased their earnings. In cases where employment is pre-existing, i.e. the participant was in the job before they started in Workforce Australia Services, the participant will need to increase their earnings substantially for an outcome to be payable. How to decide if a significant increase in pre-existing employment has occurred is covered later in the lesson.


When a participant, who obtained employment under Workforce Australia Services, increases their earnings to a level where they become eligible for a full outcome, you can record a *significant increase in income* and begin tracking for full outcomes from the date of the increase.

What is the job placement start date? —

For most positions, the job placement start date is the date the participant actually started working in the job. There are exceptions where:

- the participant was previously in an unpaid work trial placement with the employer, in which case the job placement start date is the first day of paid work
- an outcome is being claimed for existing work (because of a significant increase in income or significant increase in pre-existing employment), in which case the job placement start date is the date when the increase in earnings occurred.

Note: Providers have **56 days** after the job placement start date to enter the job placement into the department's IT system.

 Not all of this information will be available in the department's IT system. For example, the department's IT system only knows the information about a job placement that you enter, and consequently cannot determine if a placement should be a non-payable outcome. It's critical that you consider whether an outcome payment is payable, rather than claiming it because the department's IT system makes it available.

Back to Amy...

Remember, Amy secured a contract working as a finance assistant. This is her first job since commencing in Workforce Australia Services.

Is Amy's job placement eligible for an outcome payment?

I'm ready to see the answer

We checked the guideline and Amy's position as a finance assistant is **not** a non-payable outcome, so the placement is eligible to track for outcomes.

This is a new job, so the significant increase in income and significant increase in pre-existing employment provisions don't apply.

The job placement start date is the first day of working in the job which for Amy was 4 September 2023.

What are the participant's circumstances?

The participant's circumstances will also determine whether an outcome is payable. Key questions to ask are:

- What allowance (if any) is the participant receiving?
- Does the participant have part-time mutual obligation requirements?
- Does the participant have a partial capacity to work?

This information is available within the department's IT system. It will be used to determine the income the participant needs to earn or the hours they must work for an outcome payment to be payable.

Back to Amy...

What are Amy's circumstances in relation to her allowance type, her mutual obligation requirements and her capacity to work?

I'm ready to see the answer

Amy is receiving JobSeeker payment and has full-time mutual obligation requirements. She does not have a partial capacity to work.

What is the participant required to achieve?

The answers to the questions above will determine what the participant is required to achieve for a partial or full outcome to be payable. There are 2 types of outcomes that may apply: earnings-based and hours-based. Key questions to consider are:

- Will an outcome be assessed based on earnings or hours worked?
- If hours, how many are required to trigger an outcome?

Open the tabs to learn more about what participants with different circumstances are required to achieve.

EARNINGS-BASED OUTCOMES

HOURS-BASED OUTCOMES

Outcome payments are **earnings-based** for participants receiving JobSeeker payment or Youth Allowance (Other) with full -time mutual obligation requirements. Eligibility for an outcome depends on how much they earn from employment, and the impact this has on their allowance.

For a **partial outcome** to be payable, earnings must result in at least a **60%** (but less than 100%) reduction in the participant's income support payment.

Where a **significant increase in pre-existing employment** applies, in addition to achieving a 60% reduction, the participant needs to increase their earnings equivalent to a **40%** increase (e.g. from 30% to 70%).

For a **full outcome** to be payable, earnings must result in a **100%** reduction in the participant's income support payment (i.e. the participant is no longer in receipt of income support).



EARNINGS-BASED OUTCOMES

HOURS-BASED OUTCOMES

Outcome payments are **hours-based** for certain participants. Eligibility is based on the number of hours worked each fortnight. This applies to participants with part-time mutual obligation requirements, including Principal Carer Parents and people with disability. It also applies to those on other income support payments, such as Disability Support Pension recipients (compulsory requirements) and to those who are not (e.g. vulnerable youth who were direct registered).

- For most hours-based participants, the requirement is 20 hours of paid work per fortnight to claim a partial outcome, and 30 hours per fortnight to claim a full outcome.
- For participants with a partial capacity to work of less than 15 hours a week, the requirement is 10 hours per fortnight to claim a partial outcome, and 16 hours per fortnight to claim a full outcome.



- i** To decide if a **significant increase** has occurred in relation to participants with existing employment, you must determine the initial earnings or hours that applied over at least a **4-week period** prior to their commencement in Workforce Australia or 4 weeks prior to their significant increase in income. The participant must then increase their earnings or hours by the percentage required and maintain the increased earnings/hours over the outcome period (4, 12 or 26 weeks).

Special rules that apply


- **Full-time apprenticeships** are eligible for a full outcome regardless of the participant's actual earnings.
- **Self-employment** achieved through Self Employment Assistance is eligible for a partial outcome provided the participant remains in Small Business Coaching for the entire outcome period.
- **Harvest jobs** gained through the Harvest Trail Service may be eligible for a Harvest Work outcome, which has different hours requirements. When a participant is placed into a job through the Harvest Trail Service, the department's IT system will start tracking 2 simultaneous outcomes. As a provider, you can claim one, but not both. Here's an overview of your choices.

Employment outcome

The outcome will track in accordance with the standard rules that apply to outcomes.

Harvest Work outcome

Regardless of the participant's circumstances, the outcome will be determined based on an average of 20 hours worked per week, including for participants who would normally be earnings-based.

 The department's IT system will calculate the requirements for an outcome to be payable and this information will be used to generate the outcome tracker.

Back to Amy...

What is Amy required to achieve for an outcome payment to be claimable?

[I'm ready to see the answer](#)

Amy's outcome payments will be earnings-based, as she is on JobSeeker payment and has full-time mutual obligation requirements. To be eligible for a partial outcome, Amy must achieve at least a 60% rate reduction. To be eligible for a full outcome she must achieve a 100% rate reduction.

Did the participant achieve the requirements?

Once the job placement has been deemed eligible and the participant's circumstances have been determined, progress towards the outcome will be tracked over 4, 12 and 26 weeks to determine whether an outcome is payable. The 4, 12 and 26 week periods are generally consecutive, however there is some flexibility. Expand each row to learn more.

Changes to the outcome start date —

There is flexibility in setting the outcome start date, for example, if the participant works reduced hours initially.

- **4 Week Outcome** start date can be set to any of the first 4 Services Australia fortnights beginning on or after the job placement start date. The 4 and 12 Week Outcome will have the same outcome start date.
- **26 Week Outcome** start date can be set to any of the first 8 Services Australia fortnights following achievement of the 12 Week Outcome.

For participants who are not in receipt of income support, the outcome start date can be set to any of the first 4 calendar fortnights from the job placement start date.

Permissible breaks —


One or more *permissible breaks* may be added. Where a participant is tracking towards a partial or full outcome, there may be events or circumstances that interfere with their employment that are beyond the participant's or the provider's control and prevent an outcome being paid (that would otherwise have been available). In these circumstances, a break in the outcome period (a permissible break) can be entered.

Reduced earnings in the short term —

Where the outcome is earnings-based, 2 fortnights of decreased earnings (with a rate reduction of between 85 to 99%) may occur in each of the 12 and 26 weeks without affecting eligibility for a full outcome payment. Reduced earnings are not permitted in the 4 week outcome period.

For partial outcomes, it's not always necessary to achieve the requirements in each fortnight. For example, a 70% rate reduction in the first fortnight and a 50% rate reduction in the second fortnight will still allow a partial outcome to be claimed (as the average rate reduction is 60%).

Note: This doesn't apply for full outcomes as the maximum reduction possible is 100% (e.g. it is not possible to offset a 90% rate reduction in one fortnight with 110% in the following fortnight as 110% is not possible to achieve). Instead, the 2 fortnights of reduced earnings described above is available to help achieve a full outcome where earnings are variable.

 The department's IT system will communicate with Services Australia's IT system to import information that the participant has declared to Services Australia, including their income and hours worked. The department's IT system will use this information to determine whether an outcome is payable.

Provider's role

In some circumstances, you'll be required to enter information or upload documentary evidence into the department's IT system. These circumstances, along with documentary evidence you'll need to provide, are outlined below.

Incorrect or missing data

Where Services Australia data is incorrect or missing, you can enter a variation into the department's IT system which must be verified by uploading documentary evidence such as pay slips. This known as a pay slip verified outcome.

Significant increases in income or in pre-existing employment

Where a significant increase in income or significant increase in pre-existing employment applies, you must upload documentary evidence, such as pay slips, of the participant's earnings **prior** to the significant increase.

Full-time apprenticeships

Where a participant is undertaking a full-time apprenticeship, if a full outcome isn't supported by Services Australia declarations (e.g. because the participant isn't earning enough to go off income support despite working full time), the provider must verify the full-time apprenticeship by uploading the apprenticeship agreement.

Permissible breaks

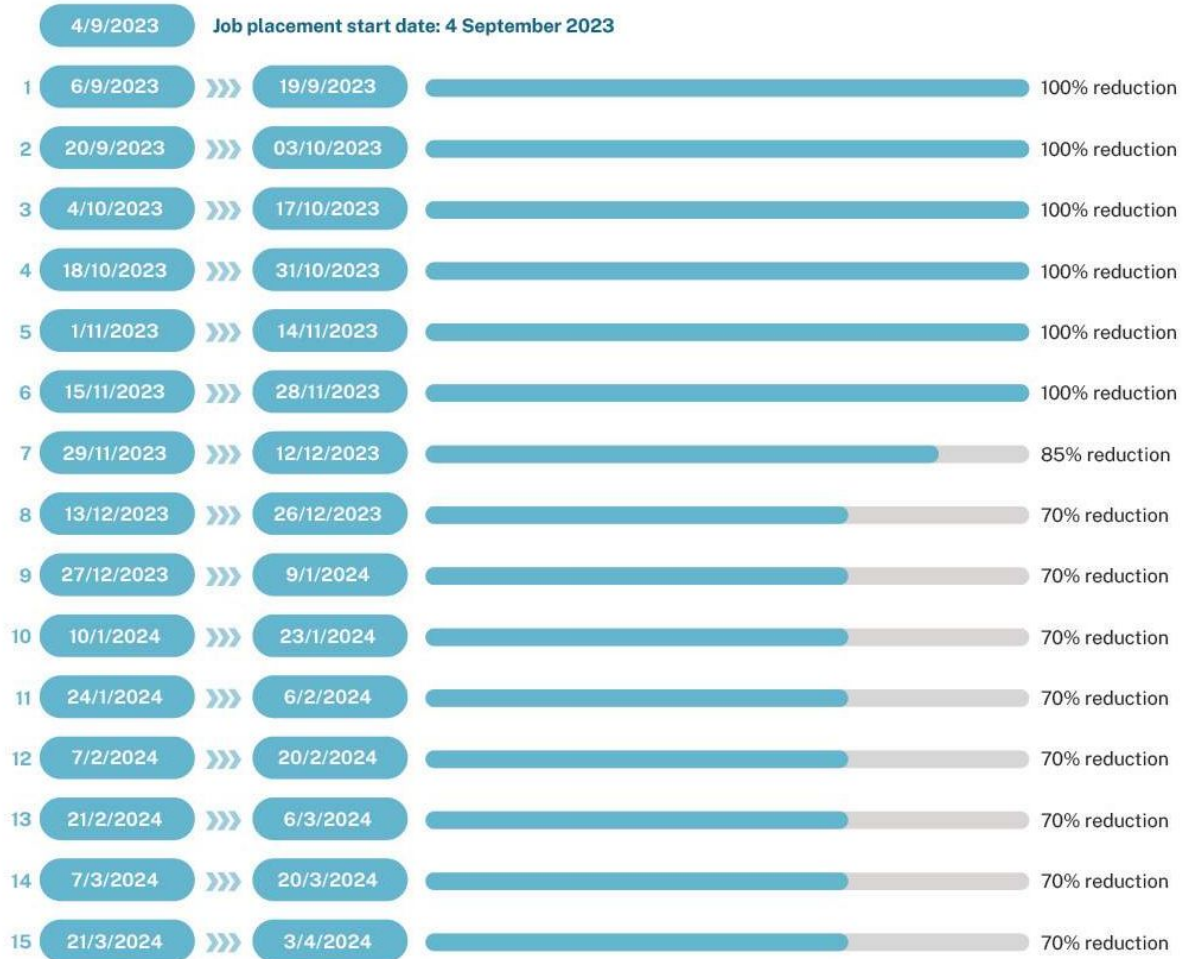
If the participant has a permissible break during the outcome period, the provider must verify this by uploading documentary evidence, such as an email from the employer.

When the evidence has been uploaded the department's IT system will make it available to claim.

Back to Amy...

After a job placement start date is entered, which in Amy's case is 4 September 2023, the department's IT system will initially set the outcome start date to be the first day of the participant's first full Services Australia fortnight on or after the job placement start date. In Amy's case the initial outcome start date is 6 September 2023.

Fortnight



Based on her rate reductions, did Amy achieve the requirements for a partial or full 4, 12 or 26 Week Outcome payment?

I'm ready to see the answer

- 4 Week Outcome: Starting from the fortnight beginning 6/9/2023 Amy achieved 4 consecutive fortnights with a 100% rate reduction so the provider can claim a full 4 Week Outcome.
- 12 Week Outcome: Starting from the fortnight beginning 6/9/2023, Amy achieved 6 consecutive fortnights with a 100% rate reduction so the provider can claim a full 12 Week Outcome. Note the first 2 fortnights overlap with the 4 Week Outcome and contribute to both outcomes.
- 26 Week Outcome: Starting from the first fortnight following the 12 Week Outcome (the fortnight beginning 29/11/2023), Amy achieved 7 consecutive fortnights with a rate reduction of less than

100%, but more than 60%. Amy's provider can claim a partial 26 Week Outcome.

As these outcomes have been verified using Services Australia data, no documentary evidence is required to be held or uploaded to the department's IT system.

What else do I need to know?

Where a participant is receiving an income support payment, the outcome period will always be aligned with the fortnightly cycle when the participant declares their earnings and hours worked to Services Australia.

After a job placement start date is entered, the department's IT system will initially set the outcome start date to be the first day of the participant's first full Services Australia fortnight on or after the job placement start date. In Amy's case, this is 6 September 2023. The department's IT system will attempt to select the best date for achieving a full outcome. The provider can manually adjust this if required.

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

NEXT UP - OUTCOME SCENARIOS

Outcome scenarios



Summary of guiding questions

In the last lesson you worked through the guiding questions summarised in the table below to decide if, as Amy’s provider, you could claim an outcome payment. You are now going to use these guiding questions to decide if an outcome payment can be claimed in other scenarios.

Guiding question	Detailed questions
Is the job placement eligible?	<ul style="list-style-type: none">• Is it a non-payable outcome?• Is it a new job or existing employment?• What is the job placement start date?

Guiding question	Detailed questions
What are the participant's circumstances?	<ul style="list-style-type: none"> • Are they receiving an allowance? • What are their participation requirements?
What is the participant required to achieve?	<ul style="list-style-type: none"> • Will their outcome be assessed based on their earnings or hours worked? • If hours, how many are required to trigger an outcome?
Did the participant achieve it?	<ul style="list-style-type: none"> • Did the participant achieve the requirements for a partial or full outcome? • Can you verify this using Services Australia data, or is documentary evidence required? • When did the outcome period start? • Are there other considerations, such as a dip in earnings or a permissible break that may apply?

Jake's situation

There are a wide variety of circumstances a provider may need to consider when assessing whether an outcome can be claimed. Let's see if you can decide whether Jake's provider is able to claim an outcome payment. Read about Jake then answer the questions that follow.

Meet Jake.

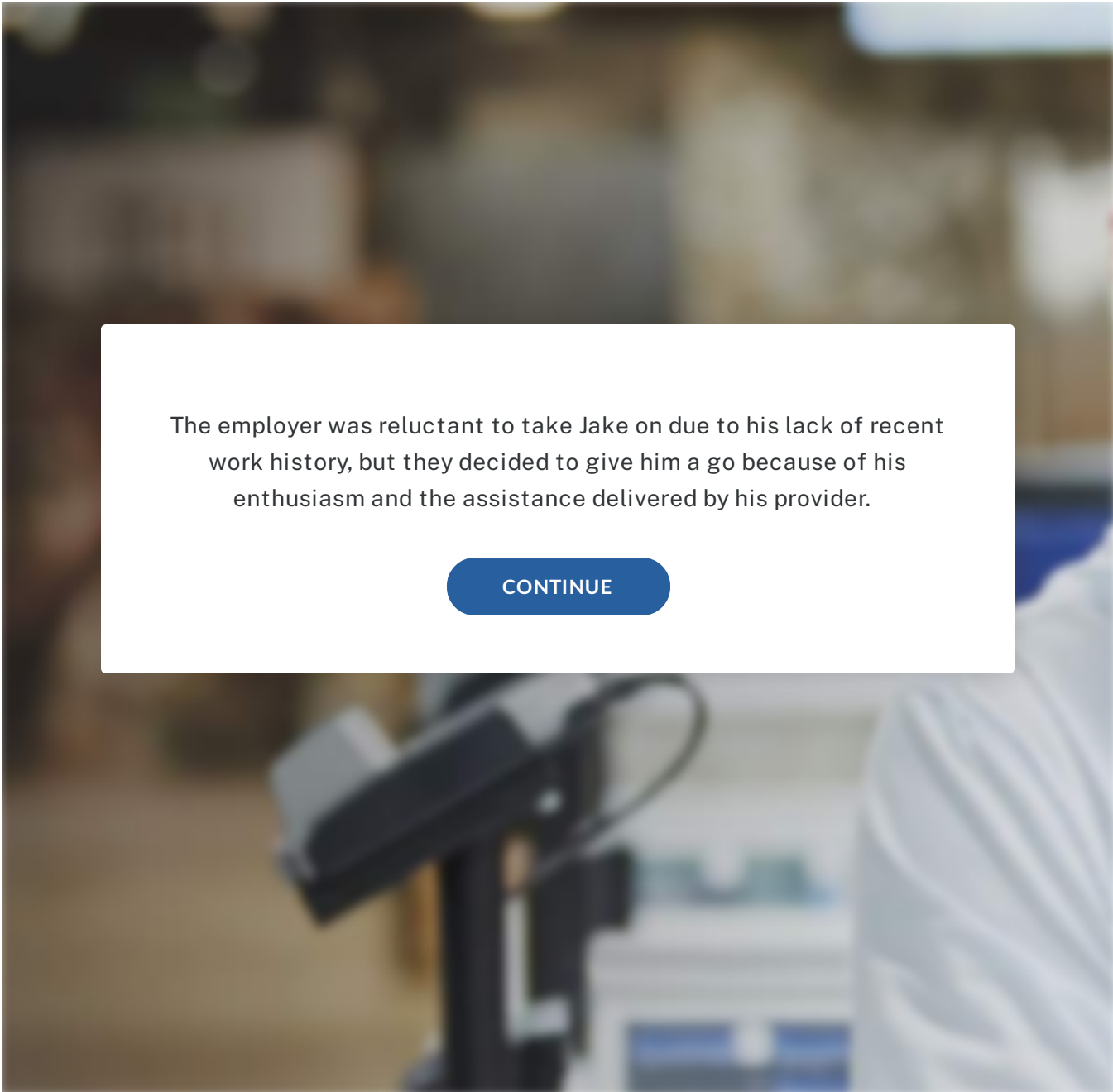
Jake is 35 and has been unemployed for 3 years. He's receiving JobSeeker payment and has full-time mutual obligation requirements.

Jake recently found some work in a supermarket.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

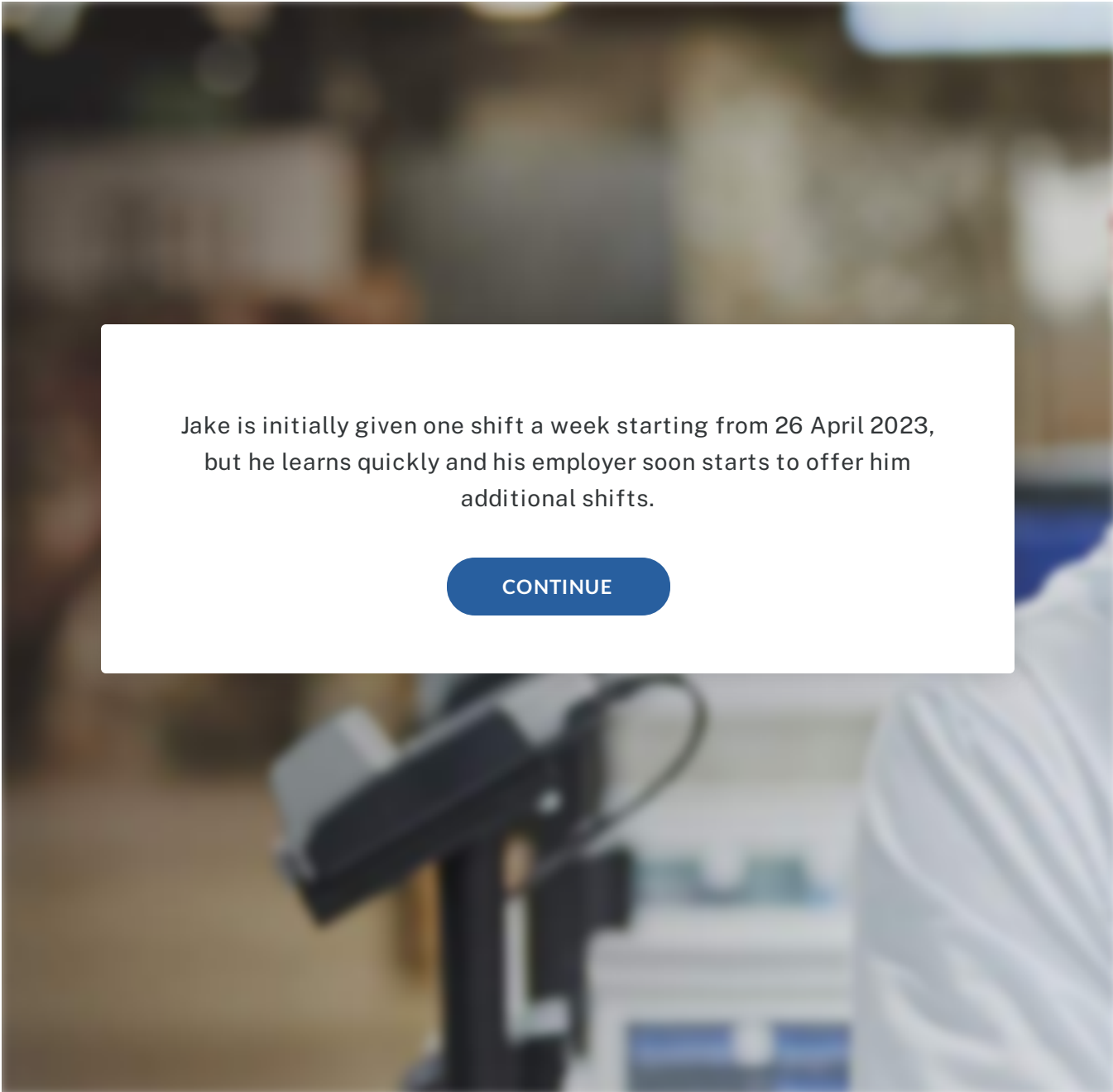


The employer was reluctant to take Jake on due to his lack of recent work history, but they decided to give him a go because of his enthusiasm and the assistance delivered by his provider.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

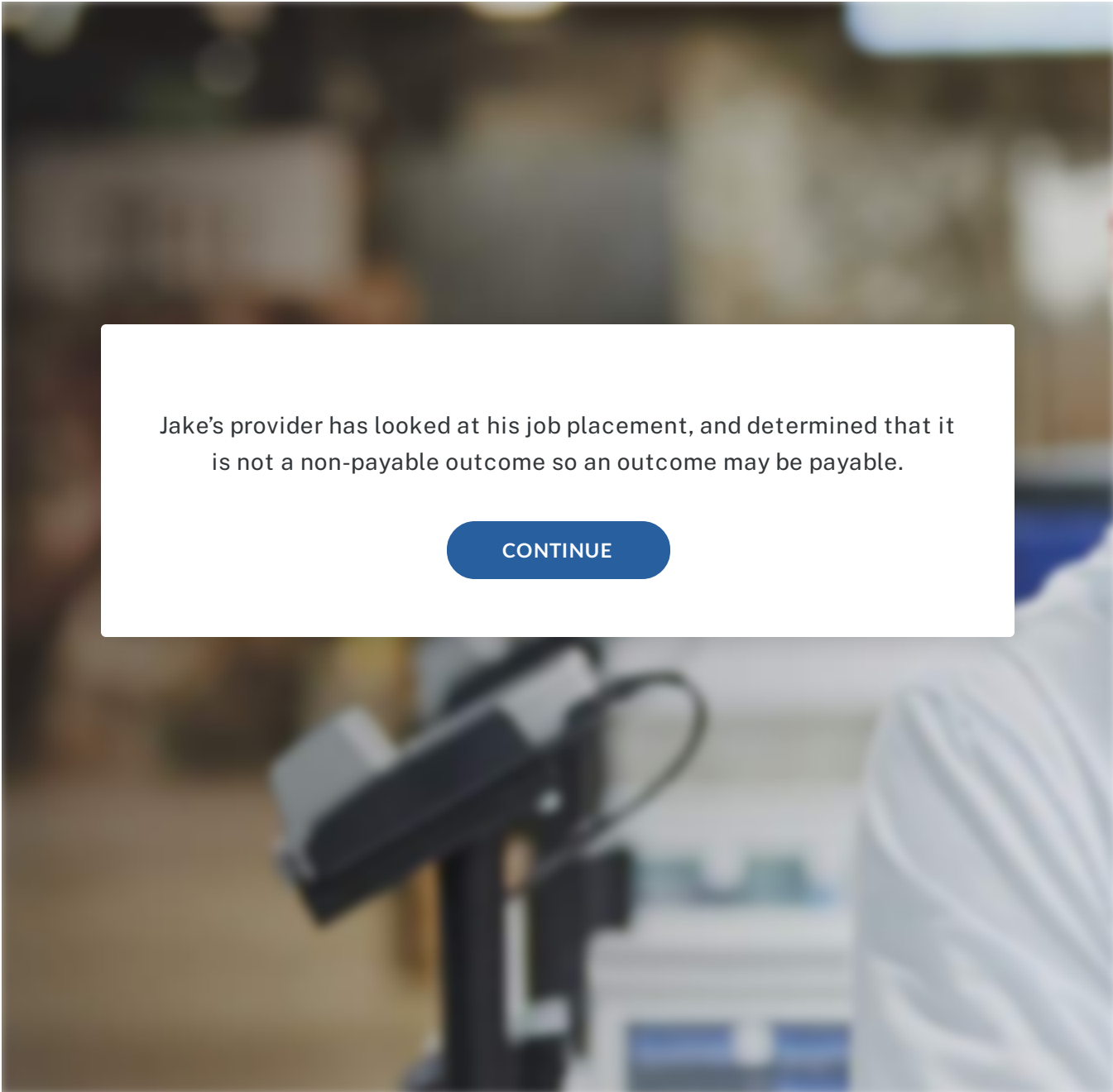


Jake is initially given one shift a week starting from 26 April 2023, but he learns quickly and his employer soon starts to offer him additional shifts.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

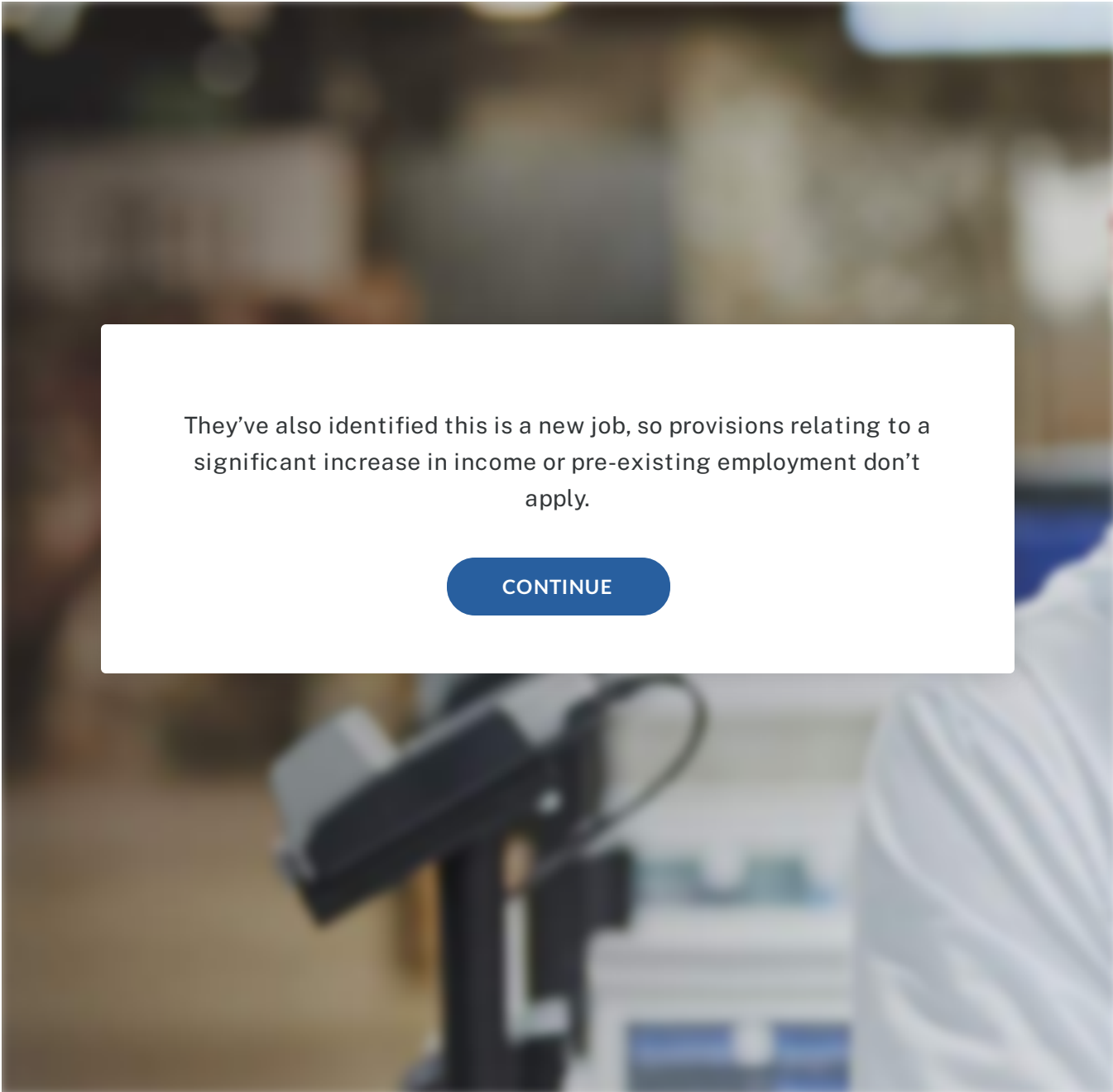


Jake's provider has looked at his job placement, and determined that it is not a non-payable outcome so an outcome may be payable.

CONTINUE

Scene 1 Slide 4

Continue → Next Slide



They've also identified this is a new job, so provisions relating to a significant increase in income or pre-existing employment don't apply.

CONTINUE

Scene 1 Slide 5

Continue → Next Slide



Remember that Jake is receiving JobSeeker payment and has full-time obligation requirements. What is Jake required to achieve for an outcome to be payable?

1

If Jake's earnings reduce his income support payments by 60% a partial outcome is payable. If they reduce by 100% a full outcome is payable.

2

If Jake's earnings reduce his income by 60% he is eligible for an outcome payment.

Scene 1 Slide 6

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1 → Next Slide

Congratulations, you've identified that Jake's job may be eligible for an outcome and what he needs to achieve for the outcome to be paid.

START OVER

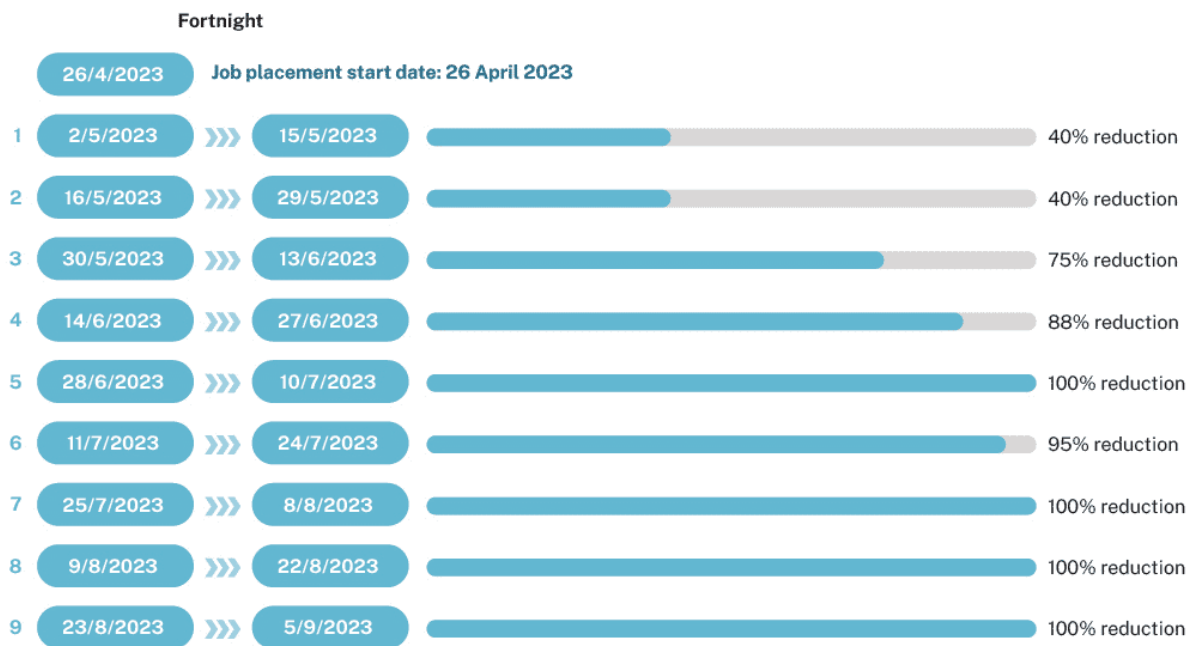


Scene 1 Slide 7

Continue → End of Scenario

Jake's income support rate reductions

Take a look at Jake's income support rate reductions since his first shift on 26 April 2023.



Apply your knowledge

For the 4 and 12 Week outcomes, the outcome start date can be set to the first day of any of the first 4 Services Australia fortnights beginning on or after the job placement start date. The date selected can impact on what outcomes are achieved.

Which date should be chosen as the outcome start date to maximise the outcomes payable?

26 April 2023

2 May 2023

16 May 2023

30 May 2023

14 June 2023

28 June 2023

SUBMIT

Click for more information on why this is the best outcome start date.

To understand why 14 June 2023 is the best choice for the outcome start date, we can work through what outcomes are payable.

4 Week Outcome

- Starting from the third full fortnight after the job placement start date (30 May 2023), Jake achieved two consecutive fortnights with a rate reduction greater than 60% but less than 100%, so a partial outcome can be claimed starting from 30 May.
- Similarly, if 14 June 2023 is chosen as the outcome start date, Jake achieved two consecutive rate reductions of between 60 and 100%.

So, both outcome start dates give the same result for the 4 week outcome. However, as the 4 and 12 Week Outcomes share a common start date and Jake's earnings are increasing, it is worth considering the impact on the 12 Week Outcome.

12 Week Outcome

- If 30 May 2023 is chosen as the outcome start date, Jake achieves 3 fortnights with a rate reduction between 60 and 100%, and 3 fortnights of 100%. This would allow a partial outcome to be claimed.
- If 14 June 2023 is chosen as the outcome start date, Jake achieves a 100% rate reduction in four fortnights, an 88% rate reduction in one fortnight, and a 95% rate reduction in one fortnight. As 2 fortnights in the 12 Week Outcome can include reduced earnings permitting a rate reduction of 85% to count towards a full outcome, a full outcome can be claimed in this circumstance.

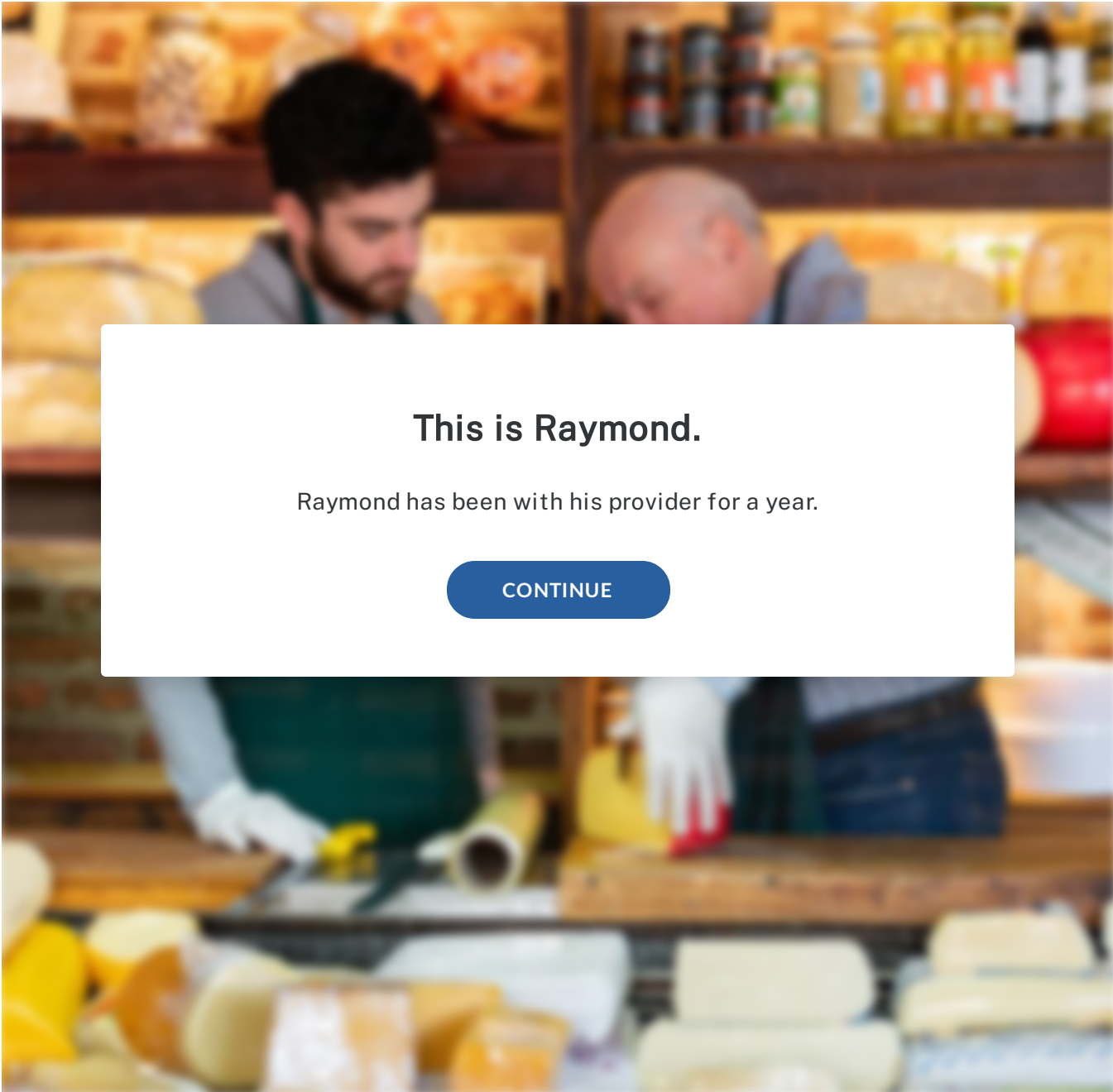
The date that provides the highest outcome payment will be automatically selected by the department's IT system or can be manually set by the provider.

As this outcome has been verified using Services Australia data, no documentary evidence is required to be held or uploaded to the department's IT system.

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

Raymond's situation

Sometimes a participant may have an increase in earnings. The increase may be for any reason, including working additional hours in their current job, working the same hours but receiving a higher hourly wage, or starting work in an additional job. Use Raymond's situation to demonstrate what you know about when to begin tracking an outcome and the processes involved.



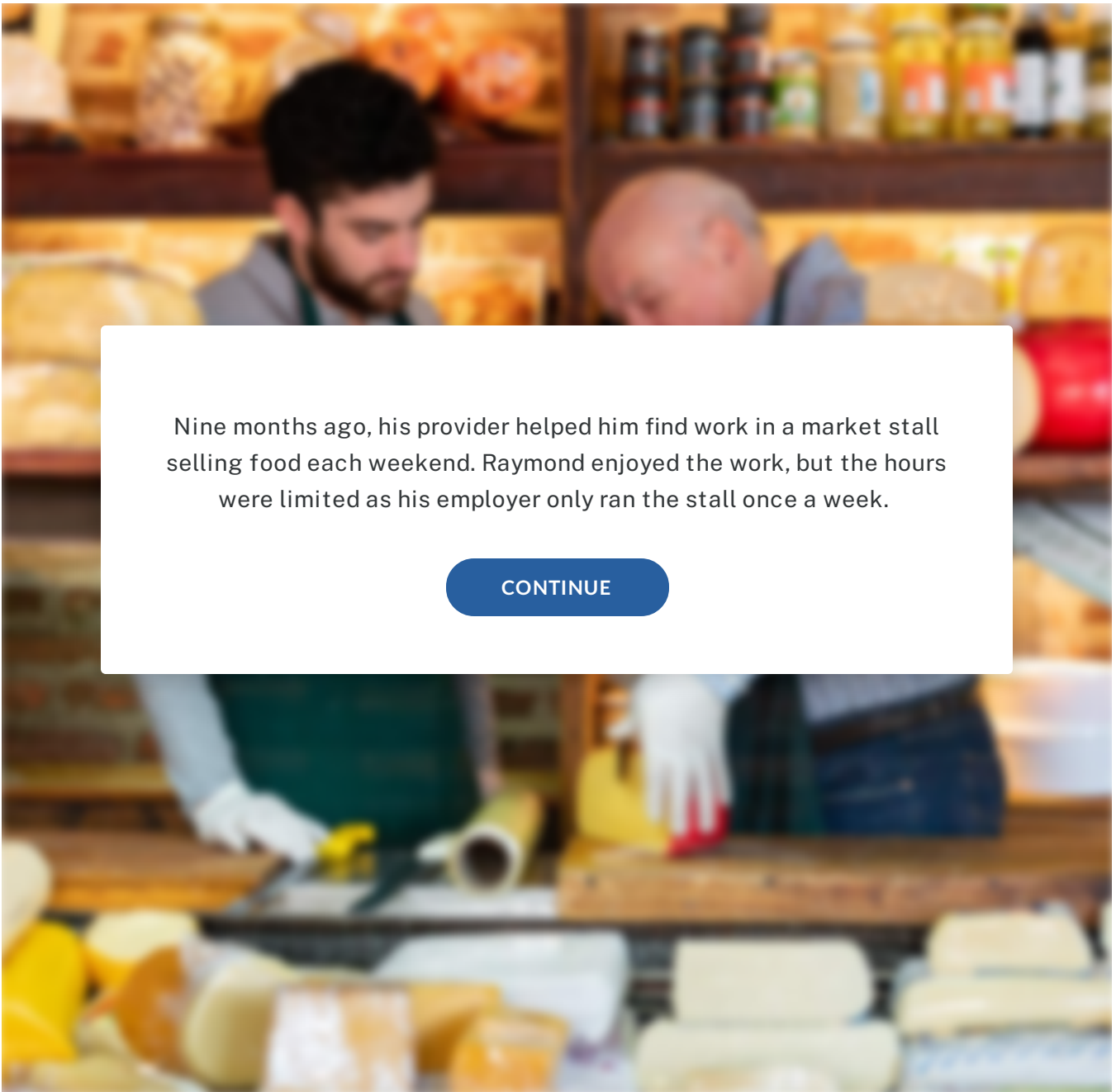
This is Raymond.

Raymond has been with his provider for a year.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

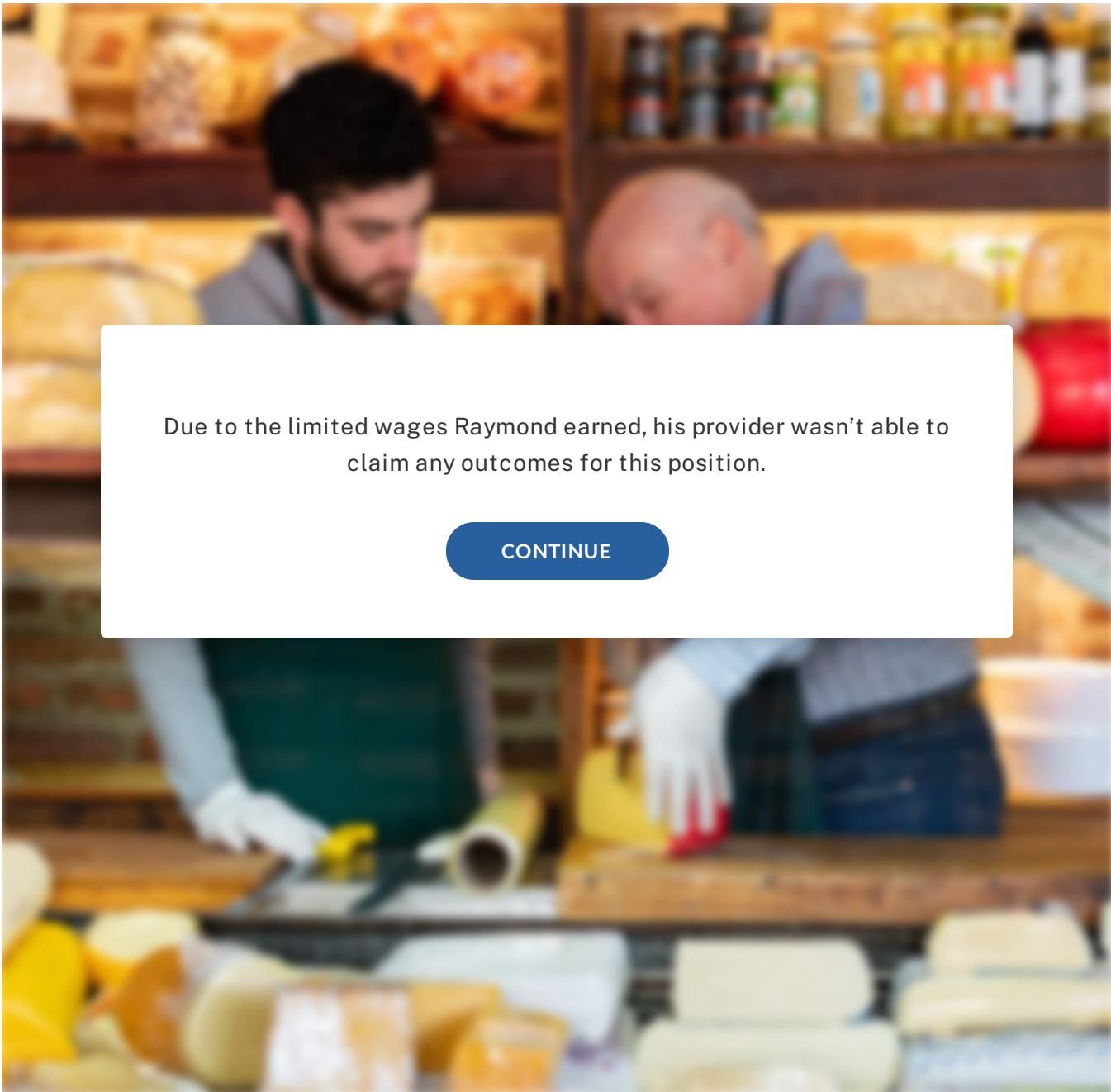


Nine months ago, his provider helped him find work in a market stall selling food each weekend. Raymond enjoyed the work, but the hours were limited as his employer only ran the stall once a week.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

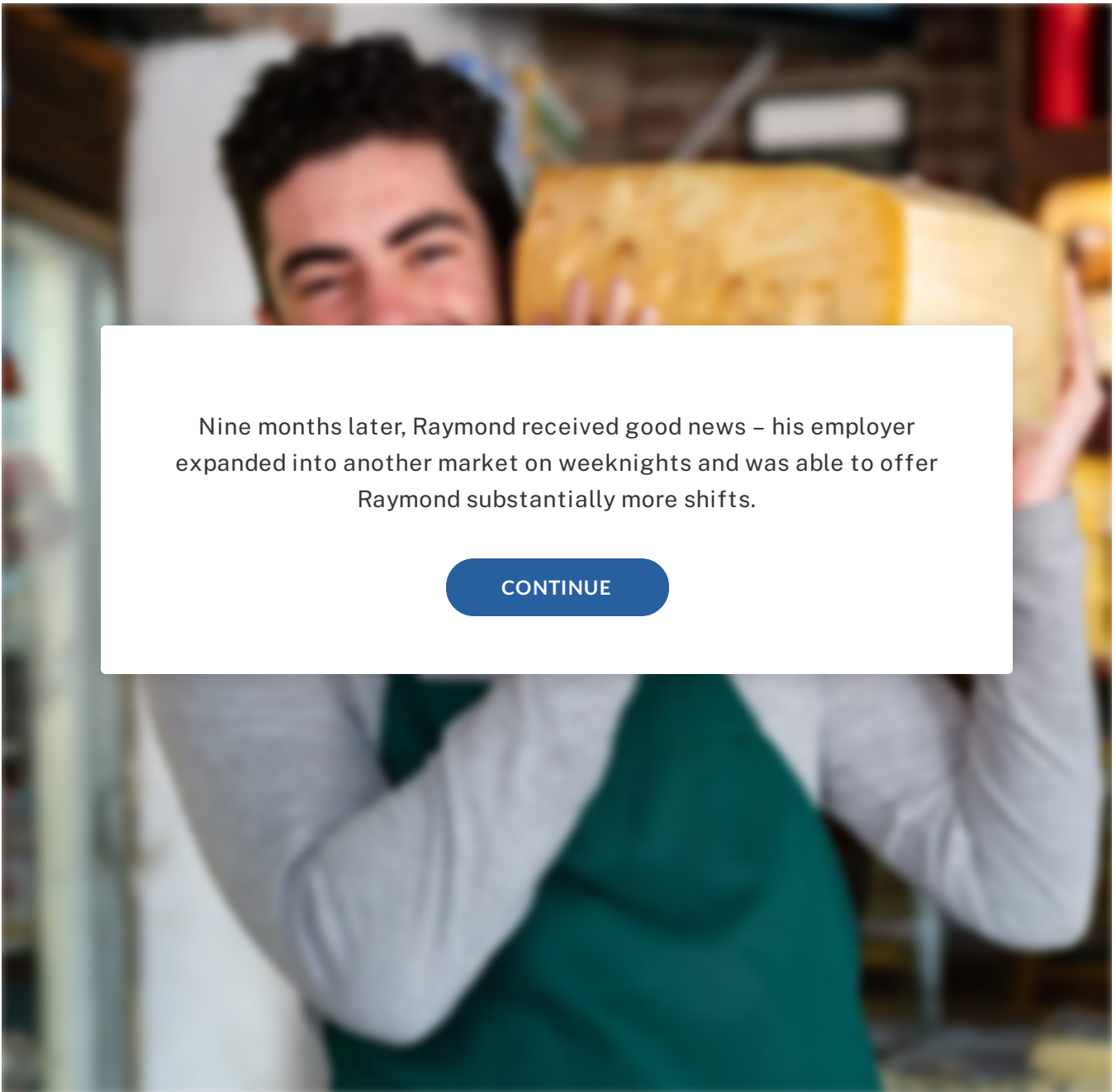


Due to the limited wages Raymond earned, his provider wasn't able to claim any outcomes for this position.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

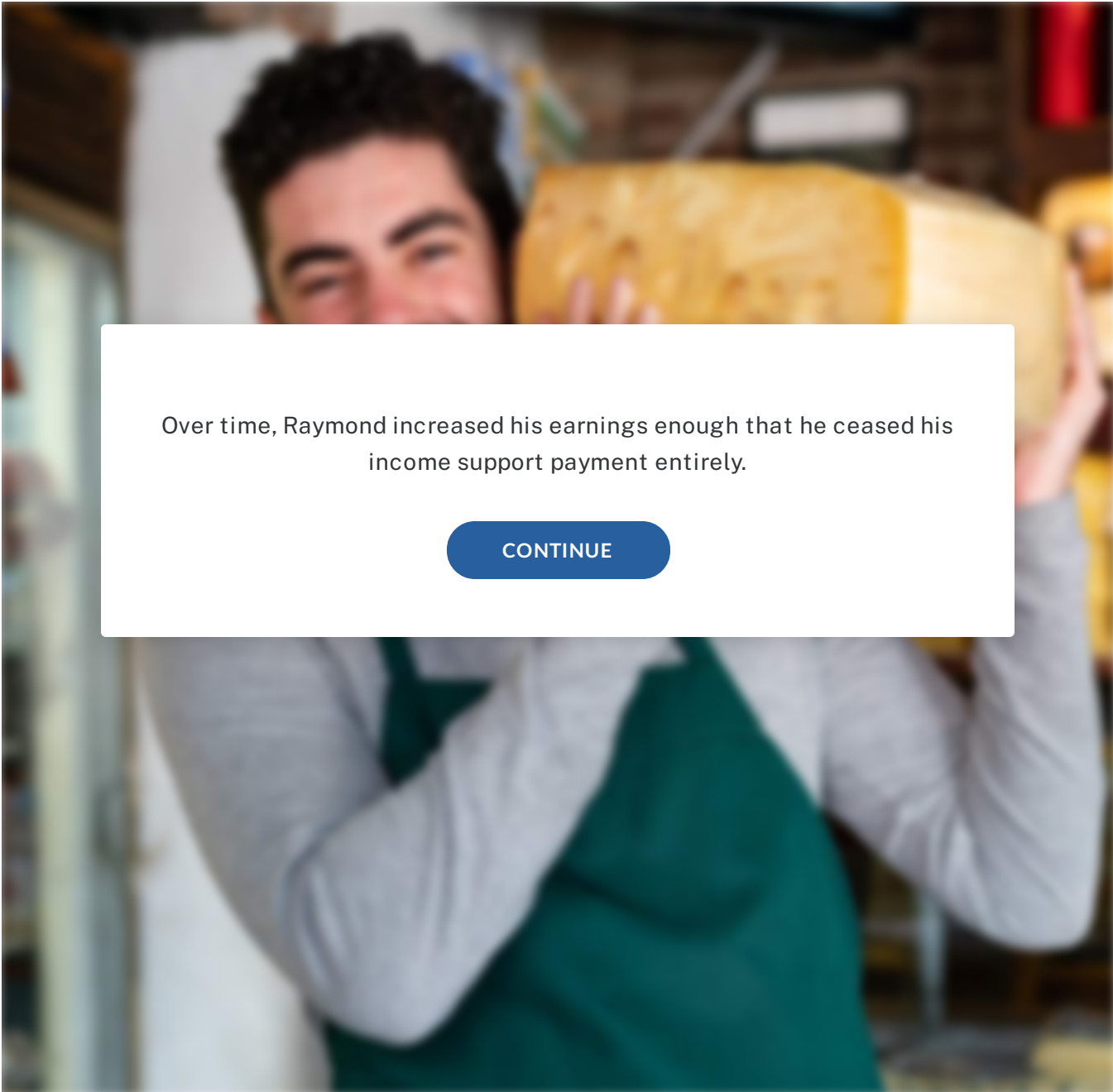


Nine months later, Raymond received good news – his employer expanded into another market on weeknights and was able to offer Raymond substantially more shifts.

CONTINUE

Scene 2 Slide 1

Continue → Next Slide

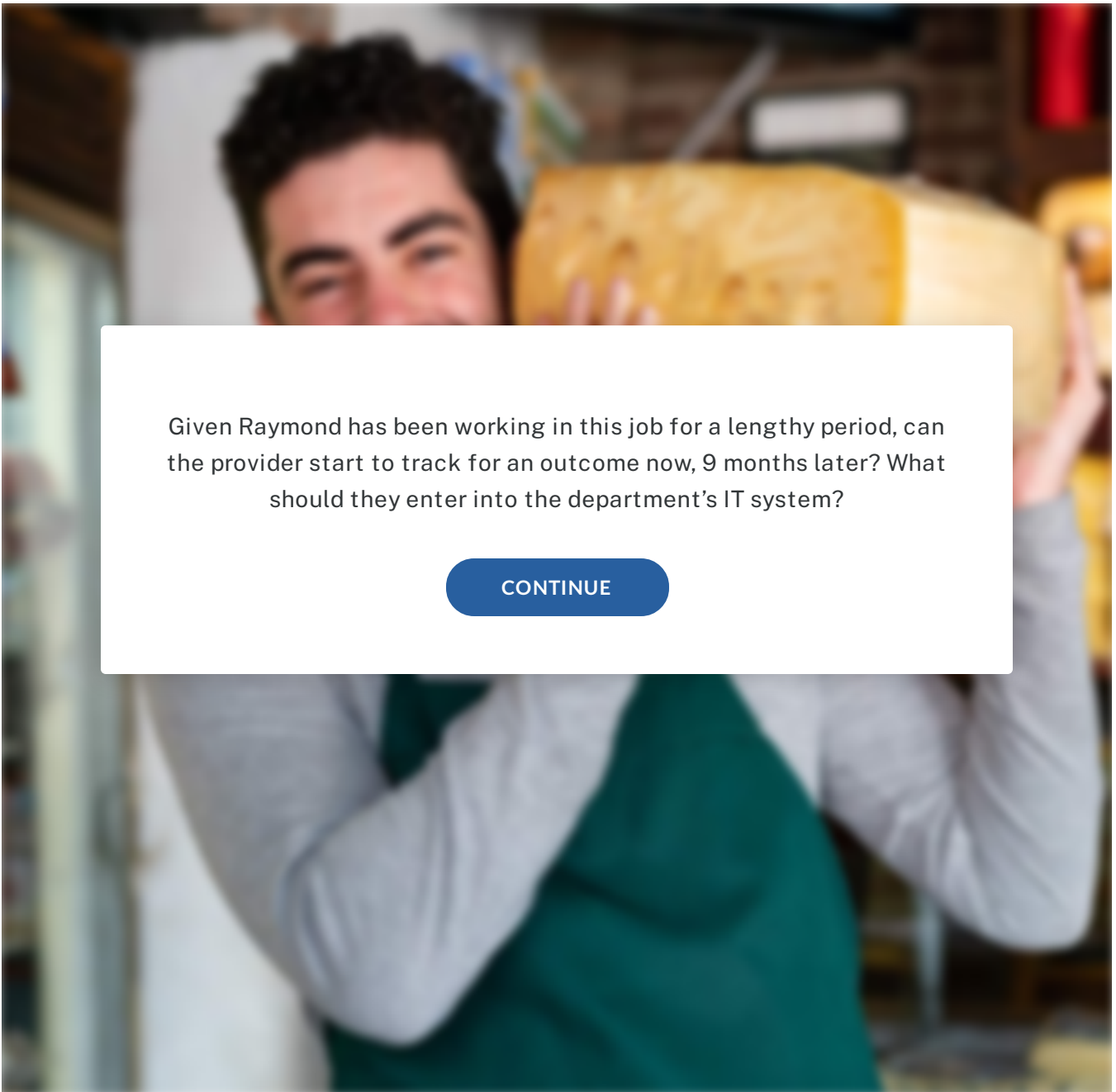


Over time, Raymond increased his earnings enough that he ceased his income support payment entirely.

CONTINUE

Scene 2 Slide 2

Continue → Next Slide

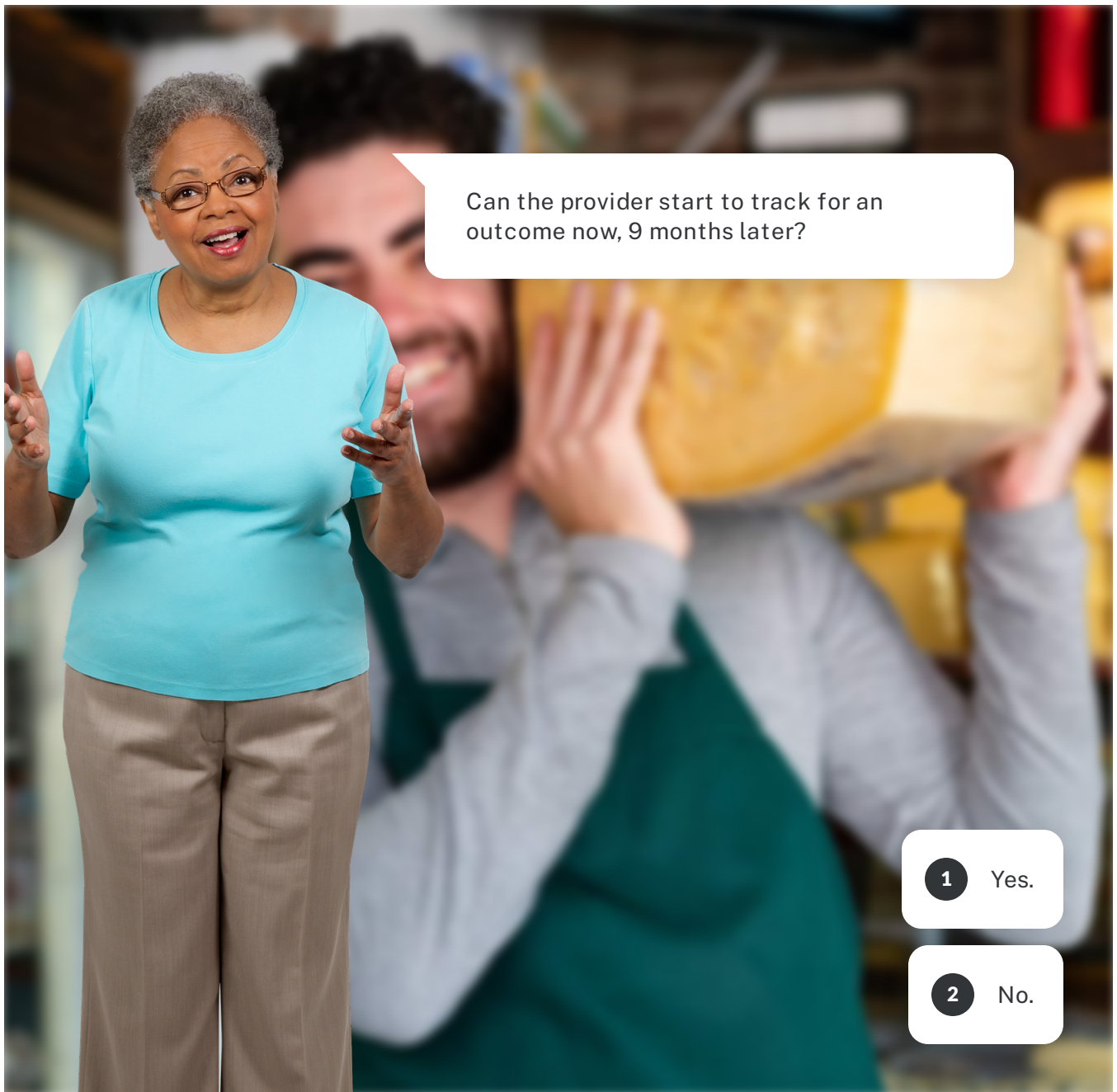


Given Raymond has been working in this job for a lengthy period, can the provider start to track for an outcome now, 9 months later? What should they enter into the department's IT system?

CONTINUE

Scene 3 Slide 1

Continue → Next Slide



Can the provider start to track for an outcome now, 9 months later?

1 Yes.

2 No.

Scene 3 Slide 2

0 → Next Slide

1 → Next Slide



What should the provider enter into the department's IT system?

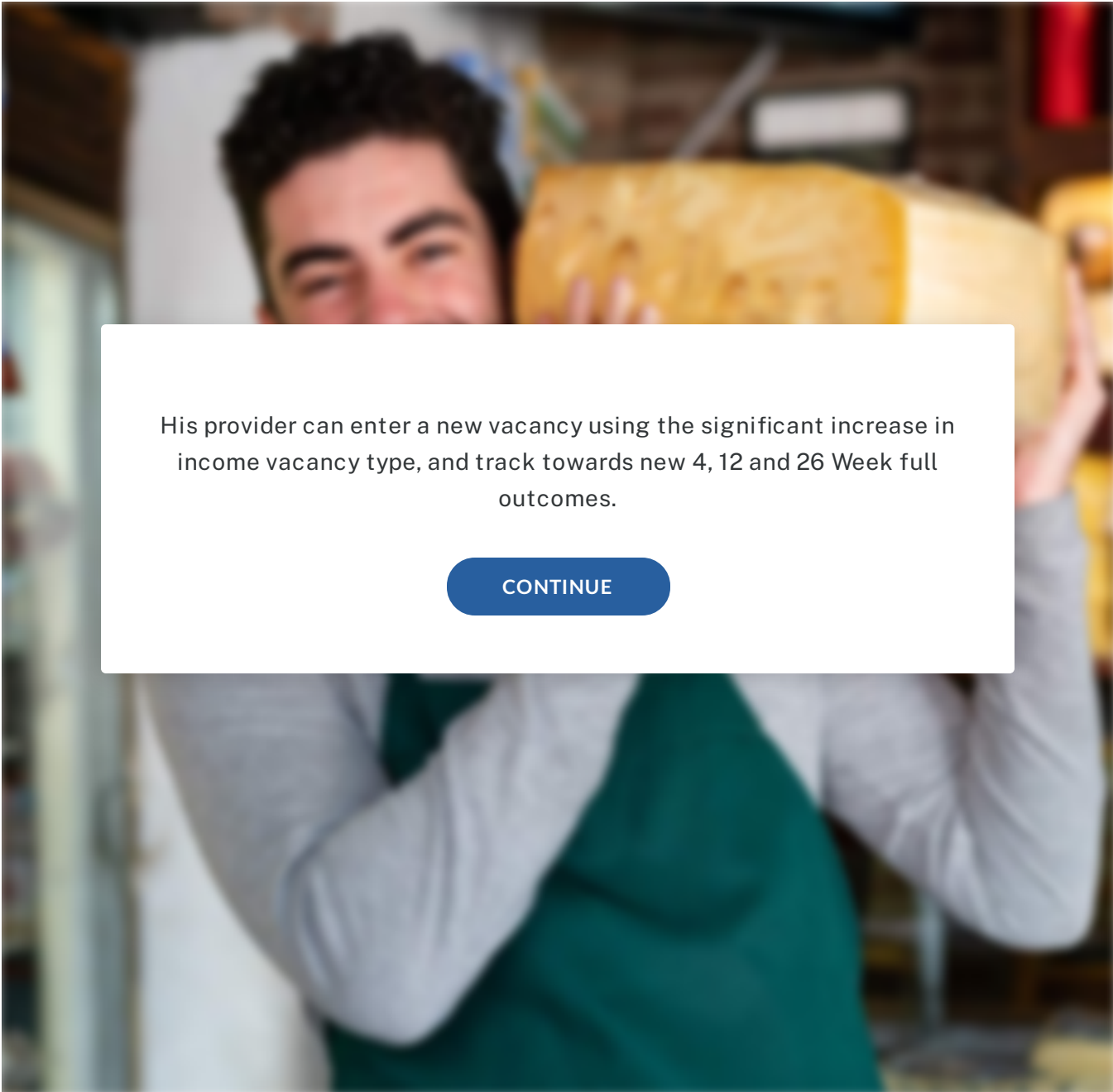
1 Enter a normal vacancy .

2 Enter a significant increase in income vacancy.

3 Enter a significant increase in pre-existing employment vacancy.

Scene 3 Slide 3

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

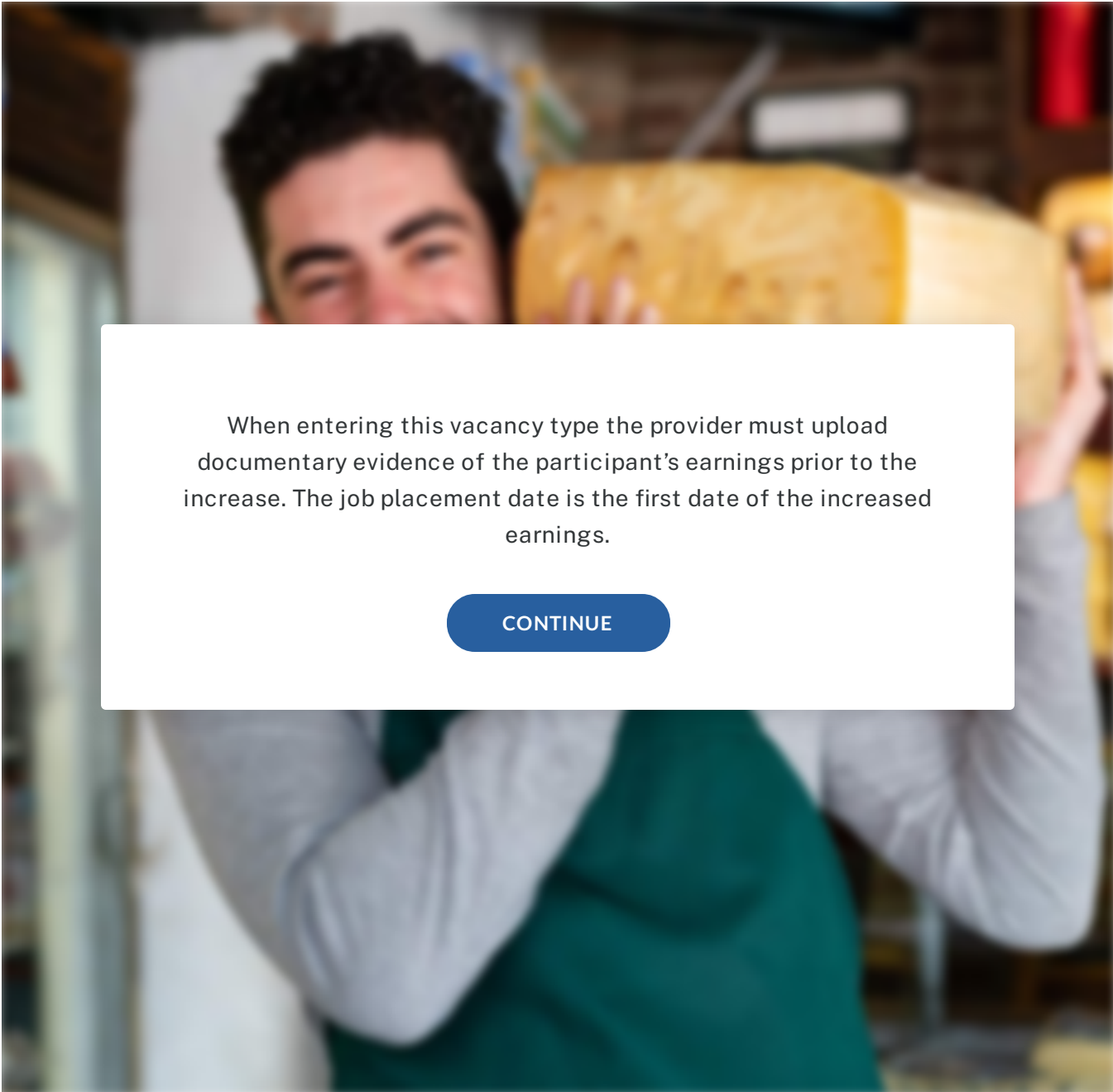


His provider can enter a new vacancy using the significant increase in income vacancy type, and track towards new 4, 12 and 26 Week full outcomes.

CONTINUE

Scene 3 Slide 4

Continue → Next Slide

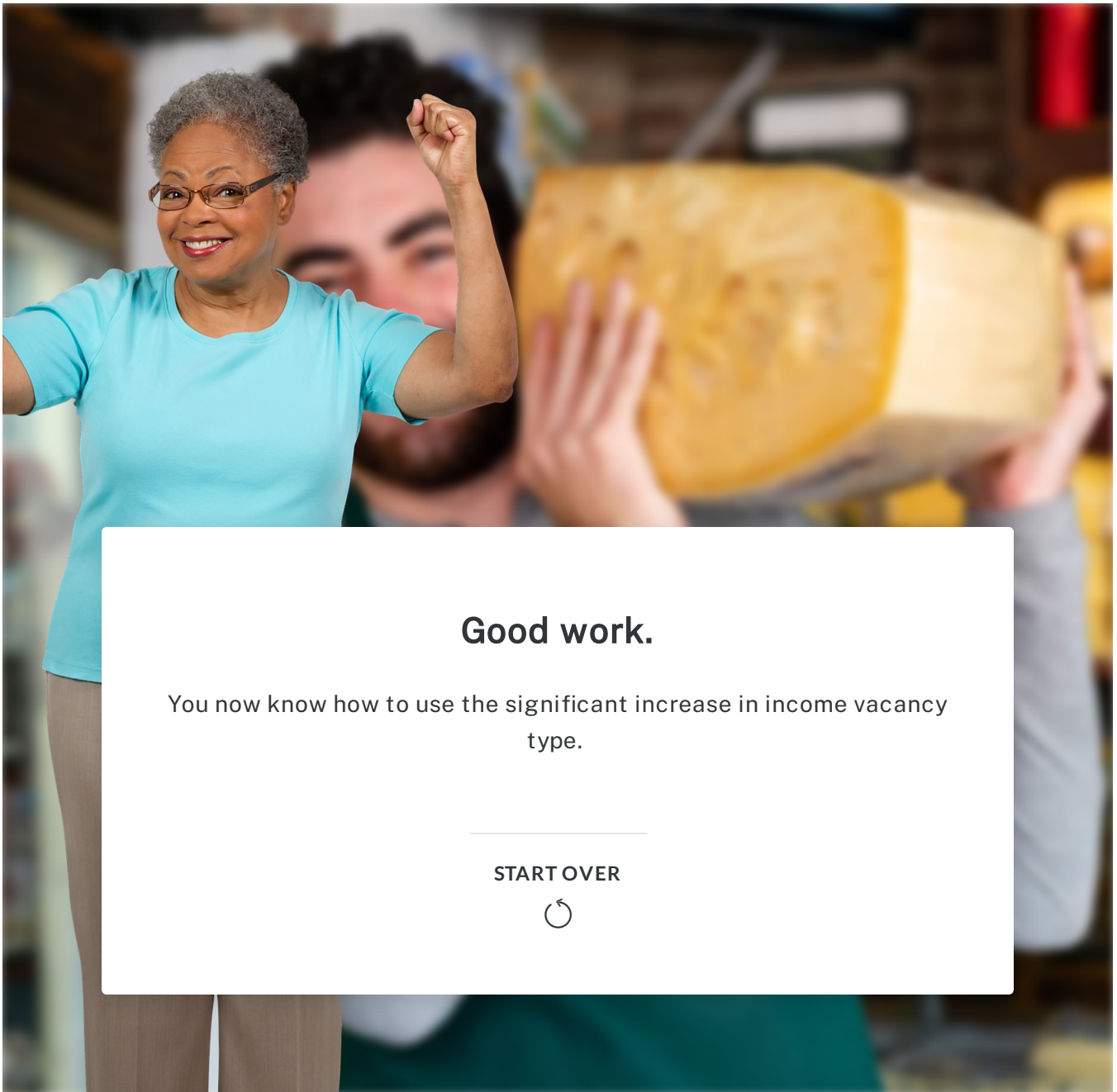


When entering this vacancy type the provider must upload documentary evidence of the participant's earnings prior to the increase. The job placement date is the first date of the increased earnings.

CONTINUE

Scene 3 Slide 5

Continue → Next Slide



Good work.

You now know how to use the significant increase in income vacancy type.

START OVER



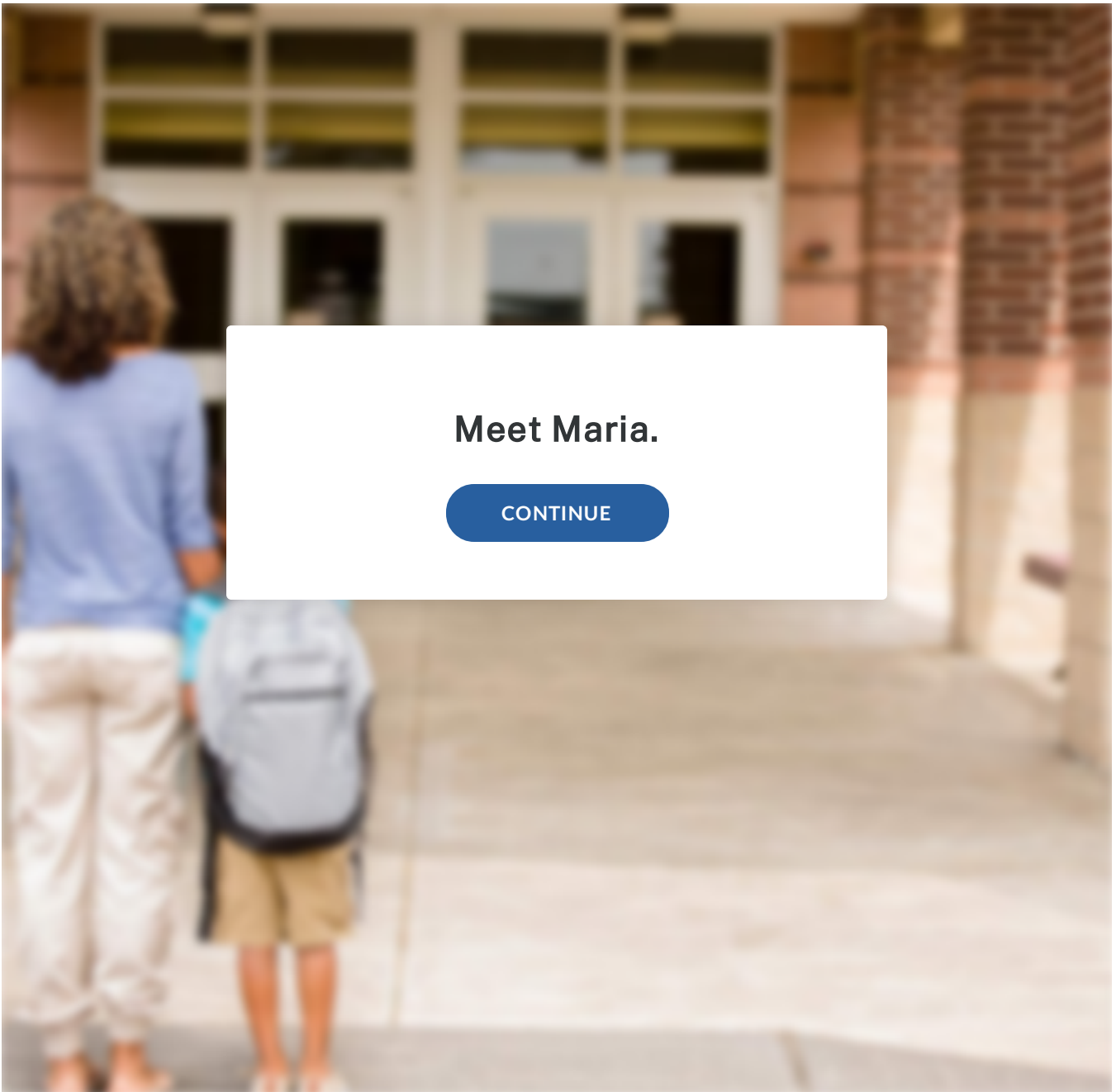
Scene 3 Slide 6

Continue → End of Scenario

I'm ready to try another scenario

Maria's situation

The requirements for participants with part-time mutual obligation requirements are different to those with full-time requirements. Complete the scenario about Maria to show your understanding of how outcomes are determined for participants like Maria.

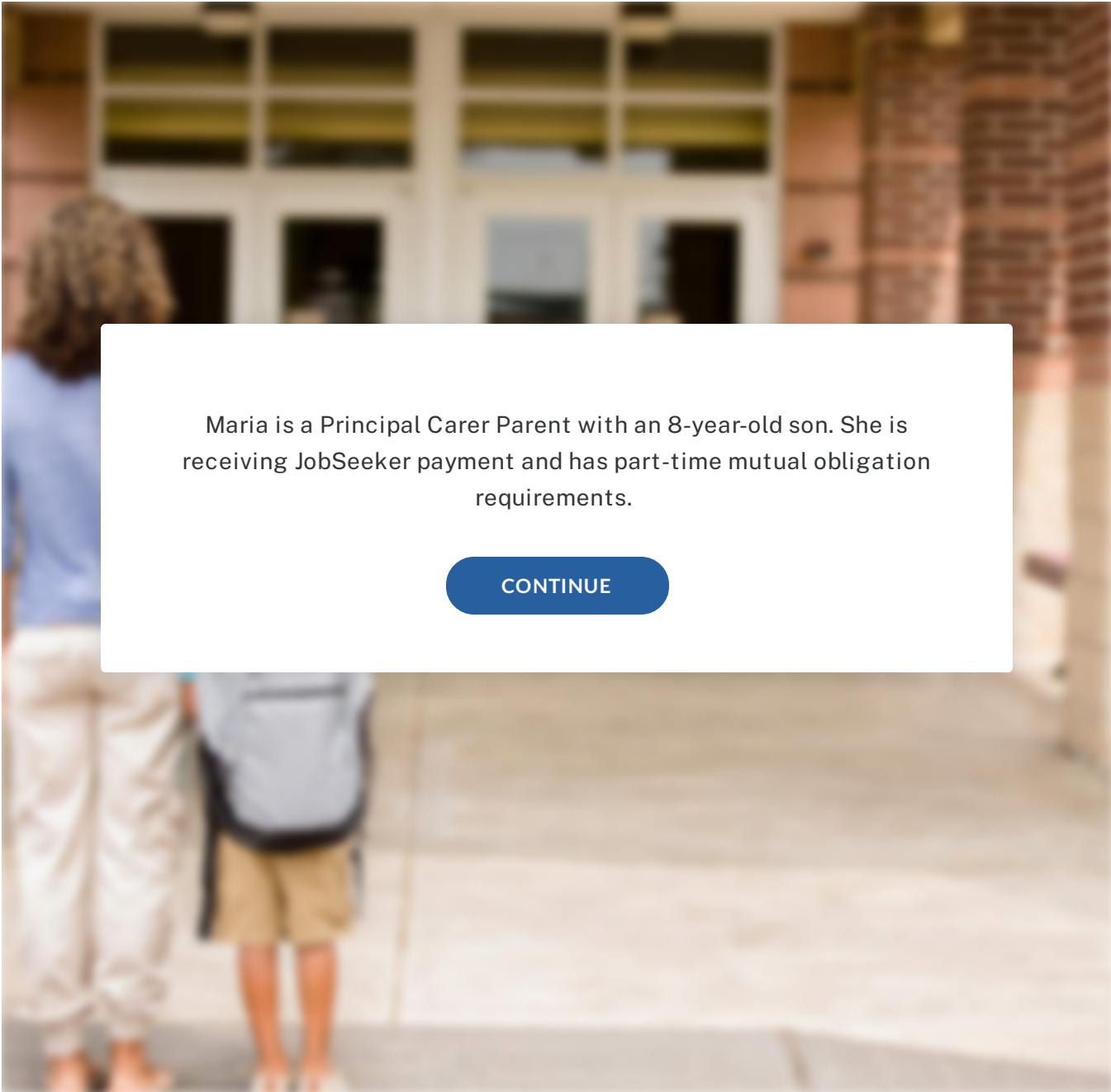


Meet Maria.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

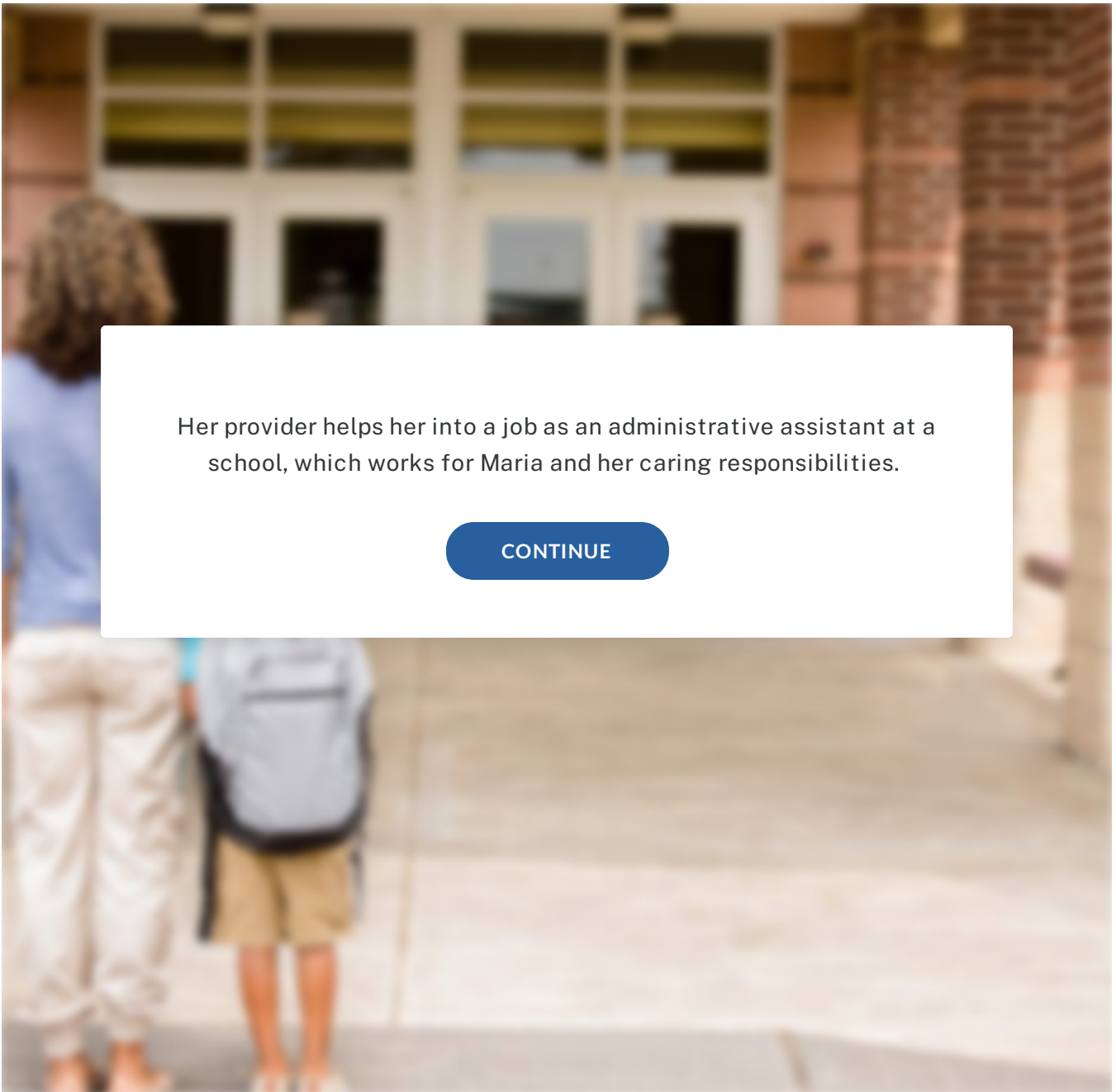


Maria is a Principal Carer Parent with an 8-year-old son. She is receiving JobSeeker payment and has part-time mutual obligation requirements.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

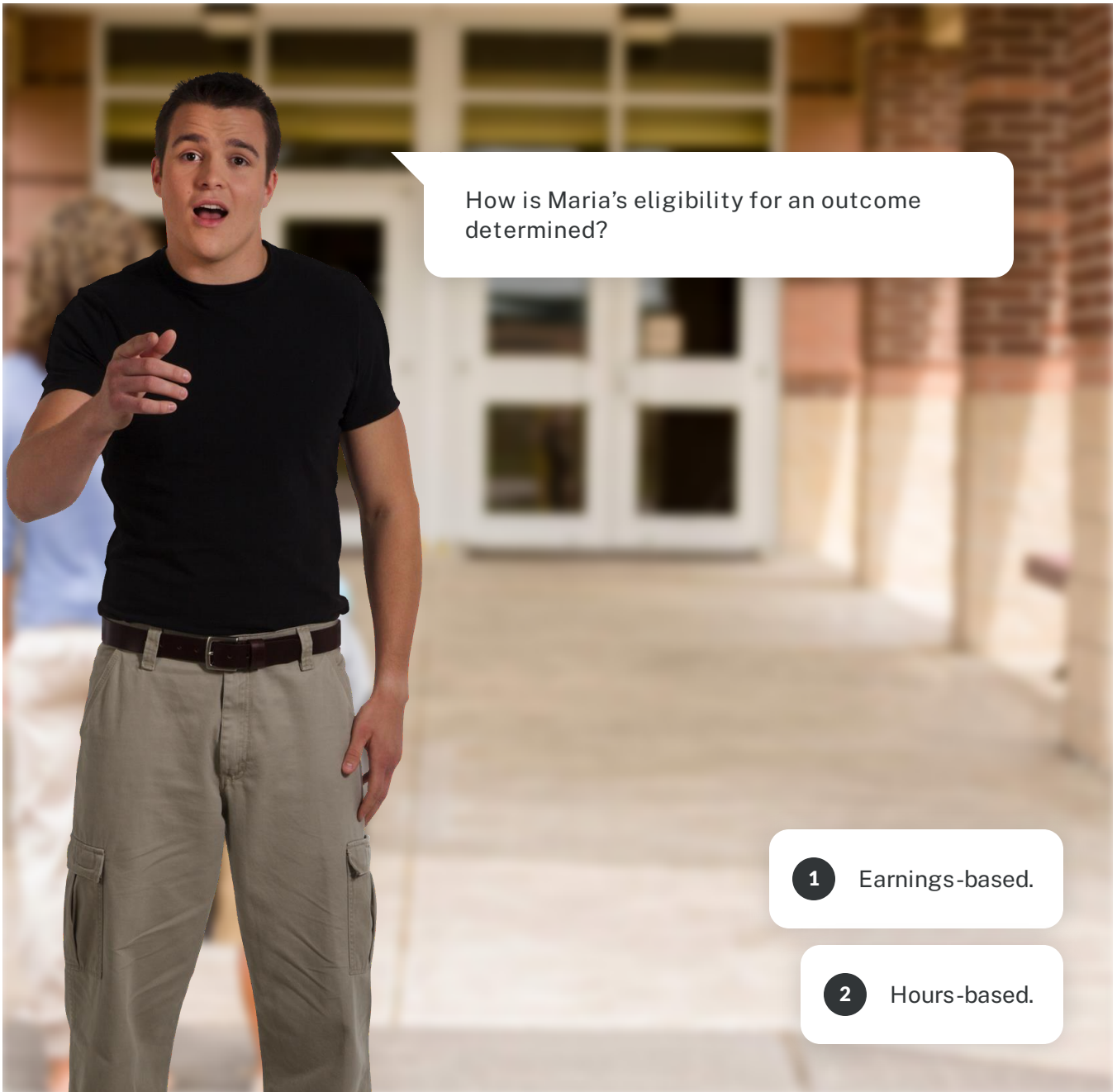


Her provider helps her into a job as an administrative assistant at a school, which works for Maria and her caring responsibilities.

CONTINUE

Scene 1 Slide 3

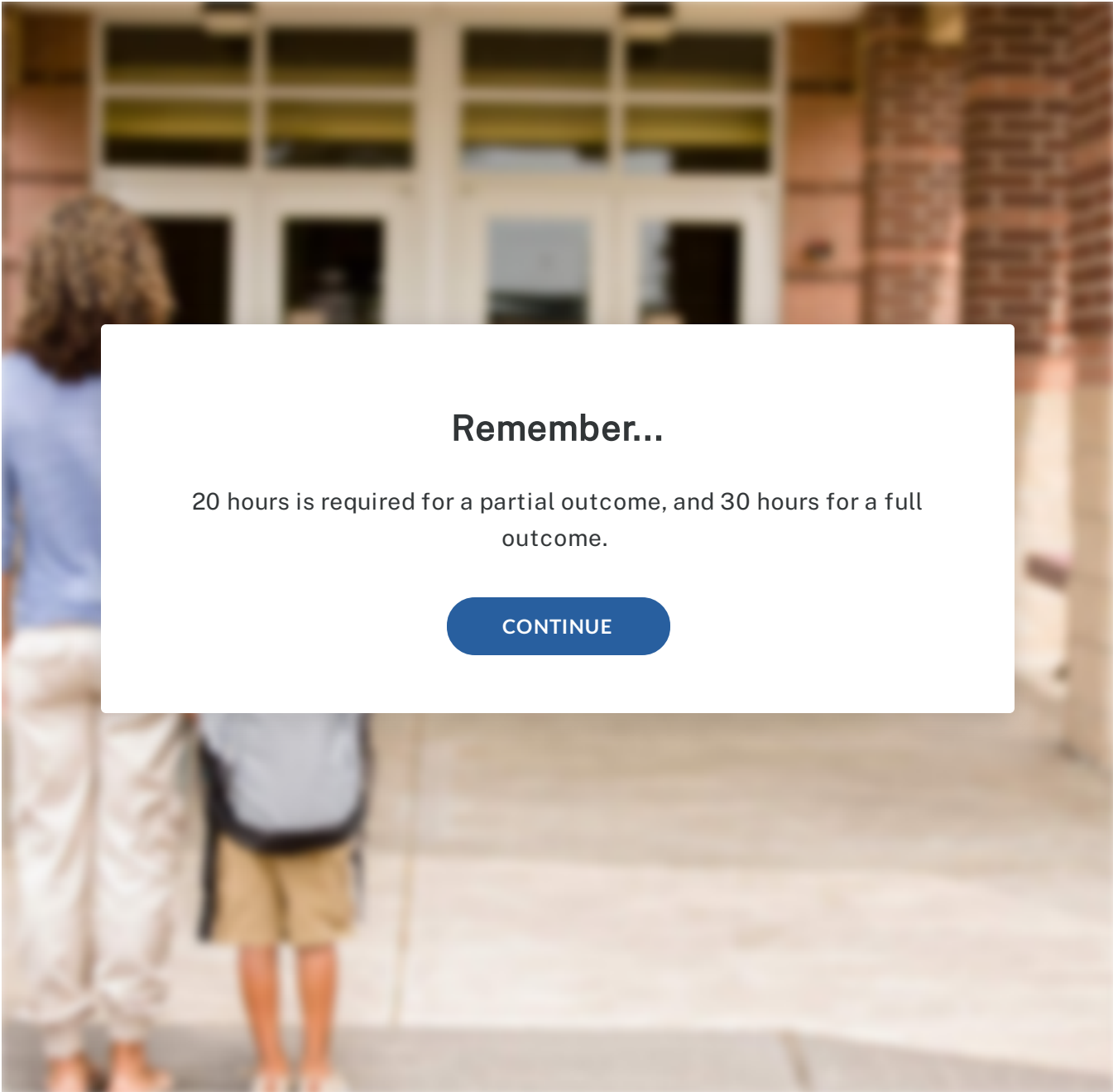
Continue → Next Slide



Scene 1 Slide 4

0 → End of Scenario

1 → Next Slide



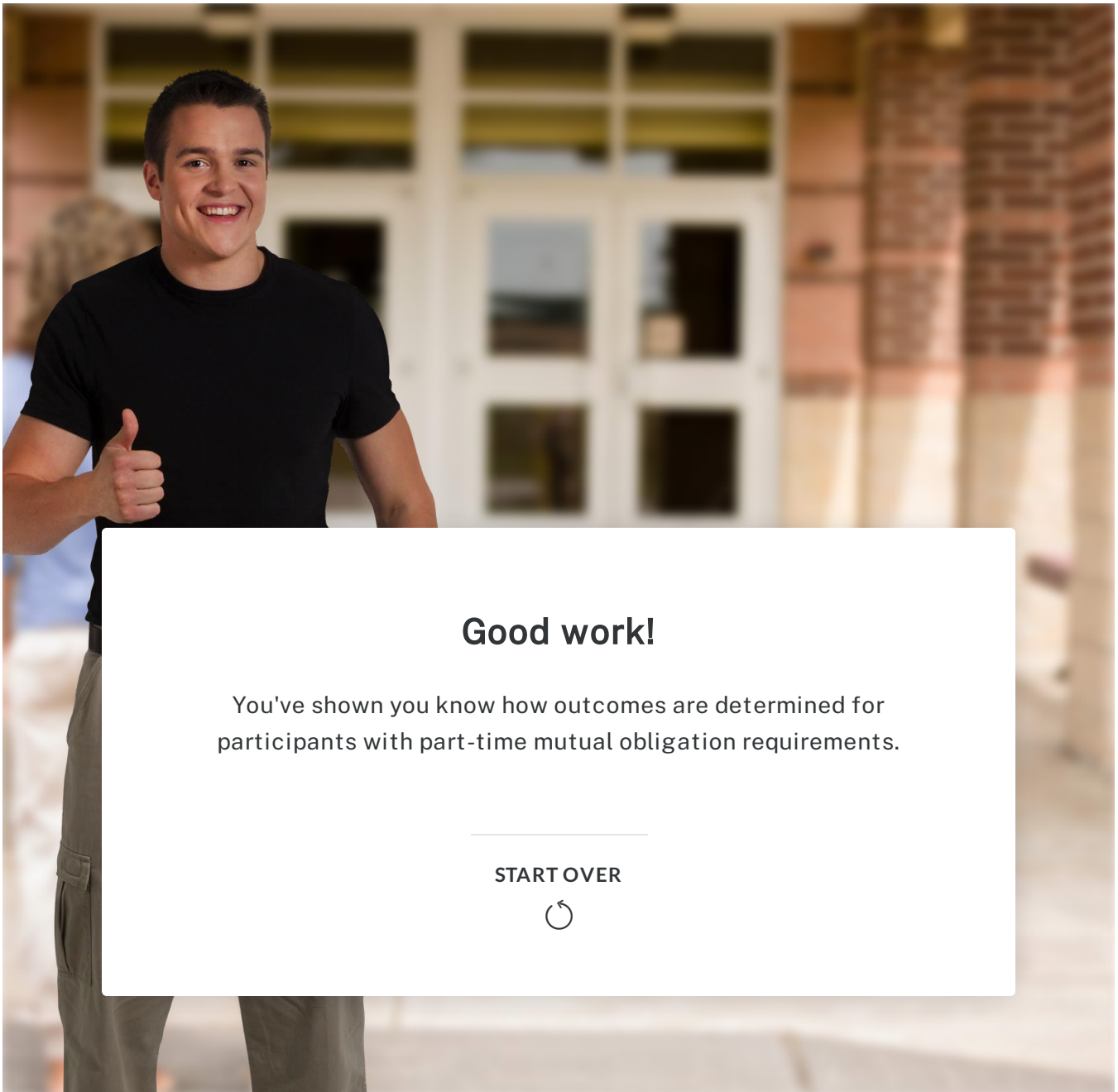
Remember...

20 hours is required for a partial outcome, and 30 hours for a full outcome.

CONTINUE

Scene 1 Slide 5

Continue → Next Slide



Good work!

You've shown you know how outcomes are determined for participants with part-time mutual obligation requirements.

START OVER



Scene 1 Slide 6

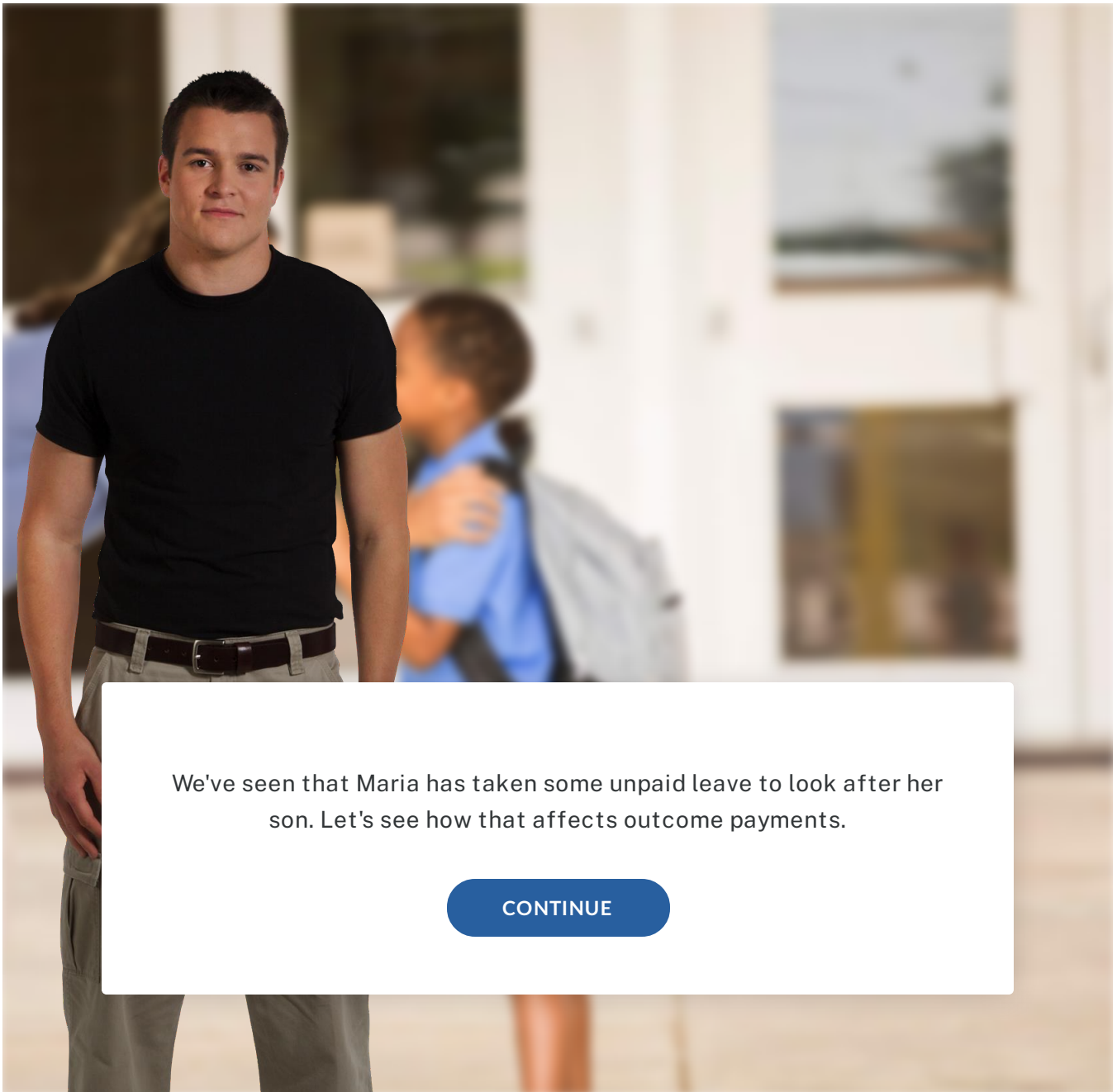
Continue → End of Scenario

Maria is a casual employee (without paid leave) and has been working 30 hours per fortnight since she started the job on 1/8/2023. She doesn't work over the school holidays. She takes a 2 week break for

the September holidays, and 4 weeks over Christmas. Maria declared the following hours to Services Australia.

	Fortnight		Hours		Fortnight		Hours
1	7/8/2023	20/8/2023	30 hrs	11	25/12/2023	07/1/2024	0 hrs
2	21/8/2023	3/9/2023	30 hrs	12	8/1/2024	21/1/2024	0 hrs
3	4/9/2023	17/9/2023	30 hrs	13	22/1/2024	4/2/2024	30 hrs
4	18/9/2023	1/10/2023	0 hrs	14	5/2/2024	18/2/2024	30 hrs
5	2/10/2023	15/10/2023	30 hrs	15	19/2/2024	3/3/2024	30 hrs
6	16/10/2023	29/10/2023	30 hrs	16	4/3/2024	17/3/2024	30 hrs
7	30/10/2023	12/11/2023	30 hrs	17	18/3/2024	31/3/2024	30 hrs
8	13/11/2023	26/11/2023	30 hrs	18	1/4/2024	14/4/2024	30 hrs
9	27/11/2023	10/12/2023	30 hrs	19	15/4/2024	28/4/2024	30 hrs
10	11/12/2023	24/12/2023	30 hrs				

Will the breaks in Maria’s work affect her achieving a partial or full outcome over different outcome periods? Complete the scenario below to show your understanding

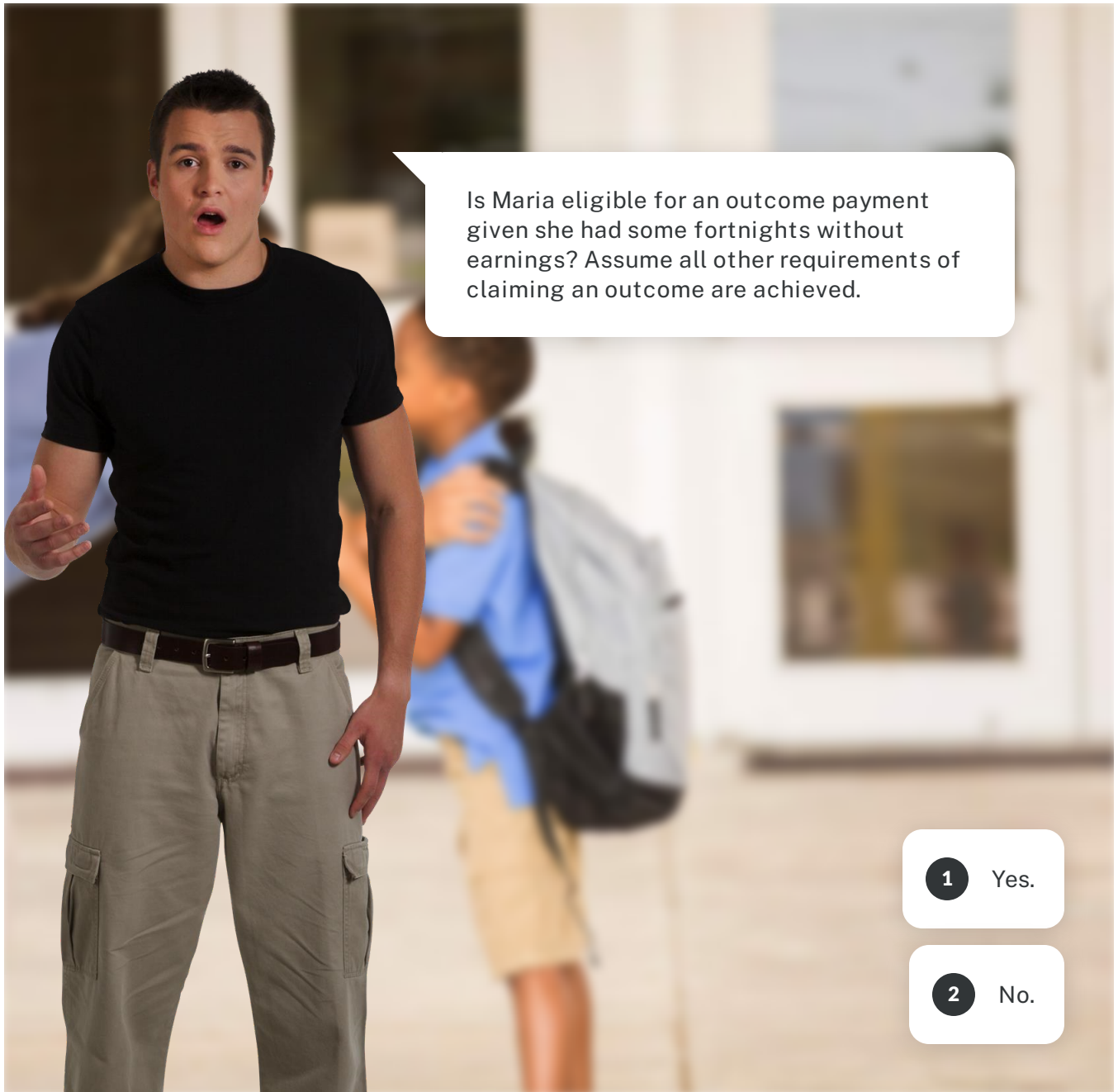


We've seen that Maria has taken some unpaid leave to look after her son. Let's see how that affects outcome payments.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



Is Maria eligible for an outcome payment given she had some fortnights without earnings? Assume all other requirements of claiming an outcome are achieved.

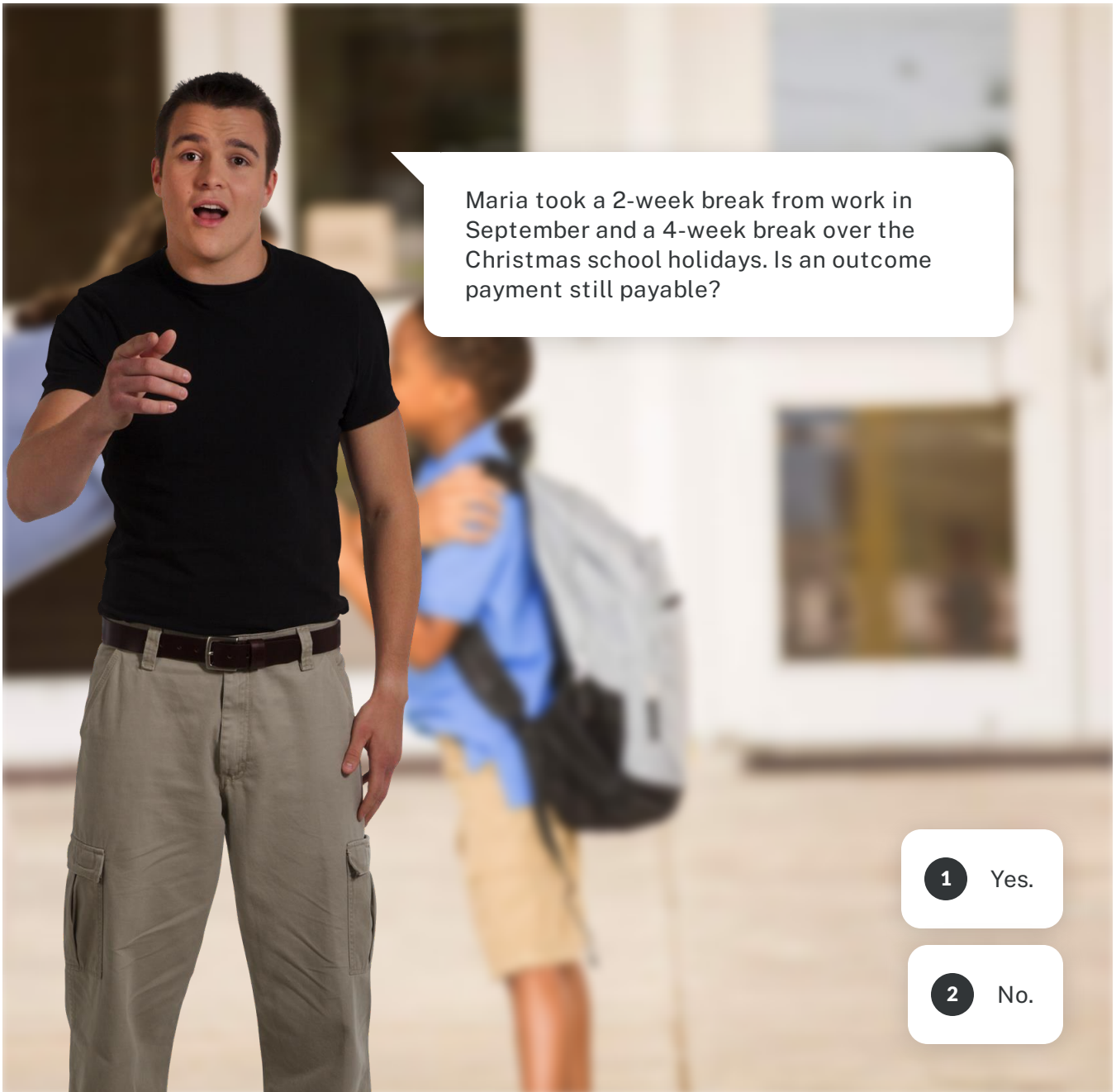
1 Yes.

2 No.

Scene 1 Slide 2

0 → Next Slide

1 → Next Slide



Maria took a 2-week break from work in September and a 4-week break over the Christmas school holidays. Is an outcome payment still payable?

1 Yes.

2 No.

Scene 1 Slide 3

0 → Next Slide

1 → Scene 1 Slide 1



Does documentary evidence need to be uploaded to the department's IT system when adding a permissible break?

1

No. The department's IT system will automatically recognise when permissible breaks are allowed so documentary evidence is not required.

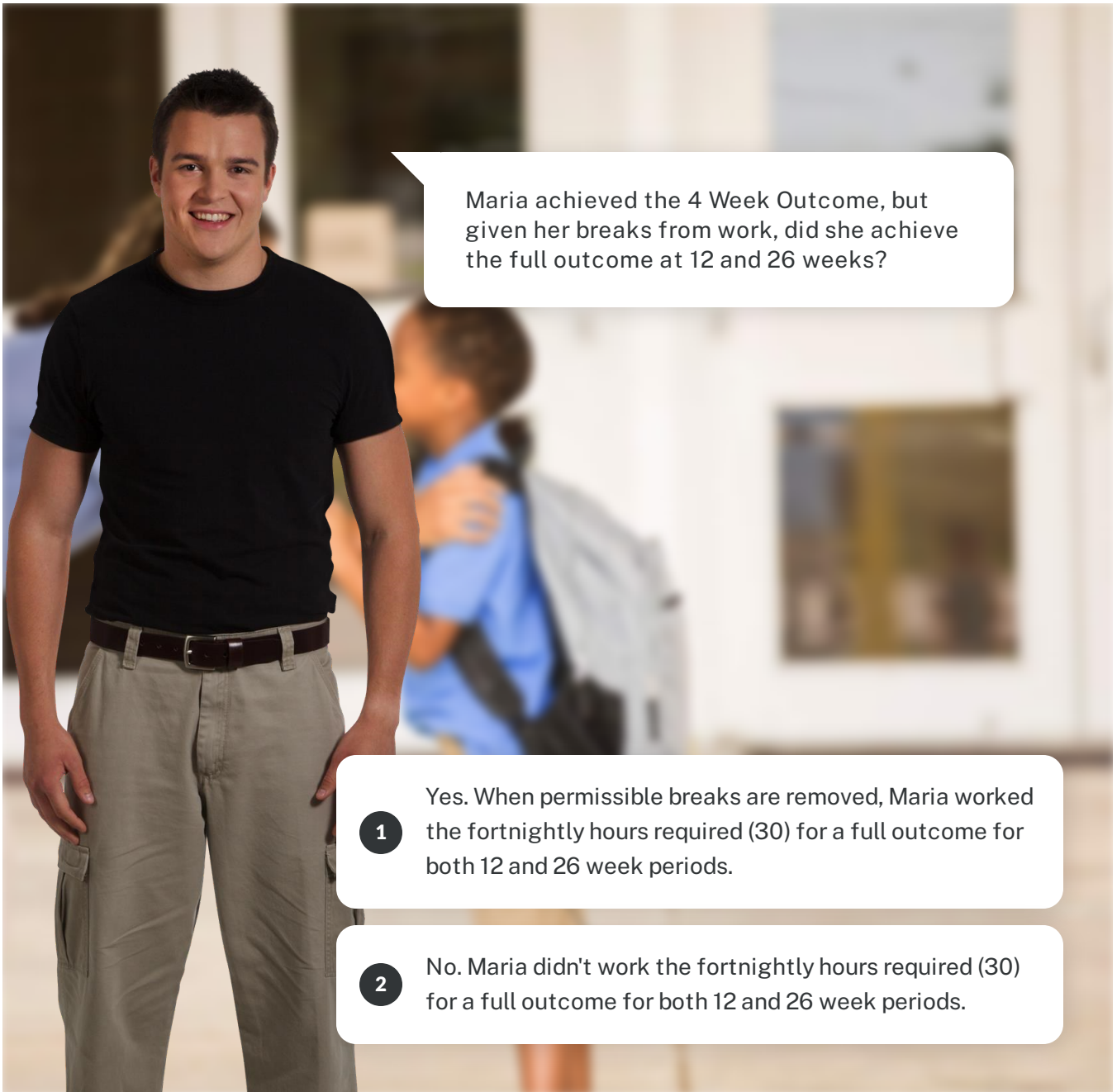
2

Yes. Providers must add a permissible break and upload documentary evidence verifying the reason for the permissible break.

Scene 1 Slide 4

0 → Next Slide

1 → Next Slide



Maria achieved the 4 Week Outcome, but given her breaks from work, did she achieve the full outcome at 12 and 26 weeks?

1

Yes. When permissible breaks are removed, Maria worked the fortnightly hours required (30) for a full outcome for both 12 and 26 week periods.

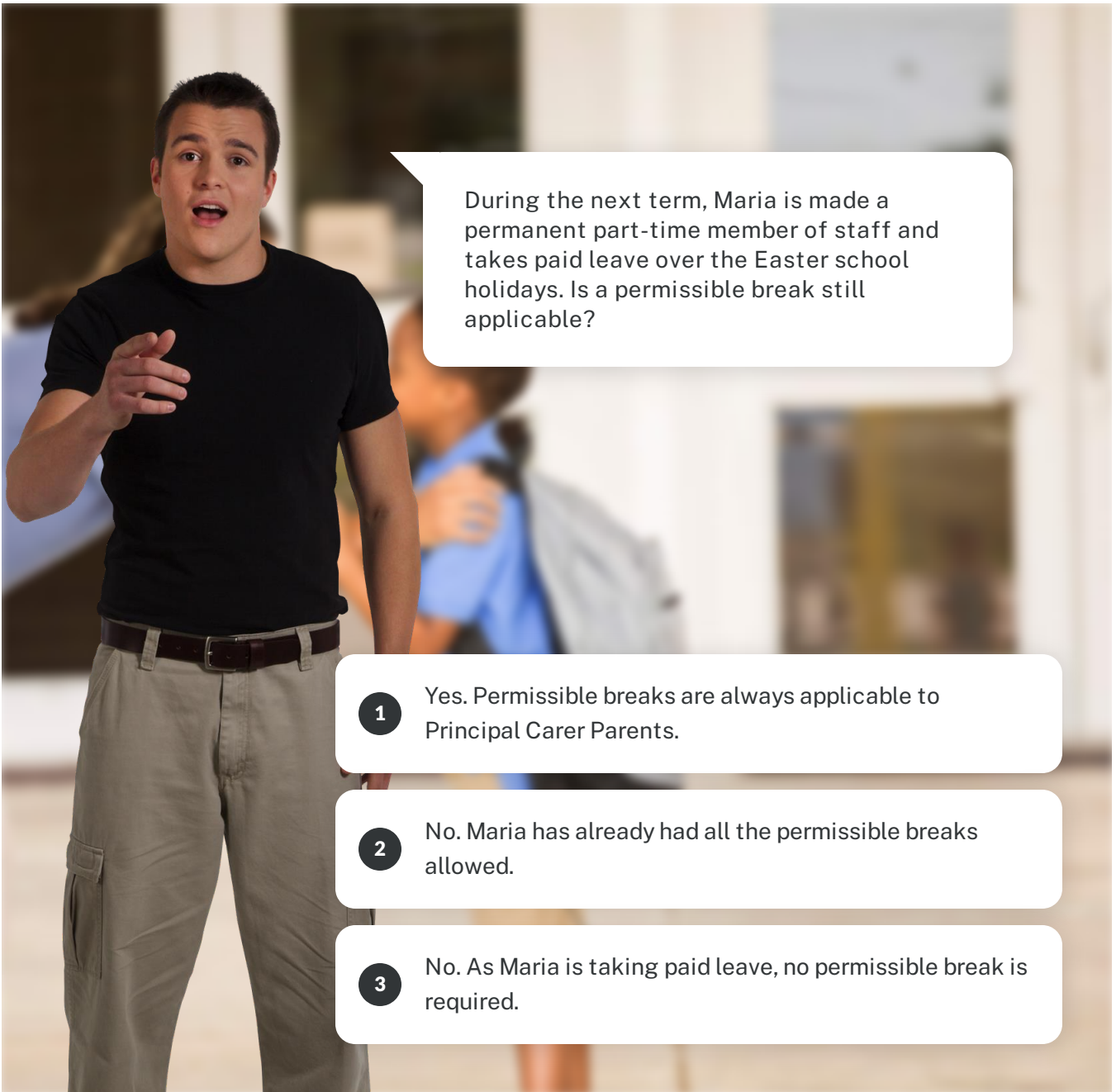
2

No. Maria didn't work the fortnightly hours required (30) for a full outcome for both 12 and 26 week periods.

Scene 1 Slide 5

0 → Next Slide

1 → Next Slide



During the next term, Maria is made a permanent part-time member of staff and takes paid leave over the Easter school holidays. Is a permissible break still applicable?

1

Yes. Permissible breaks are always applicable to Principal Carer Parents.

2

No. Maria has already had all the permissible breaks allowed.

3

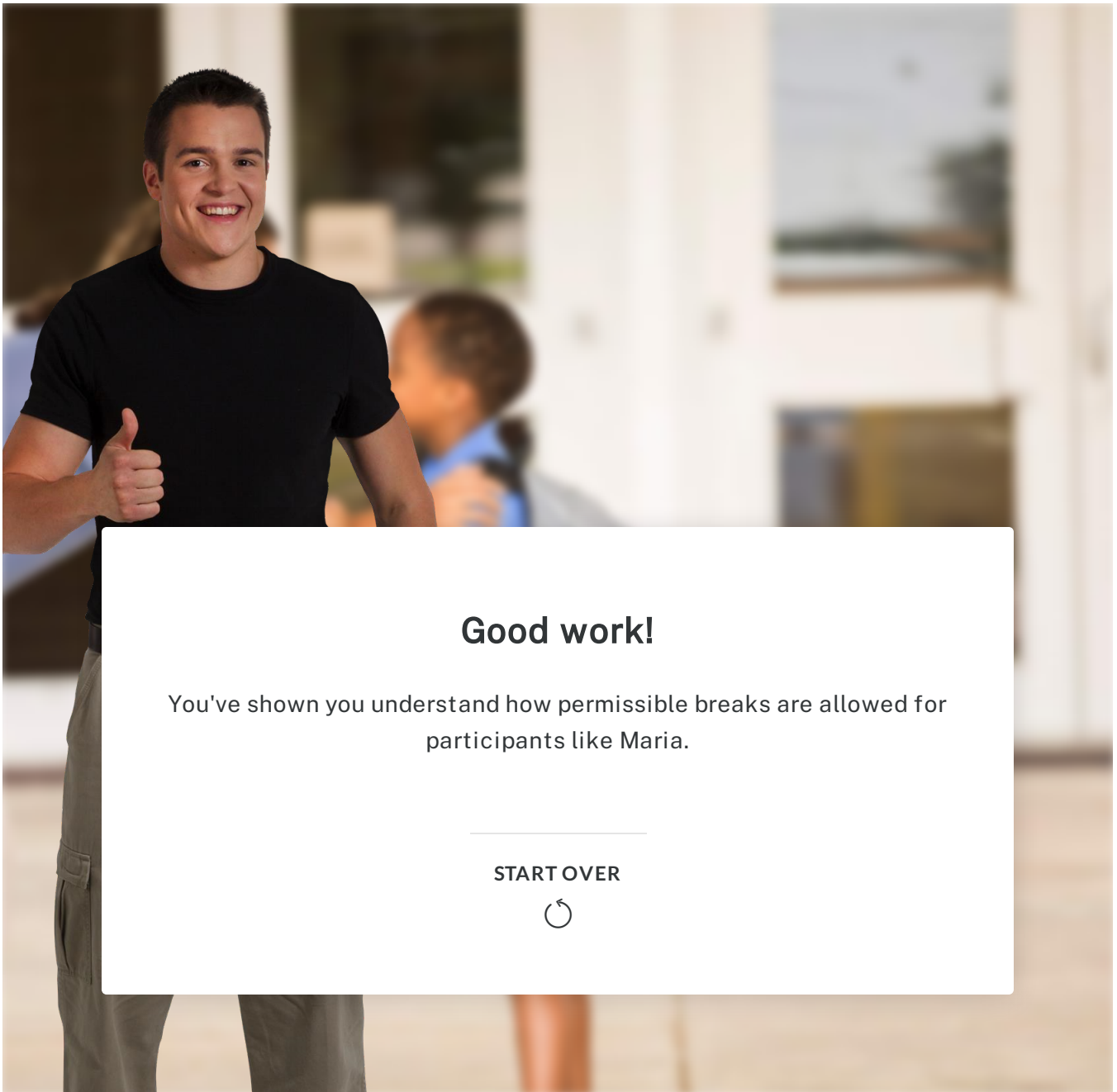
No. As Maria is taking paid leave, no permissible break is required.

Scene 1 Slide 6

0 → Next Slide

1 → Next Slide

2 → Next Slide



Good work!

You've shown you understand how permissible breaks are allowed for participants like Maria.

START OVER



Scene 1 Slide 7

Continue → End of Scenario

Next, continue to the course summary.

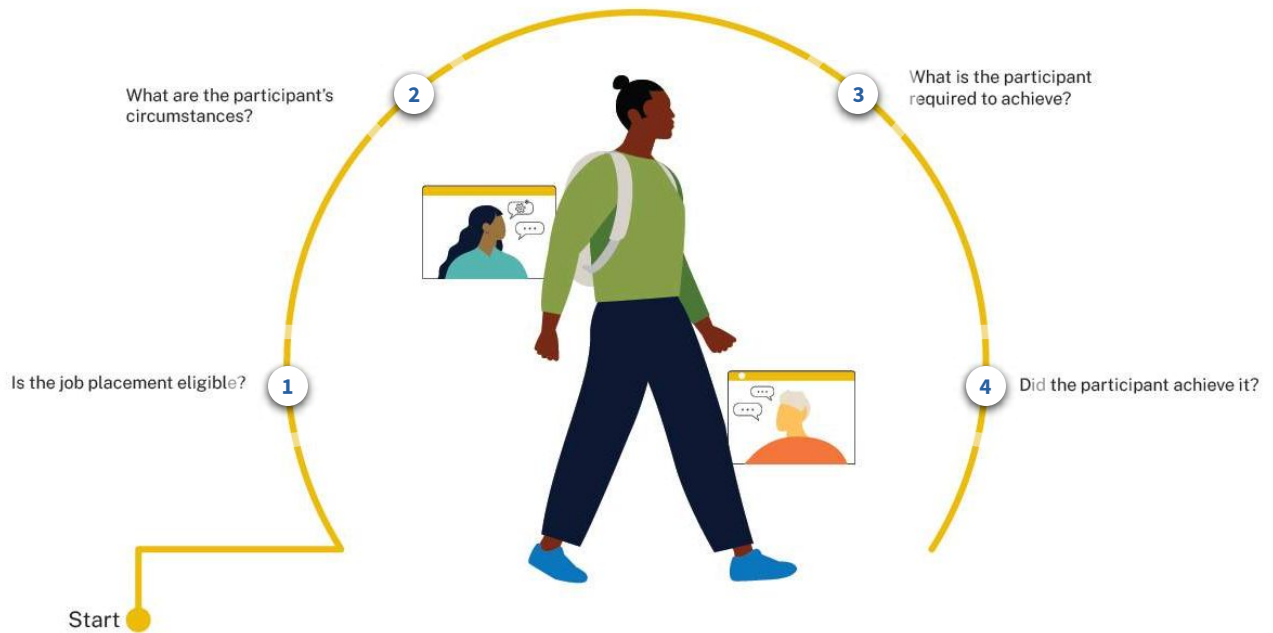
[NEXT UP - SUMMARY](#)

Summary

Let's recap

Outcome payments are a financial incentive for providers to move participants into employment. They are payable upon a participant's achievement of 4, 12 and 26-weeks in employment, and may be paid at the full or partial rate.

When claiming an outcome payment it's your responsibility to ensure all requirements have been achieved before processing the claim. The following questions should guide your decisions.





The characteristics of the particular job placement may affect whether an outcome is payable.



The participant's circumstances, including their income support payment, mutual obligation requirements and capacity to work can impact what outcome payments are available.



How many hours of work, or what earnings, must the participant achieve for an outcome to be payable?



Did the participant meet the relevant requirements, and are there special considerations to apply?

Resources

Workforce Australia Services Deed of Standing Offer 2022-2028

Workforce Australia Services Guideline, Chapter 5.4

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

CONTINUE

Final quiz

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

Question

01/10

What documentary evidence is required when manually setting the outcome start date (i.e. setting the outcome start date to something other than what was selected automatically by the department's IT system)?

- None.

- Payslips showing the participant increased their earnings or working hours.

Question

02/10

How many permissible breaks can be entered for a participant who is not a Principal Carer Parent?

- None. Permissible breaks are only available for Principal Carer Parents.
- Two over the combined 4, 12 and 26 Week Outcome periods.
- Two for each of the outcome periods.

Question

03/10

What is the difference between the outcome start date and the job placement start date?

- They are the same date. The outcome will always start on the job placement start date.

- The job placement start date is the date the participant began working in the position, while the outcome start date is when the job started tracking for an outcome.

Question

04/10

Danielle is receiving JobSeeker payment and has part-time mutual obligation requirements. Danielle is tracking towards a 12 Week Full Outcome as she has worked 35 hours over each of the first 5 fortnights, but in the sixth fortnight she only works 25 hours. Can a full 12 Week Outcome be claimed?

- Yes, as the guideline allows for variable earnings in 2 fortnights in the 12 week period.
- Yes, as Danielle has worked an average of 30 hours a fortnight over the 12 week period, despite not achieving 30 hours in one of the fortnights.
- No, as Danielle hasn't worked 30 hours in every fortnight.

Question

05/10

Can earnings or hours from more than one job be combined to count towards an outcome?

Yes

No

Question

06/10

A participant, Michelle, is in receipt of Parenting payment and has part-time mutual obligation requirements. How will she be assessed for an outcome payment?

- Earnings-based – Michelle must earn sufficient income to reduce her income support payments by 60% to support a partial outcome, or by 100% to support a full outcome.

- Hours-based – Michelle must work at least 20 hours a fortnight to support a partial outcome, or 30 hours a fortnight to support a full outcome.

- Hours-based – Michelle must work at least 10 hours a fortnight to support a partial outcome, or 16 hours a fortnight to support a full outcome.

Question

07/10

Nick has achieved full 4 and 12 Week Outcomes. Can he achieve a partial 26 Week Outcome?

- No, as the 12 Week Outcome was a full outcome, only a full 26 Week Outcome can be claimed.
- Yes, a partial outcome can be claimed for the 26 Week Outcome where a full 12 Week Outcome was claimed.
- No, there are no partial 26 Week Outcomes.

Question

08/10

Quyên moved to Workforce Australia Services from Workforce Australia Online and started in a job 6 weeks later. Could this job potentially track for an outcome?

- No, job placements within the first 3 months of provider servicing are not eligible to track for outcomes.

- Yes, a job placement may track for an outcome immediately after a participant has commenced in Workforce Australia Services.

Question

09/10

Annil is receiving Youth Allowance (Other) and has part-time mutual obligation requirements as he is a Principal Carer Parent. He has commenced in Self Employment Assistance and is running a successful business. Can Annil's provider claim an outcome?

- No, as Annil left the Workforce Australia Services caseload, his provider is not eligible for any outcomes.

- Yes, participation in Self Employment Assistance for the relevant period (4, 12 and 26 weeks) will trigger a partial outcome.

Question

10/10

When does a 12 Week Outcome begin tracking?

- Immediately after the conclusion of the 4 Week Outcome.
- On the same day as the 4 Week Outcome begins tracking.