

# Work for the Dole Guideline

## Document change history

Version	Start date	Effective date	End date	Change and location
1.0	01 05 15	01 05 15		Original version of document
1.1	01 05 15	01 05 15		Insertion of logo on checklist and formatting

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an [eligible job seeker](#).

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline details the core elements and requirements for Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers with an Annual Activity Requirement (AAR) will be required to undertake Work for the Dole or other approved Activities to meet their Mutual Obligation Requirements. Other job seekers without a Mutual Obligation Requirement are expected to undertake approved activities this may include their agreement to participate in Work for the Dole. Work for the Dole will be the principal Activity that will assist job seekers in transitioning from welfare to work as soon as possible. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities **must** focus on providing job seekers with Work-like Experiences that **should** include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken. Priority **should** be given to securing Individual Hosted Activities that are of six continuous month’s duration.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Work for the Dole Coordinators (Coordinator) has been appointed for each Employment Region and will have a key role in securing appropriate Places.

Coordinators **must** identify Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations. Coordinators **must** promote the Work for the Dole Programme through stakeholder engagement and communication activities in the Employment Region(s) and work collaboratively with Providers, potential and participating Host Organisations and the Department of Employment (the Department) to ensure the effective delivery of the Work for the Dole Programme.

Coordinators **must** ensure that they have appropriate infrastructure in place in each Employment Region in which the Coordinator is contracted to deliver the Services in order to meet their obligations.

Note: It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers as a means of improving their job prospects and meeting their AAR while at the same time providing a benefit to the local community. Information on AAR can be found in the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

Collaboration between all parties is fundamental to the success of the Work for the Dole Programme. This means collaboration between Providers as well as between Providers and Coordinators.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015-2020 – Work for the Dole Coordinator (the Deed) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 –B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015-2020 (the Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters

- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- Privacy Guideline
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Action Groups and Projects of National Significance: Concept Approval Template](#)

## Key requirements

The key requirements that underpin the Work for the Dole Programme are as follows:

- Work for the Dole Places **must** provide job seekers with the opportunity to gain skills, experience and confidence to move from welfare to work while at the same time making a positive contribution to their local community
- Job seekers are required to undertake Work for the Dole or other approved Activities for six continuous months each year while they remain unemployed. In most instances, Work for the Dole will be the principal Activity
- Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations, including conducting risk assessments and negotiating costs of the Work for the Dole Places
- Work for the Dole activities **must** not displace paid workers
- Providers **must** place eligible job seekers into Work for the Dole Places immediately on commencement of their Work for the Dole Phase and manage job seekers in their Activity to ensure they meet their AAR
- Providers and Coordinators **must** collaborate in order to ensure the successful implementation and delivery of the Work for the Dole Programme
- Risk assessments **must** be conducted for each Work for the Dole Place that is sourced, ensuring that a safe system of work is in place and that each Work for the Dole Place is suitable for the individual job seeker
- Providers **must** conduct a risk assessment for each job seeker placed into a Work for the Dole Place
- Providers **must** actively manage and ensure job seeker attendance in Work for the Dole Places, and
- Where a natural disaster has occurred, Work for the Dole activities **should** (and **must** if directed by the Department) assist with the recovery as part of a Community Action Group Activity (CAG) or a Project of National Significance (PoNS).

## Participation requirements

Process	Details
<p><b>Eligible job seeker</b></p> <p>Deed Clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1- Definitions</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> </ul>	<p>An eligible job seeker means any Fully Eligible Participant who is eligible to undertake Work for the Dole activities as detailed in the jobactive Deed 2015-2020 or jobactive Deed 2015-2020 Work for the Dole Coordinator and any other person as determined by the Department from time to time.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved Activities for six months each anniversary year* while they remain unemployed. Work for the Dole will be the principal Activity. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p> <p>*Note: The 'anniversary year' is based on the commencement date of the job seeker into Employment Services.</p>
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at <a href="#">Attachment A</a> of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject to SPI for Job Seekers under 30 measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>

<p><b>Volunteering for Work for the Dole (Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p><b>Who can volunteer?</b></p> <p>Job seekers are able to volunteer to undertake Work for the Dole activities outside of their Work for the Dole Phase if they wish to do so. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to volunteer.</p> <p><b>When can a job seeker volunteer to undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can volunteer to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i>. Given that job seekers in different Streams have different Servicing requirements, this means that job seekers will become eligible to volunteer to undertake Work for the Dole at different times in their Period of Service (see <a href="#">Attachment A</a> of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>).</p> <p>Further information on volunteering for Work for the Dole can be found at <a href="#">Attachments A</a> and <a href="#">Attachment B</a> to this Guideline.</p>
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>

## Role of stakeholders

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p>Deed clause references: jobactive Deed – Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 19.5</li> <li>• Clause 40</li> <li>• Schedule 1 B.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.3</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015-2020- Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators must deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations. As part of securing Work for Dole Places, Coordinators <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments (Place). See <a href="#">Attachments C</a> and <a href="#">H</a> to this Guideline.</p> <p>The role of a Coordinator includes:</p> <ul style="list-style-type: none"> <li>• developing and maintaining good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>• working proactively and collaborating with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>• addressing the needs of Host Organisations and Providers in a timely manner</li> <li>• in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>• conducting risk assessments (Place), including completing the Assessment Checklist (Place) (<a href="#">see Work for the Dole Checklist (Place) in this Guideline</a>)</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• monitoring Work for the Dole Places across the Employment Region, including advertising Work for the Dole Places in the Department’s IT System and monitoring the number, nature, delivery and take-up of Work for the Dole Places to Providers</li> <li>• as part of conducting the risk assessment, ensure that Work for the Dole activities have a safe system of work in place and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• ensuring that the objectives and ‘key requirements’ of the Work for the Dole Programme are met</li> <li>• ensuring that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained, and</li> <li>• complying with all relevant Commonwealth, state, territory or local authority legislation and regulations.</li> </ul> <p>Coordinators <b>must</b> retain documentation relating to each Work for the Dole Place they secure in accordance with the <a href="#">Documentary Evidence Guideline</a>. Coordinators <b>must</b> provide these Records to the Department upon request.</p>
<p><b>Employment Provider</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18(a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers must deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <ul style="list-style-type: none"> <li>• negotiate the Activity Host Organisation Agreement in accordance with the Deed</li> <li>• plan appropriately for the delivery of the Work for the Dole Programme</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at <a href="#">Attachment A</a> of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a></li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• ensure that the objectives and ‘key requirements’ of the Work for the Dole Programme are met</li> <li>• ensure that the safety of job seekers and the general public are protected</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a>. Providers <b>must</b> provide these Records to the Department upon request.</p> <p>Providers may source Work for the Dole Places. In these instances, the Provider <b>must</b></p>

Process	Details
	<p>identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments.</p> <p>See <a href="#">Attachment C</a> to this Guideline for information on sourcing and setting up Work for the Dole activities.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>It is intended that Coordinators will be the first point of contact for potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places.</p> <p><b>Suitable Host Organisations</b></p> <p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including (CAGs) and (PoNS) (See <a href="#">Attachment D</a> to this Guideline for more information on CAGs and PoNS.)</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker's skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place (for example, priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage Host Organisations to identify Work for the Dole Places that are suitable for a wide variety of job seekers with different characteristics, needs and limitations to meet the demand across the Employment Region, and</li> <li>• plan their activities according to caseload needs and advice from Providers and Host Organisations.</li> </ul> <p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for</p>

Process	Details
	<p>the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>The types of tasks and associated skills and experience that job seekers will undertake and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past and that may be useful to inform consideration of future Work for the Dole Places include:</p> <ul style="list-style-type: none"> <li>• retail work in not-for-profit stores</li> <li>• administrative support in not-for-profit organisations</li> <li>• assisting in the operation of soup kitchens</li> <li>• warehousing duties in not-for-profit organisations</li> <li>• kitchen hand work in a not-for-profit organisation</li> <li>• rehabilitation works of public parks and roadways</li> <li>• work on environmental projects</li> <li>• beautifying or restoring community facilities</li> <li>• testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations</li> <li>• producing a publication that builds job seeker’s skills in desktop publishing and graphic arts</li> <li>• growing fresh produce at community market gardens, during which job seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery, and</li> <li>• gardening or maintenance activities.</li> </ul>
<p><b>Negotiating cost of Work for the Dole Places</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul> <p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6(k)</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation. The Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop a suitable arrangement to support the collaboration between multiple Providers and the Host Organisation for large activities involving multiple Work for the Dole Places, and</li> <li>• consult with Providers to ensure that these activities are manageable and able to be utilised by Providers to meet their caseload needs.</li> </ul>
<p><b>Vulnerable cohorts</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1(b)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole activity involving vulnerable cohorts, Coordinators and Providers <b>must</b> apply the principles set out below when determining the suitability of a Work for the Dole activity and/or the placement of a job seeker:</p> <ul style="list-style-type: none"> <li>• Providers <b>must</b> exercise care and judgment when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. In particular, Coordinators and Providers <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants</li> </ul>

Process	Details
<p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5(d)(e)</b></li> <li>• <b>Schedule 1 B.3.6(f)(h)</b></li> </ul>	<p>for their activities when assessing the suitability of a job seeker for a Place.</p> <ul style="list-style-type: none"> <li>• Providers and Coordinators <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts. They <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• migrants who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the Activity.</p>
<p><b>Activity types (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.14</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4(b)(d)</b></li> <li>• <b>Schedule 1 B.3.6(g)(h)(j)</b></li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer multiple Places in Individual Hosted Activities for a number of individual job seekers. For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple retail-type Places in their opportunity shops in either the same or different locations, or</li> <li>• multiple Places, each involving different tasks in an existing gardening team (for example, one Place for planting trees, another for weeding and another for collecting rubbish), but not as part of a group working as a team to deliver a specific project (for example, a team of job seekers building a gazebo in a park).</li> </ul> <p>In these situations, job seekers may be referred to Individual Hosted Activities from multiple Providers.</p> <p>Multiple Individual Hosted Activities are different from Group Based Activities.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal/and or deliverable with a identified end date, and</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>involve a group of job seekers working as a team to meet the common goal, deliverable or end date. The project may be longer than six months but have six-month rotating groups of job seekers working and supervised as a team. For example, a team could be created to undertake a gardening project in a community facility (to clean up an area, build a structure or plant an area). Job seekers can be referred to Group Based Activities from multiple Providers.</li> </ul> <p>Group Based Activities <b>must</b> always have a dedicated Supervisor working closely with the job seekers.</p> <p>Group Based Activities <b>should</b> be targeted at Stream C Participants. Providers may use their discretion to determine the most appropriate type of Place for Stream C Participants depending on their capacity and readiness.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of activity types.</p>
<p><b>Exclusions and exceptions</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 108.1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.5</li> </ul>	<p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>working for a family member or spouse, or the job seeker's own organisation,</li> <li>tasks that primarily promote a particular religious or political view,</li> <li>tasks associated with the sex industry or involving nudity (including retail or hospitality positions),</li> <li>tasks involving gambling,</li> <li>unlawful activities, and</li> <li>anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department's prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician's licence or a bus driver's licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CAGs, PoNS or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:</p>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> </ul>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.9</li> <li>• Clause 108.1(j)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(j)</li> </ul>	<ul style="list-style-type: none"> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must</b> not proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p> <p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1(a)</li> <li>• Clause 108.1(b)</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(a)(b)</li> </ul>	<p>Unless it is a CAG activity or a PoNS, Coordinators (or Providers) <b>must</b> not secure a Work for the Dole activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, unless the Department agrees otherwise in writing. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department’s agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p>Note: The term ‘private property’ means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term ‘private homes’ means places of residence where individuals live and the ‘grounds’ to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p><b>jobactive Deed-Work for the Dole Coordinator</b></p>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>Schedule 1 B.3.5</li> </ul>	<p>policies</p> <ul style="list-style-type: none"> <li>confirmation that all required checks will be completed for any job seeker that the Provider is considering placing in the activity, and</li> <li>confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p>
<p><b>Refusing or granting permission</b></p>	<p>The Department will consider each request for Work for the Dole activities involving working on private property or entry to private homes or grounds on a case-by-case basis. The Department may agree, or refuse to agree, at its absolute discretion and on any terms and conditions it sees fit. The Department will provide an acknowledgement of receipt within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>undertake regular reviews of the Work for the Dole activity (the frequency of these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</li> <li>advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Provision of training (Coordinator or Provider)</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 108.16</li> <li>Clause 110.5(c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6(j)</li> </ul>	<p>Training within a Work for the Dole activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole activity. Training <b>must</b> not be the primary element of a Work for the Dole activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>work health and safety training,</li> <li>'on the job' training related to the placement, and</li> <li>use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or part time study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision (Coordinator or Provider)</b></p>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable cohorts, Supervision <b>must</b> be continuous. *</p> <p>Coordinators <b>must</b> carefully consider these requirements when securing Places and</p>

Process	Details
<p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(h)</li> </ul>	<p>determining the costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the Activities,</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities,</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Providers <b>must</b> ensure that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable but by no later than at the end of the relevant working week. Where the ‘Supervisor’ mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department’s IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department’s IT System to update the Provider’s records.</p> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be in the Supervisor’s line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b>  <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.17</li> <li>• Clause 108.18</li> <li>• Clause 110.2</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1(c )</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.6</li> </ul>	<p><b>Coordinators</b></p> <p>Where the Coordinator sources the Place, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage in ongoing discussion with Providers in the Employment Region to ensure that the Work for the Dole Places they source will meet caseload needs and be filled by Providers,</li> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> <li>• undertake risk assessments (Place),</li> <li>• record the activity and Place details on the Department’s IT System for advertising to all Providers in the Coordinator’s Employment Region, and</li> <li>• assign any Group Based Activity to a Lead Provider (see <a href="#">Lead Providers</a> below and <a href="#">Attachment G</a> to this Guideline).</li> </ul> <p>Coordinators can advertise activities well in advance of an activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Work for the Dole</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Places across each Employment Region to ensure that it is fair based on caseload needs and job seeker location.</p> <p><b>Providers</b></p> <p>Where the Provider sources the Place, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> <li>• undertake a risk assessment (Place), and</li> <li>• record the activity and Place details on the Department’s IT System.</li> </ul> <p><b>Providers and Coordinators</b></p> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department’s IT System as separate activities of no more than 12 months duration each.</p> <p>As part of sourcing Work for the Dole Place(s), Coordinators (or Providers where they have sourced the Place) <b>must</b> perform the necessary risk assessments and other checks as outlined in <a href="#">Work health and safety</a> below, as well as identify with the Host Organisation the requirements of each Work for the Dole Place, including the number of Work for the Dole Places; the cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places. Once the Coordinator (or Provider where it has sourced the Place) decides that a Work for the Dole Place is appropriate, they will record these details in the Department’s IT System. For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p> <p>Once the Coordinator advertises an activity on the Department’s IT System, it will be visible to Providers when searching for suitable Places for job seekers and will be managed on a ‘first come, first served’ basis. Providers <b>should</b> work closely with their Coordinator and plan Work for the Dole activities well in advance of their job seekers reaching their Work for the Dole Phase.</p> <p>Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>For further information on recording activities in the Department’s IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Claiming a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.7</b></li> <li>• <b>Clause 108.8</b></li> </ul>	<p>Providers will be able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole activity. When claiming the Place, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within five Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>commence the job seeker in that Place within five Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to all Providers.</li> </ul> <p>Where a Host Organisation requests a change to the activity start date, an override will be available in the Department's IT System to allow Providers to hold any Places they have already claimed for longer than the timeframes given above, as long as no job seeker has been commenced in the activity. Departmental officers will apply this override when the Provider or Coordinator requests it and the Department agrees to such a request.</p> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they <b>must</b> utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 108.13</li> <li>Clause 108.14</li> <li>Clause 108.15</li> <li>Clause 108.14</li> <li>Clause 110.2</li> <li>Clause 110.3</li> </ul>	<p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> below).</li> </ul> <p>Providers <b>should</b> consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and skills of the job seeker.</p> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements Guideline)</a>). Work for the Dole Places <b>must</b> be a minimum of 15 hours per week in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within five Business Days. For an advertised Group Based Activity, if the Provider is unable to refill the Place within five Business Days, the Place will be re-advertised on the Department's IT Systems and claimable by other Providers. This is to minimise the delay in progressing group-based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see</p>

Process	Details
	<p><a href="#">Attachment F</a> to this Guideline.</p>
<p><b>Work for the Dole activities involving multiple Places in an Individual Hosted Activity</b></p> <p><b>(Coordinator or Provider)</b></p>	<p>Where a Host Organisation is offering multiple Work for the Dole Places in an Individual Hosted Activity within their organisation, an 'overarching activity' may be created in the Department's IT System. This 'overarching activity' will be made up of 'sub-activities' of 'like Places'. Risk assessments (Place) are to be completed at a 'sub-activity' level.</p> <p>Under this model, an overarching activity will be set up for the Host Organisation, under which Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model.)</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places over 12 months, with five Work for the Dole Places in gardening and 10 Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) must:</p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields,</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul> <div data-bbox="507 1093 1513 1592" style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff;"> </div> <p>Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Lead Providers</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>It is important that Host Organisations need only deal with one Provider unless otherwise agreed with the Host Organisation. Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p>As part of establishing an Individual Hosted Activity with multiple Places, the Coordinator <b>should</b> collaborate with Providers in their Employment Region to identify</p>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 110.5</li> <li>• Clause 124.7</li> <li>• Clause 124.8</li> <li>• Clause 124.9</li> <li>• Clause 124.14</li> <li>• Clause 124.16</li> <li>• Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.2 (c)</li> <li>• Schedule 1 B.3.9 (b)</li> </ul>	<p>a suitable Lead Provider where this is appropriate (see <a href="#">Attachment G</a> for an overview of the Lead Provider model).</p> <p>Where a Lead Provider is identified, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim the first Work for the Dole Place. Once a Coordinator advertises Work for the Dole Places in an Individual Hosted Activity, the first Provider to ‘claim’ a Place will take on the role of the Lead Provider.</p> <p>Unless otherwise agreed by the Host Organisation, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain the primary point of contact with the Host Organisation, and</li> <li>• finalise and manage the Activity Host Organisation Agreement, which will cover the entire activity.</li> </ul> <p>All other Providers that commence a job seeker in a Work for the Dole Place within the same Individual Hosted Activity <b>must</b> collaborate with the Lead Provider.</p> <p><b>Group Based Activities</b></p> <p>Where a Coordinator sources a Place in a Group Based Activity, they <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider. They <b>must</b> also work with the Lead Provider and the Host Organisation to develop the activity, including the budget. The Lead Provider will negotiate the Activity Host Organisation Agreement with the Host Organisation. Suitability, risk assessments (Place) and checks <b>must</b> be undertaken as set out above.</p> <p>In the case of Group Based Activities sourced by a Coordinator, the Coordinator <b>must</b> advertise the Place on the Department’s IT System once negotiations are finalised. This Place will be advertised to all Providers in the region; however, the Coordinator <b>must</b> notify the Lead Provider, which <b>should</b> be ready to immediately claim any Places they wish to use for their job seekers. The same time limits would then apply to all Places that the Lead Provider claims, as set out in <a href="#">Individual Hosted Activities and Group Based Activities</a> above—that is, if the Lead Provider does not commence their job seeker within the required timeframe, the Place will be readvertised to all Providers.</p> <p><b>Group Based Activities or Individual Hosted Activities with multiple Places</b></p> <p>For Work for the Dole Places in Group Based Activities or multiple Work for the Dole Places in an Individual Hosted Activity, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• appropriately manage the overall activity,</li> <li>• advise other Providers of any relevant issues, including work health and safety and amend the risk assessment (Place) where necessary ensuring that other Providers are aware of any significant changes,</li> <li>• negotiate or update the Activity Host Organisation Agreement for the Activity,</li> <li>• pass on the portion of Work for the Dole Fee on to the Host Organisation, and</li> <li>• collaborate with other Providers that have job seekers participating in the activity.</li> </ul> <p>Where other Providers (not the Lead Provider) commence a job seeker into the activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of</li> </ul>

Process	Details
	<p>personal protection equipment) that have been identified are undertaken in accordance with the Deed,</p> <ul style="list-style-type: none"> <li>• pass on the job seeker’s details (including any personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement,</li> <li>• monitor and manage the job seeker to ensure participation and compliance, and</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained.</li> </ul> <p>Where a Provider sources either a Group Based Activity or an Individual Hosted Activity with multiple Places, they will automatically take on the role of Lead Provider.</p> <p>Note: If there are changes to the activity after either an Individual Hosted Activity or Group Based Activity has been advertised (for example, to update details of the Lead Provider or the apportionment of the Work for the Dole Fee to the Host Organisation), the Coordinator or Provider will need to submit an override request to the relevant Contract Manager for processing.</p> <p>Refer to <a href="#">Attachments C, F and H</a> to this Guideline for further information.</p>
<p><b>Record Activity on the Department’s IT System</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department’s IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Police Checks and/or Working with Vulnerable People Checks), as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place/s</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department’s IT System (see <a href="#">Work health and safety</a> below).</p>

## Work health and safety

As part of conducting a risk assessment (Place), the Coordinator (or the Provider if they are directly sourcing the Place) **must** satisfy themselves that there is a safe system of work in place, including that the relevant Host Organisation is complying with relevant work health and safety requirements, to ensure that each potential Work for the Dole Place is safe for job seekers.

Providers **must** ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

Process	Details
<p><b>Competent Person</b></p> <p><b>(Coordinator or</b></p>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose. A ‘Competent Person’ is a person who has acquired through</p>

Process	Details
<p><b>Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.4</li> <li>• Annexure A1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> </ul>	<p>training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks.</p>
<p><b>Risk assessment (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 108.12</li> <li>• Clause 110.2</li> <li>• Clause 110.5</li> </ul> <p>jobactive - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>Risk assessments <b>must</b> be conducted and recorded for every Work for the Dole Place and for each job seeker placed in a Work for the Dole Place.</p> <p>The risk assessment:</p> <ul style="list-style-type: none"> <li>• Place: <b>must</b> identify any work health and safety concerns with the potential Work for the Dole Place and <b>must</b> be completed by the party (Coordinator or Provider) that secures the Work for the Dole Place. It <b>must</b> also include the <a href="#">Assessment Checklist (Place)</a></li> <li>• Job seeker: <b>must</b> identify if the Work for the Dole Place is suitable for the relevant job seeker/s and <b>must</b> be completed by the Provider.</li> </ul>
<p><b>Risk assessment (Place) (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place). The risk assessment (Place) <b>must</b> identify and record any work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, any hazards or risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces)</li> <li>• chemical (acids, poisons, asbestos, flammable substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required</li> </ul>

Process	Details
	<p>for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Provider</p> <ul style="list-style-type: none"> <li>• whether the activity will involve close proximity to Children, the elderly or other <a href="#">vulnerable cohorts</a> and whether relevant checks <b>should</b> be undertaken</li> <li>• the Supervision arrangements, such as the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s)</li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place (see <a href="#">Insurance</a> below)</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> </li> </ul> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature.</li> </ul> <p>Where there are multiple Work for the Dole Places in an Individual Hosted Activity that are across different locations, the risk assessment (Place) <b>must</b> cover risks at all locations (please see the diagram at <a href="#">Attachment H</a> to this Guideline for an overview of this model.)</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must</b> not be considered a suitable Work for the Dole Place.</p> <p>Where the Provider claims a Work for the Dole Place that has been sourced by a Coordinator then, before commencing a job seeker in the activity, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised (refer to <a href="#">Checks</a> below).</li> </ul> <p><b>Updating the risk assessment (Place)</b></p> <p>Where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the</p>

Process	Details
	<p>Dole Place or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>If the proposed changes include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must cease the activity and notify the Host Organisation, other Providers and Departmental Account Manager.</b></p>
<p><b>Assessment Checklist (Place)</b></p> <p>Deed clause references:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.9</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available below.</p> <p>The risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Department's IT System will only display the latest version of the risk assessment (Place) that is uploaded. In cases where changes to a risk assessment (Place) have been made, the Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker) (Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.1</li> <li>• Clause 110.2</li> <li>• Clause 110.5</li> <li>• Clause 111</li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed. That is, the job seeker(s) <b>must</b> be provided with all things necessary to undertake their Work for the Dole Place safely, including but not limited to appropriate and adequate:</p> <ul style="list-style-type: none"> <li>• training and Supervision,</li> <li>• personal protection equipment and clothing,</li> <li>• on-site facilities (access to drinking water and toilet), and</li> <li>• information on processes for reporting any work health and safety issues and any other concerns, including escalation to the Provider if required.</li> </ul> <p>In addition, the Provider <b>must</b> ensure that any checks that are required have been completed (for example, National Police Checks and/or Working with Vulnerable People Checks—see <a href="#">Checks</a> below).</p> <p>In assessing the suitability of Work for the Dole Places, the Provider <b>must</b> take into consideration the job seeker's personal circumstances such as working capabilities and capacity and whether the level of Supervision provided will be adequate. In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstance of the job seeker to determine whether they can be accommodated and whether the Work for the Dole place will be suitable.</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request.</p>
<p><b>Insurance (Coordinator or Provider)</b></p> <p>Deed clause references:</p>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on</p>

Process	Details
<b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5(g)</li> <li>• Clause 110.8</li> </ul> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(c)</li> </ul>	<p>the type of task(s) being undertaken.</p> <p>The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions that include some railway operations, underwater activities, including swimming, and underground activities as well as other high-risk activities.</p> <p>The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</p> <p>For further information on the insurance policy, please refer to the Insurance Manual, which is available on the Provider Portal.</p>

## Checks

Process	Details
<b>Checks (Coordinator or Provider)</b> <p>Deed clause references:</p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111.2</li> <li>• Clause 111.3</li> </ul> <p><b>jobactiveWork for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(k)</li> <li>• Schedule 1 B.3.9(a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Police Check and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department's IT System as part of advertising the Work for the Dole Place,</p> <p>Where a check is required, the Provider <b>must</b> arrange and pay for all the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Work for the Dole Fee may be used by the Provider to pay for these checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check/s have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed and the <a href="#">Activity Management Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<b>Activity Host Organisation Agreement</b>	An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole activity. A <a href="#">template agreement</a> is available below for Providers to use. Where

Process	Details
<p><b>(Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>Providers use their own agreement for these purposes, they <b>must</b> ensure that all of the information contained in the Department's <a href="#">template agreement</a> is covered in their agreement. However, Activity Host Organisation Agreements <b>must</b> include the following clauses:</p> <p>'The Parties acknowledge and agree that the information contained in the risk assessment (Place) at Attachment X is true and correct at the time of signing this agreement.'</p> <p>and</p> <p><i>'The Host Organisation attests that:</i></p> <p style="padding-left: 40px;"><i>(a) if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or</i></p> <p style="padding-left: 40px;"><i>(b) no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</i></p> <p><i>The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:</i></p> <p style="padding-left: 40px;"><i>(a) a participant undertaking tasks which would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or</i></p> <p style="padding-left: 40px;"><i>(b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation, or a reduction in customary overtime of an existing employee.'</i></p> <p>and</p> <p><i>'The Host Organisation must immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant/s.'</i></p> <p>The Lead Provider will be responsible for developing the Activity Host Organisation Agreement. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> review the risk assessment (Place). The Lead Provider <b>must</b> confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

## Managing job seekers

Process	Details
<p><b>Managing job seekers undertaking Work for the Dole activities</b></p> <p><b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 106.1</li> <li>• Clause 111</li> <li>• Section B18</li> </ul>	<p>The Provider <b>should</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements. For job seekers in Work for the Dole activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that job seekers can meet their AAR.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity,</li> <li>• replace any participant who leaves a Work for the Dole Place within an Individual Hosted Activity early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities,</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees</b></p> <p><b>(Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.5</li> <li>• Clause 124</li> <li>• Annexure A1</li> <li>• Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Places will be funded on the basis that they are of six months continuous duration.</p> <p>However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>Unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers <b>must</b> be detailed in the Activity Host Organisation Agreement.</p> <p>A Provider <b>must</b> not use the Employment Fund for expenses related to the Work for</p>

Process	Details
	<p>the Dole Programme.</p> <p>Note: For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place (see <a href="#">Payments to Coordinators</a> below).</p>
<p><b>Individual Hosted Activities</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place. Pro-rata payments will therefore be calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass agreed funds to the Host Organisation to cover the cost of the Place as negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Host Organisation's Supervisor) or as otherwise specified by the Department. While the Host Organisation is not required to provide an itemised list, the items they are seeking payment for would be part of the negotiation with the Coordinator.</p> <p>Where there are multiple Places in an Individual Hosted Activity, the first Provider to claim a Place in the Department's IT System will take on the role of the Lead Provider. The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, national police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee. Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole activities. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities</b> <b>(Coordinator or Provider)</b></p>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity, depending on the budget of the activity. In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p>

Process	Details
<p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, police checks, safety equipment, required training).</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once. Further information is provided in the <a href="#">Department's IT Online Help</a>.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>Items that cannot be covered by the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• management fees,</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> record all budgeting and acquittal documentation in the Department's IT System. Upon submission of a satisfactory acquittal Report in accordance with the Deed the Lead Provider may claim the Work for the Dole Fee, as approved by the Department.</p> <p>Where Lead Providers claim Reimbursement payments for expenditure on Group Based Activities, these <b>must</b> be submitted to the Department no later than 56 calendar days after the completion of the relevant Group Based Activity.</p>

## Payments to Coordinators

Process	Details
<p><b>Establishment fee</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed - Work for the</b></p>	<p>The establishment fee is a one-off payment that enables Coordinators to cover some of the costs related to commencement of the Services and is due within 14 days of the Deed Commencement Date.</p> <p>An establishment fee is payable for each of the Coordinator's Employment Regions.</p> <p>Once the Coordinator has confirmed the Deed Commencement Date with the</p>

Process	Details
<b>Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Account Manager, the Coordinators <b>must</b> submit a Tax Invoice to the Department as per the Deed.</p> <p>Upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<b>Service fee (Coordinator)</b>  <b>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>For each of the Coordinator's Employment Regions, a service fee will be paid for each Payment Period during the Term of the Deed and assists Coordinators in delivering the Services under the Deed. For each Payment Period, the Coordinator <b>must</b> submit a Tax Invoice to the Department. Subject to the terms of the Deed and upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<b>Work for the Dole Place Fee</b>  <b>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Work for the Dole Place fees will be paid to the Coordinator in accordance with the Deed and upon the commencement of the first job seeker in the relevant Work for the Dole Place.</p> <p>Places will be funded on the basis that they are for six months duration. There will be some flexibility for short or longer Places where a six months is not suited to the Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>Subject to the requirements being met under the Deed, the payment of the Work for the Dole Place Fee will be automated. Only one Work for the Dole Place Fee will be paid for each Place when the first job seeker commences in that Place.</p> <p>Coordinators are not required to submit a Tax Invoice for the payment of the Work for the Dole Place Fee. A recipient created tax invoice will be generated by the Department's IT Systems when a job seeker commences in a Place sourced by the Coordinator.</p>

## Monitoring and reporting

Process	Details
<b>Recording of information (Coordinator or Provider)</b>  <b>Deed clause references: jobactive Deed</b> <ul style="list-style-type: none"> <li>• Clause 108.13</li> <li>• Clause 114</li> <li>• Clause 120</li> </ul> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.9</li> </ul>	<p>The Department will use information entered into the Department's IT System on Work for the Dole activities for monitoring and reporting purposes.</p> <p><b>Work for the Dole activity information</b></p> <p>Either the Coordinator or the Provider (depending on who sourced the activity) <b>must</b> complete all mandatory fields as accurately and as soon as possible. Information to be provided includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>• the actual number of Work for the Dole Places available on each activity</li> <li>• details of each Work for the Dole Place and the tasks being undertaken</li> <li>• the type of activity (Individual Hosted Activity / Group Based Activity)</li> <li>• the Host Organisation and Supervisor details</li> <li>• the completion of risk assessments and Activity Host Organisation Agreements,</li> <li>• budget of activity, and</li> <li>• acquittal of funds.</li> </ul>

Process	Details
	<p><b>Job seeker information</b></p> <p>Providers <b>must</b> manage and record job seekers' participation requirements against their Activities. Matters that <b>must</b> be managed and recorded include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• placing the job seeker in a suitable activity</li> <li>• recording dates and times of when the job seeker is required to attend the activity</li> <li>• monitoring job seeker attendance at the activity, and</li> <li>• recording when the job seeker leaves the activity.</li> </ul> <p>Refer to the <a href="#">Activity Management Guideline</a> for further information.</p> <p>Providers and Coordinators <b>must</b> contribute to audit and assessment processes as required.</p>
<p><b>Reporting incidents</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>While Providers <b>must</b> manage and report any incidents involving job seekers, the Host Organisation may choose to liaise directly with the Coordinator either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help meet their needs and notify the Department where necessary.</p> <p>For additional information on reporting incidents, see the <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>
<p><b>Information provided by the Department</b> <b>(Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(i)</li> </ul>	<p>The Department will provide Coordinators with access to administrative, labour market and caseload data to support Coordinators in the monitoring and reporting of Work for the Dole Places they have sourced in the Employment Region(s).</p> <p>Data provided by the Department will help to inform Coordinators of the number of Work for the Dole Places unclaimed, the location of Places sourced and the projected demand of job seekers in the Employment Region(s).</p> <p>While the majority of quantitative information will be drawn from the Department's IT System, qualitative information on securing Work for the Dole Places, Host Organisations, incidents, emerging issues and best-practice approaches will also be required from Coordinators. This information will be captured in the Self-Assessment Quality Report, Progress Report and any ad-hoc Reports.</p> <p>Data provided by the Department cannot be used for external purposes without the permission of the Department.</p> <p>For further information on the Self-Assessment Quality Report, see the <a href="#">Performance Framework Guideline</a>.</p>
<p><b>Monitoring of distribution and filling of Work for the Dole Places</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators <b>must</b> track Work for the Dole Places and ensure that Places that are</p>

Process	Details
<b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.
<b>Monitoring needs of Work for the Dole Host Organisations (Coordinator or Provider)</b>  <b>Deed clause references: jobactive Deed</b> <ul style="list-style-type: none"> <li>• Clause 108.18 (c )</li> </ul> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.10</li> </ul>	As the key role for Coordinators is to secure sufficient suitable Work for the Dole Places, the importance of maintaining good working relationships with Host Organisations is critical, particularly to encourage repeat business where appropriate.  Once each Work for the Dole Place has been filled by a job seeker, the Coordinator <b>must</b> maintain contact with the Host Organisation to ensure that its needs are met. This <b>should</b> be done in consultation with the Provider.  Significant issues identified by the Coordinator, or brought to their attention, <b>must</b> be reported to the relevant Provider and if appropriate, the Department.
<b>Best practice (Coordinator)</b>  <b>Deed clause references: jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 47.2</li> <li>• Schedule 1 B.3.1</li> <li>• Scheduel 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to: <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.
<b>Six-monthly Progress Reports (Coordinator)</b>  <b>Deed clause references: jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(a)</li> </ul>	Coordinators <b>must</b> complete the Progress Report template on the Provider Portal and submit it to the Department every six months unless otherwise advised by the Department. As part of the Progress Report, Coordinators will be required to demonstrate how they have delivered servicing strategies as outlined in their tender response. Reports <b>must</b> be submitted to the nominated Account Manager by the deadline, as determined by the Department.
<b>Ad-hoc reports (Coordinator)</b>  <b>Deed clause references: jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(c )</li> </ul>	The Department may also seek the assistance of Coordinators from time to time to conduct surveys and other information-gathering processes to supplement administrative and reporting data. If requested to do so, Coordinators <b>must</b> complete and submit these Reports as instructed by the Department.  Coordinators and Providers <b>must</b> contribute to audit and assessment processes as required.

Process	Details
<p><b>Quality of reports</b> <b>(Coordinator)</b></p> <p>Deed clause reference: <b>jobactive Deed - Work for the Dole Coordinator</b> <b>Schedule 1 B.5(f)</b></p>	<p>The quality of reports will be measured by:</p> <ul style="list-style-type: none"> <li>the quality, accuracy and usefulness of information provided;</li> <li>the steps taken by the Coordinator to follow up on previously reported activities and issues;</li> <li>the level of detail provided for results and measureable outcomes from activities; and</li> <li>the timeliness of its submission.</li> </ul>

## Media and promotion

Process	Details
<p><b>Media and promotion</b> <b>(Coordinator)</b></p> <p>Deed clause references: <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 60</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Clause 49</li> <li>Schedule 1 B.3.13</li> </ul>	<p>Coordinators <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator relating to the Services outlined in the Deed, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>use badging and signage issued by the Department</li> <li>acknowledge the financial and other support the Coordinator has received from the Commonwealth, and</li> <li>provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

## Specified Personnel

Process	Details
<p><b>Specified Personnel</b> <b>(Coordinator)</b></p> <p>Deed clause references: <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Clause 10</li> <li>Clause 49</li> <li>Schedule 1 B.6</li> <li>Schedule 1 F</li> </ul>	<p>Coordinators <b>must</b> nominate Specified Personnel to be the day-to-day contacts for the Department. Coordinators <b>must</b> also arrange for any checks (such as criminal record checks or Working with Vulnerable People Checks) before the Specified Personnel carries out work on any Services.</p> <p>Coordinators must deliver the servicing strategies from the sites and locations outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department. It is expected that Specified Personnel will develop a constructive working relationship with their Account Manager to ensure an efficient and effective flow of information.</p> <p>Coordinators, including any Specified Personnel, <b>must</b> attend specific conferences and meetings and be available for any other purposes, including attending any induction</p>

Process	Details
	or training, as specified by the Department.
<p><b>Working hours and absences</b></p> <p><b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 10</b></li> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 – Item B.6</b></li> </ul>	<p>Coordinators, including any relevant Specified Personnel, <b>must</b> be available to provide any Services under the Deed during the Service Hours (9 am – 5 pm Monday to Friday excluding public holidays in the Employment Region(s) and any other time, including on weekends, as required) and maintain a physical presence in the Employment Region(s) during those hours.</p> <p>Where the Coordinator and any relevant Specified Personnel are unavailable to deliver Services or are physically outside of the Employment Region(s) during the Service Hours for:</p> <ul style="list-style-type: none"> <li>• 24 consecutive hours or longer <ul style="list-style-type: none"> <li>○ the Coordinator <b>must</b> seek written approval (in advance, where possible) from the relevant Account Manager</li> </ul> </li> <li>• five or more calendar days consecutively <ul style="list-style-type: none"> <li>○ the Department may reduce the fees payable to the Coordinator.</li> </ul> </li> </ul>

## Attachment A: Volunteering for Work for the Dole

### When can a job seeker volunteer to undertake Work for the Dole outside of their Work for the Dole Phase?

When a job seeker indicates they would like to volunteer to undertake Work for the Dole activities in their Case Management Phase, participation needs to be negotiated and agreed between the job seeker and the Provider. A Provider **should** only approve a period of volunteering to undertake Work for the Dole activities where they consider the activity will be of benefit to the job seeker in gaining employment and where a Work for the Dole Place is available.

Any period of volunteering to undertake Work for the Dole **must** be for six continuous months and the hours of participation **must** match those of the job seeker's Mutual Obligation Requirements (for example, 25 hours or 15 hours per week). Providers **must** make it clear to the job seeker at the time of negotiating any period of volunteering to undertake Work for the Dole activities that they **must** undertake this activity for six continuous months and that they cannot choose to cease the activity before completing this period of time in the activity. For further information refer to the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

Providers **must** not approve volunteering to undertake a Work for the Dole activity for job seekers where the period of volunteering would be less than six continuous months. If agreed by the Provider and job seeker, any Work for the Dole activities outside of the job seeker's Work for the Dole Phase **must** be entered into the job seekers' Job Plan and will become a compulsory activity and subject to compliance action if not completed. Please see the diagram in [Attachment B](#) to this Guideline for an overview of volunteering in Work for the Dole.

### Do volunteer hours count towards the Annual Activity Requirement?

If the job seeker ceases the activity before completing six continuous months or where an activity is not for sufficient hours to meet the job seeker's AAR, it will not count towards meeting any AAR.

Where SPI Participants volunteer to undertake Work for the Dole activities during their Case Management Phase (payment preclusion period), the hours of participation do not count towards their AAR. This is because SPI Participants **must** be undertaking Activities during their SPI Work for the Dole Phase (Income Support period) and therefore cannot meet their AAR early.

Where job seekers who are not SPI Participants, volunteer to undertake Work for the Dole activities outside their Work for the Dole Phase, the hours of participation can only count towards their AAR if they are undertaken in the same anniversary year and where the AAR has not already been met.

- *For example, given a Stream B/C Participant does not have an AAR until their second anniversary year\*, they will meet their AAR in the first six months of the second anniversary year with their compulsory participation in Work for the Dole activities. Therefore, if they undertake Work for the Dole activities outside of the Work for the Dole Phase in the second six months of the second anniversary year, it does not count towards their AAR, as it would have already been met.*

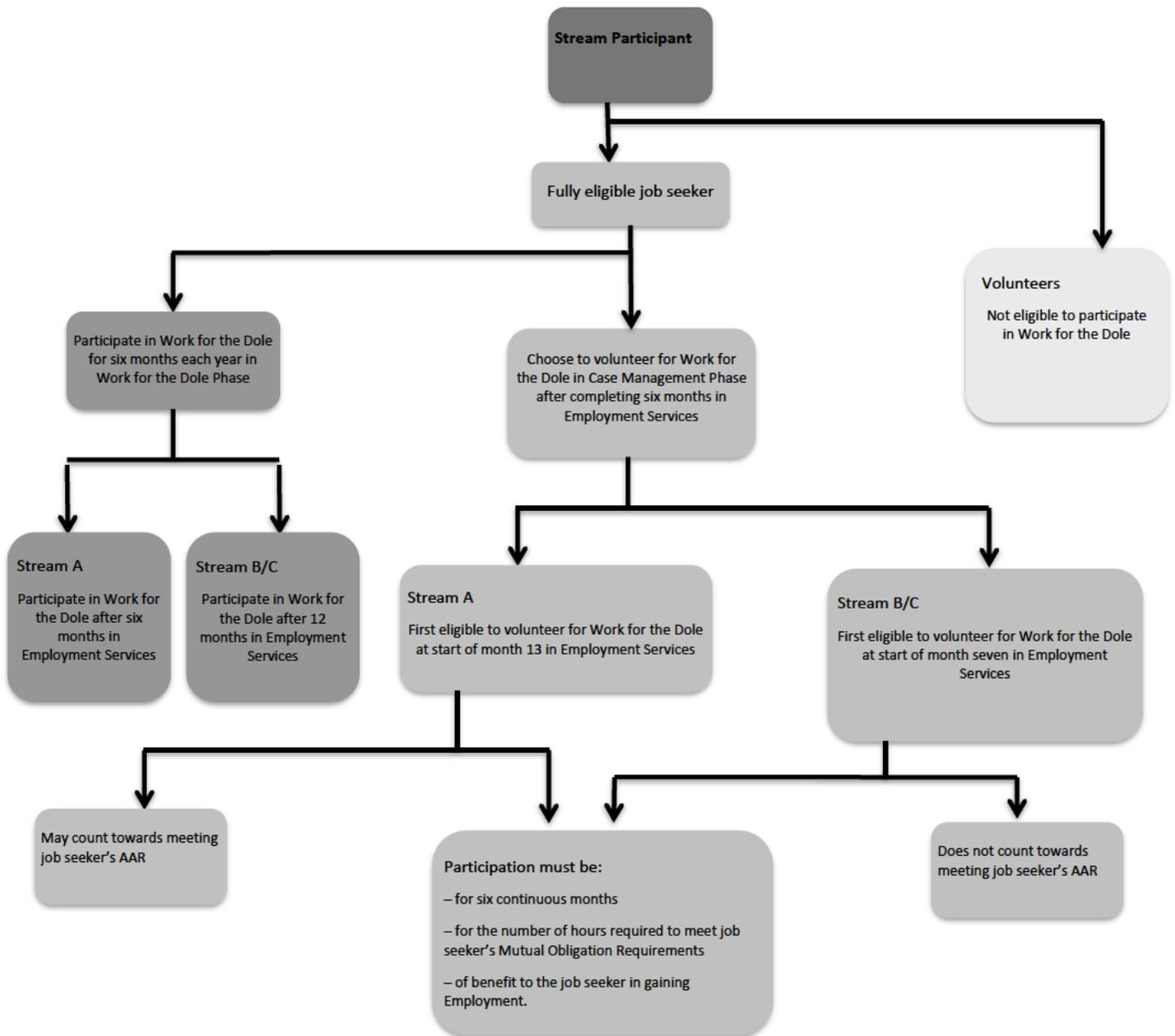
Where Stream A Participants who are not SPI Participants volunteer to undertake Work for the Dole activities in their Case Management Phase, they may end up completing their AAR before completing their time in the Work for the Dole Phase. In this instance, Providers **must** ensure that they provide Services to those job seekers in line with the relevant requirements in [Attachment A](#) of the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

- *For example, while the job seeker is undertaking Work for the Dole activities in the Case Management Phase, Providers will still need to provide Services to them in line with what would have been provided in the Work for the Dole Phase. If the job seeker completes the Work for the Dole activities and has time remaining in the Work for the Dole Phase, Providers will need to provide Services to them during this period in line with what their requirements would have been if they were in the Case Management Phase.*

For further information on when volunteer hours count towards a job seeker's AAR, refer to [Attachment B](#) to this Guideline.

\*Note: The 'anniversary year' is based on the date that the job seeker commenced in Employment Services.

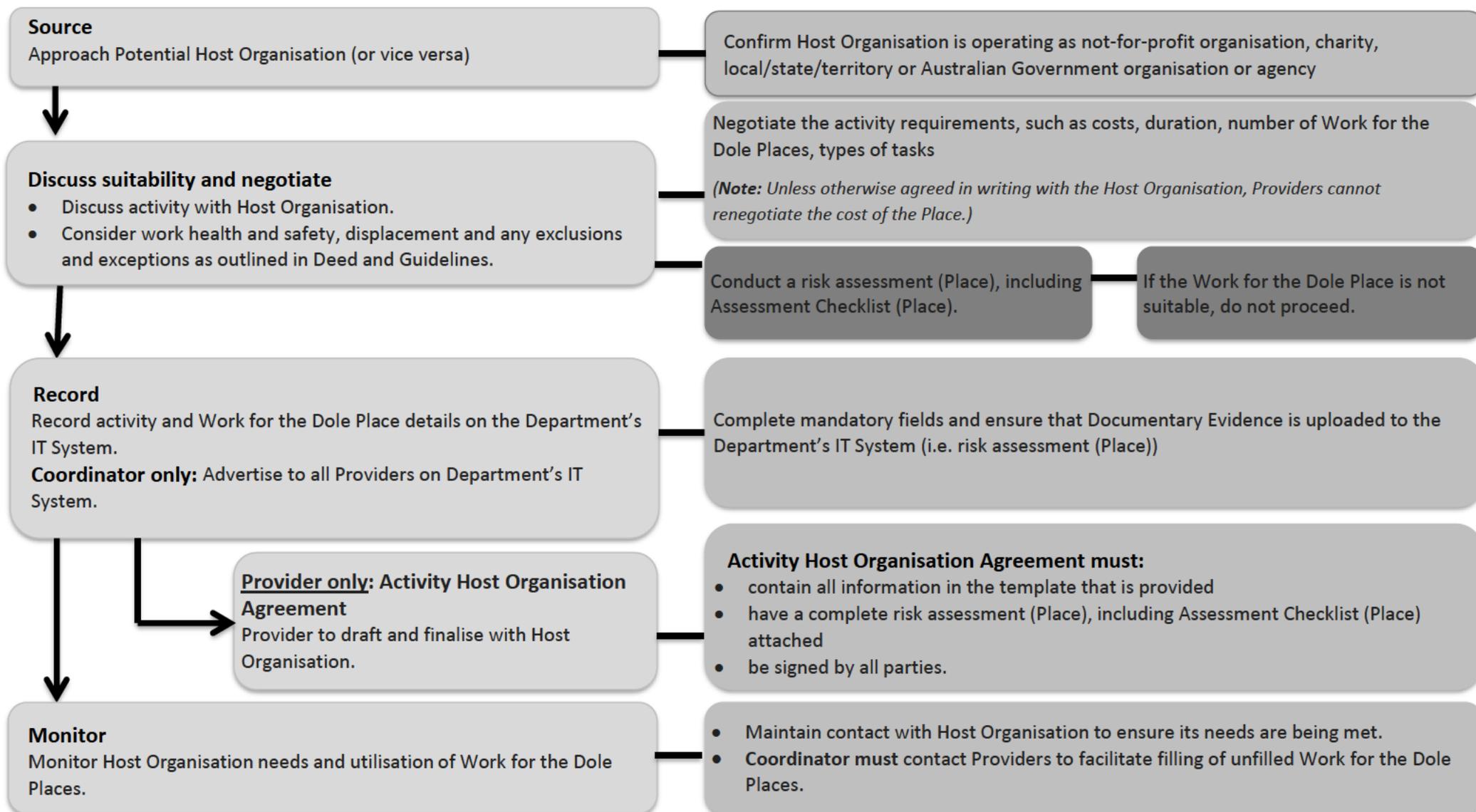
## Attachment B: Volunteering in Work for the Dole



Note: This attachment must be read in conjunction with [Attachment A: Volunteering for Work for the Dole](#)

	Stream A job seekers (excluding Volunteers)	Stream B/C job seekers
Months 0—6	Case Management Phase <ul style="list-style-type: none"> <li>• Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>• Cannot participate in Work for the Dole.</li> </ul>
Months 7—12	Work for the Dole Phase <ul style="list-style-type: none"> <li>• Participation in Work for the Dole or another approved activity.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>• May choose to volunteer for Work for the Dole.</li> <li>• Will not count towards job seeker's Annual Activity Requirement (AAR).</li> </ul>
Months 13—18	Case Management Phase <ul style="list-style-type: none"> <li>• May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>○ May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements except if Stronger Participation Incentive (SPI) job seeker.</li> </ul> </li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>• Participation in Work for the Dole or another approved activity.</li> </ul>
Months 19—24	Work for the Dole Phase <ul style="list-style-type: none"> <li>• Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>• If non SPI job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13–18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> <li>• SPI job seekers <b>must</b> participate in Work for the Dole in the Work for the Dole Phase but cannot volunteer to do Work for the Dole during a nil payment period.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>• May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>○ Will not count towards job seeker's AAR, as they have already met their AAR in the Work for the Dole phase in months 13–18.</li> </ul> </li> </ul>
<p><b>Note:</b> Job seekers aged 50-59, job seekers with a Partial Capacity to Work or who are Principal Carer Parents have the same Employment Service Phases as other job seekers but Work for the Dole will not be mandatory.</p> <p><b>Note:</b> SPI job seekers <b>must</b> participate in Work for the Dole in the Work for the Dole Phase but cannot volunteer to do Work for the Dole during a nil payment period</p> <p><b>Note:</b> Job Seekers aged 60 years or over will not have an AAR and therefore do not enter the Work for the Dole Phase but may choose to volunteer for Work for the Dole.</p>		

## Attachment C: Sourcing and setting up Work for the Dole activities



## Attachment D: Additional Guidelines relating to Community Action Group Activity (CAG) and Project of National Significance (PoNS)

### Objectives

Where a natural disaster has occurred, Work for the Dole activities **must**, if directed by the Department, assist with recovery as part of a Community Action Group (CAG) or a Project of National Significance (PoNS).

#### Community Action Group (CAG)

The objective of a CAG is to contribute to recovery efforts following a disaster event in local communities. CAGs are not designed to compete with the work of or replace the roles of specialised emergency services, such as the SES, which have expertise in responding during and immediately after a natural disaster event.

#### A CAG can:

- assist local communities to recover from a natural disaster
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy, and
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure.

#### Project of National Significance (PoNS)

The objective of a PoNS is to work on nationally significant projects at a local level across a range of localities. Projects can be identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Models of PoNS Activities can be applied across Australia at any time as the need arises.

#### PoNS can:

- respond to declared national, state, territory and local community natural disasters
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

#### Flexibilities available in Natural Disaster Zones/Areas for PoNS and CAGs

The Department will ease restrictions on Work for the Dole activities in relation to the Deed when a CAG or PoNS is established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators **must** continue to meet all other Deed and Guideline requirements.

Providers and Coordinators **must** submit a proposal for any CAG or PoN to the Department for its approval.

To take advantage of these flexibilities, Providers or Coordinators **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

This means that Providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would not normally be allowed because the activity or Host Organisation has received government funding.

### Implementation

CAGs and PoNS can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators **should** consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CAGs or PoNS that a Provider or Coordinator can set up.

CAGs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- assisting frail and disabled homeowners who are temporarily incapacitated
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters, and
- restoration of local council areas.

PoNS can include, but are not limited to, the following activities (over multiple locations):

- large-scale park/garden restoration projects
- large-scale weed/revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Who can be the Host Organisation for CAGs and PoNS?

CAGs and PoNS **must** only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees

Work for the Dole Fees **must** not be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CAG and PoNS Activities—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where the CAG or PoNS is taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers **should** adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees **should** be used for.

### Approval of CAGs and PoNS

On the condition that a Provider or Coordinator develops a proposal for a CAG or PoNS that meets all the conditions in this Guideline for CAG and PoNS Activities and the Provider complies with any additional

conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CAG and PoNS Activities not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CAGs and PoNS Activities as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

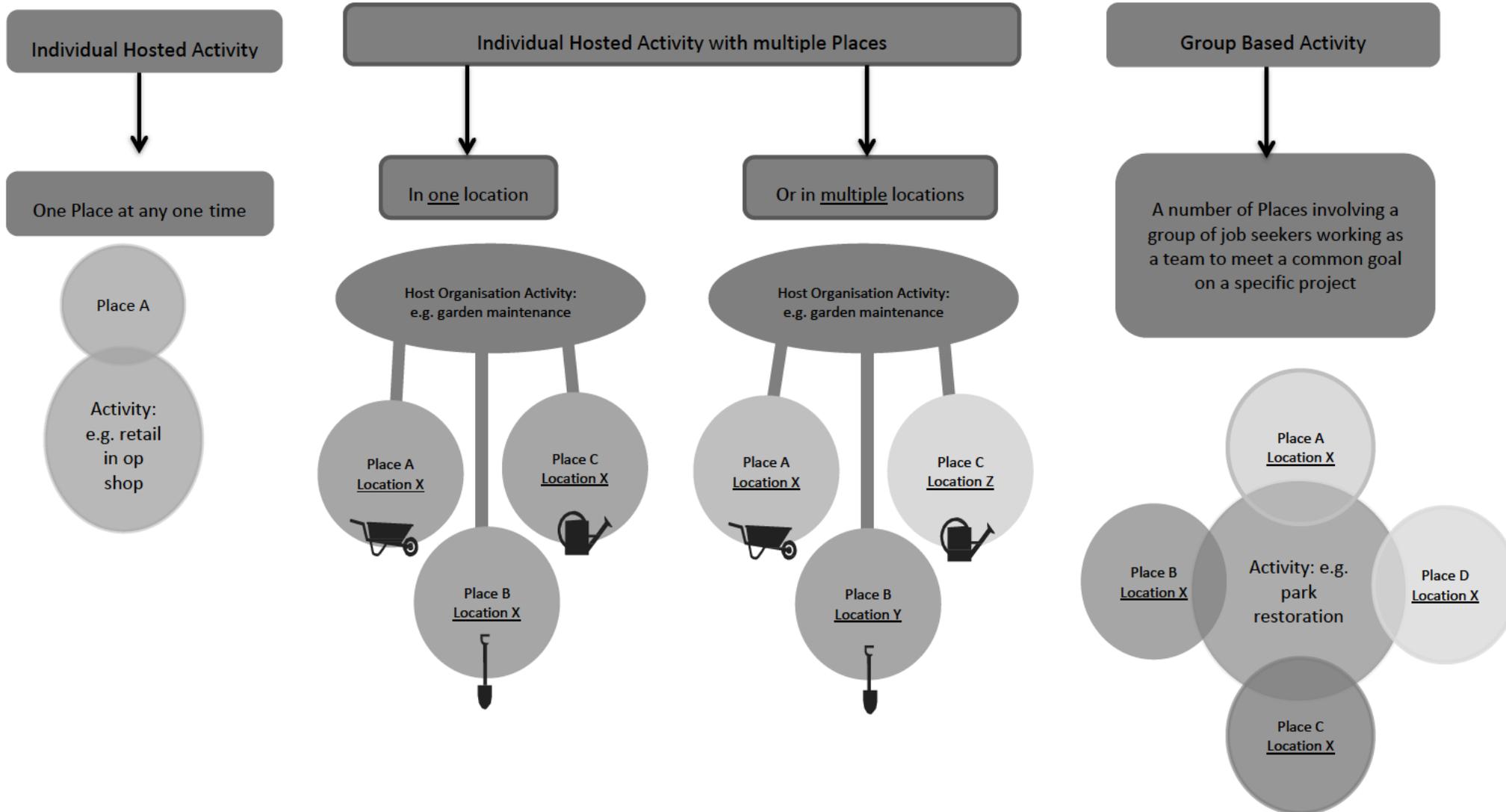
### **Entering CAGs and PoNS into the Department's IT System**

When entering a new Work for the Dole Place in a CAG or PoNS into the Department's IT System, Providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select either 'Community Action Group' or 'Project of National Significance' as the subtype.

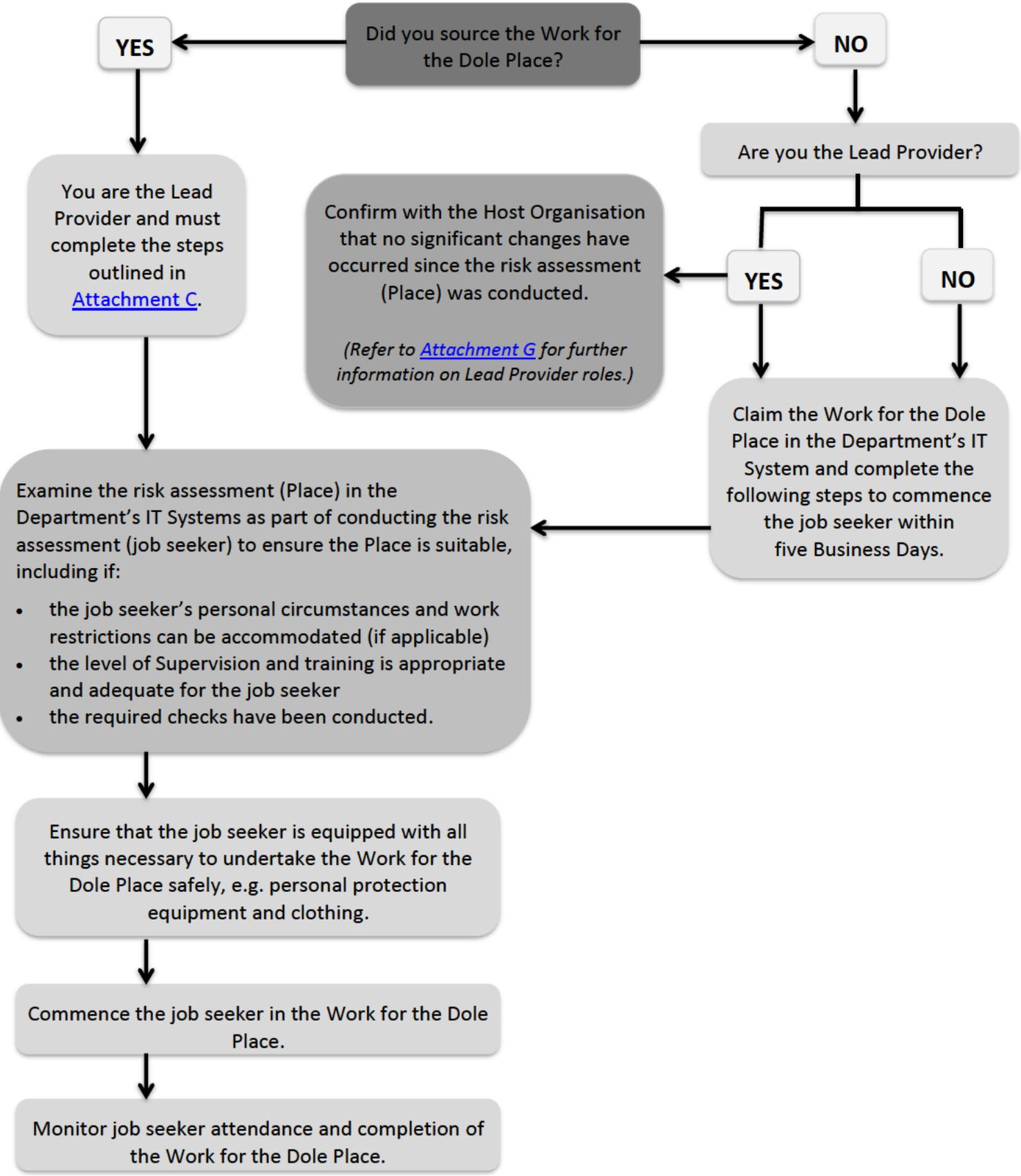
Providers are asked to make Work for the Dole Place in a CAG and PoNS Activities viewable to other Providers and to consider requests to collaborate.

A form is available [below](#) for Providers to complete when proposing a CAGs or PoNS.

### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity

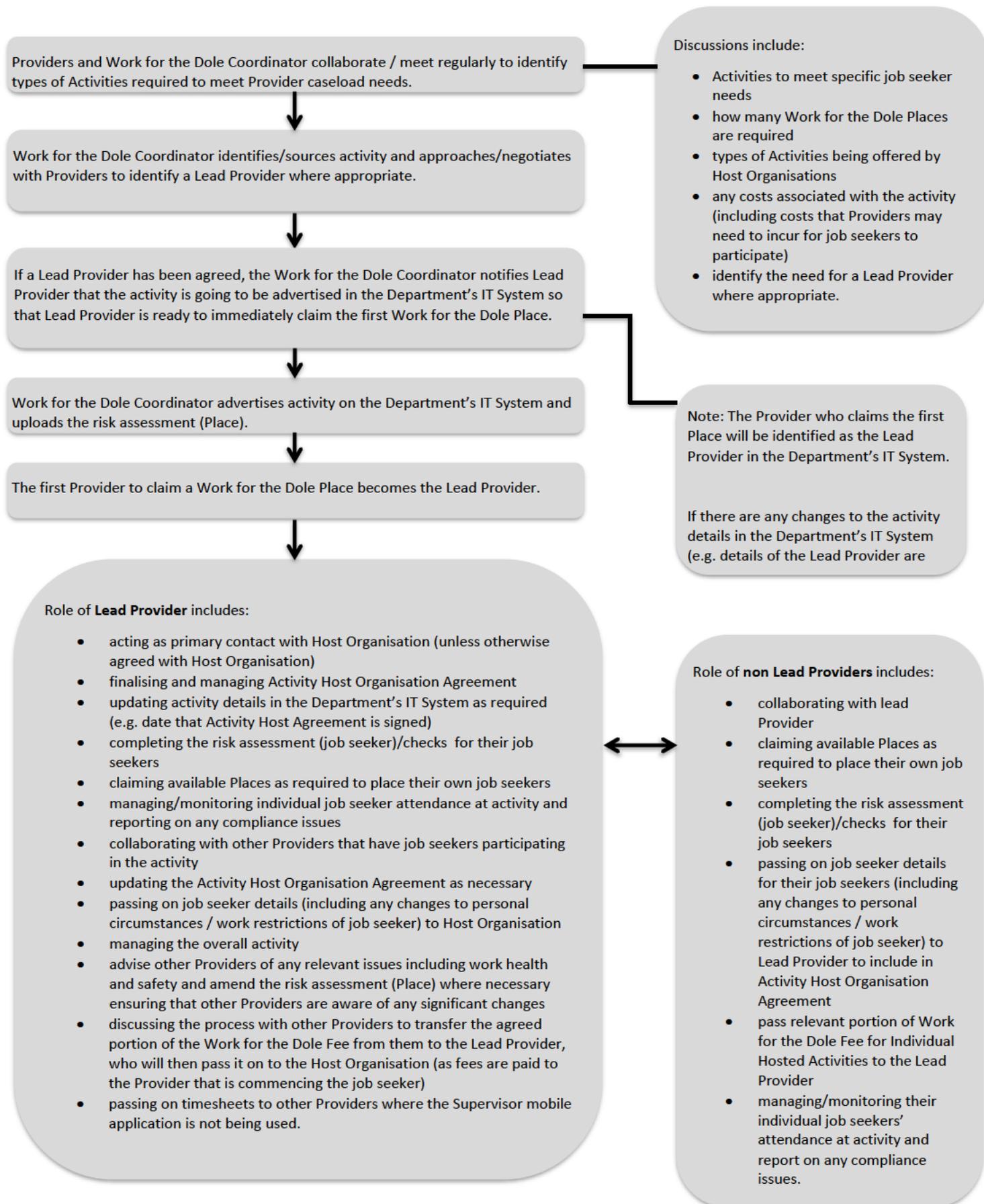


Attachment F: Commencing a job seeker in a Work for the Dole Place

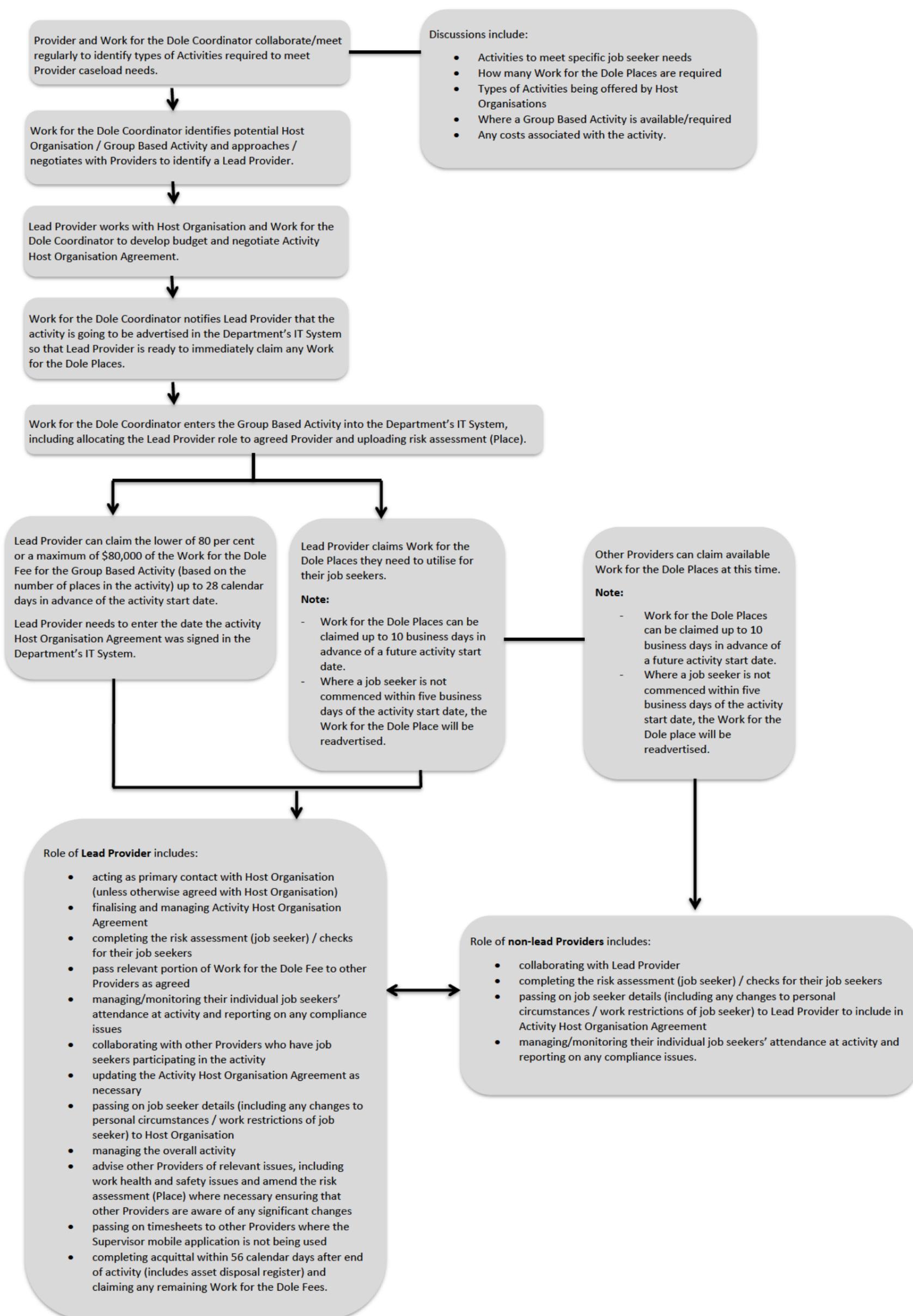


## Attachment G: Lead Providers

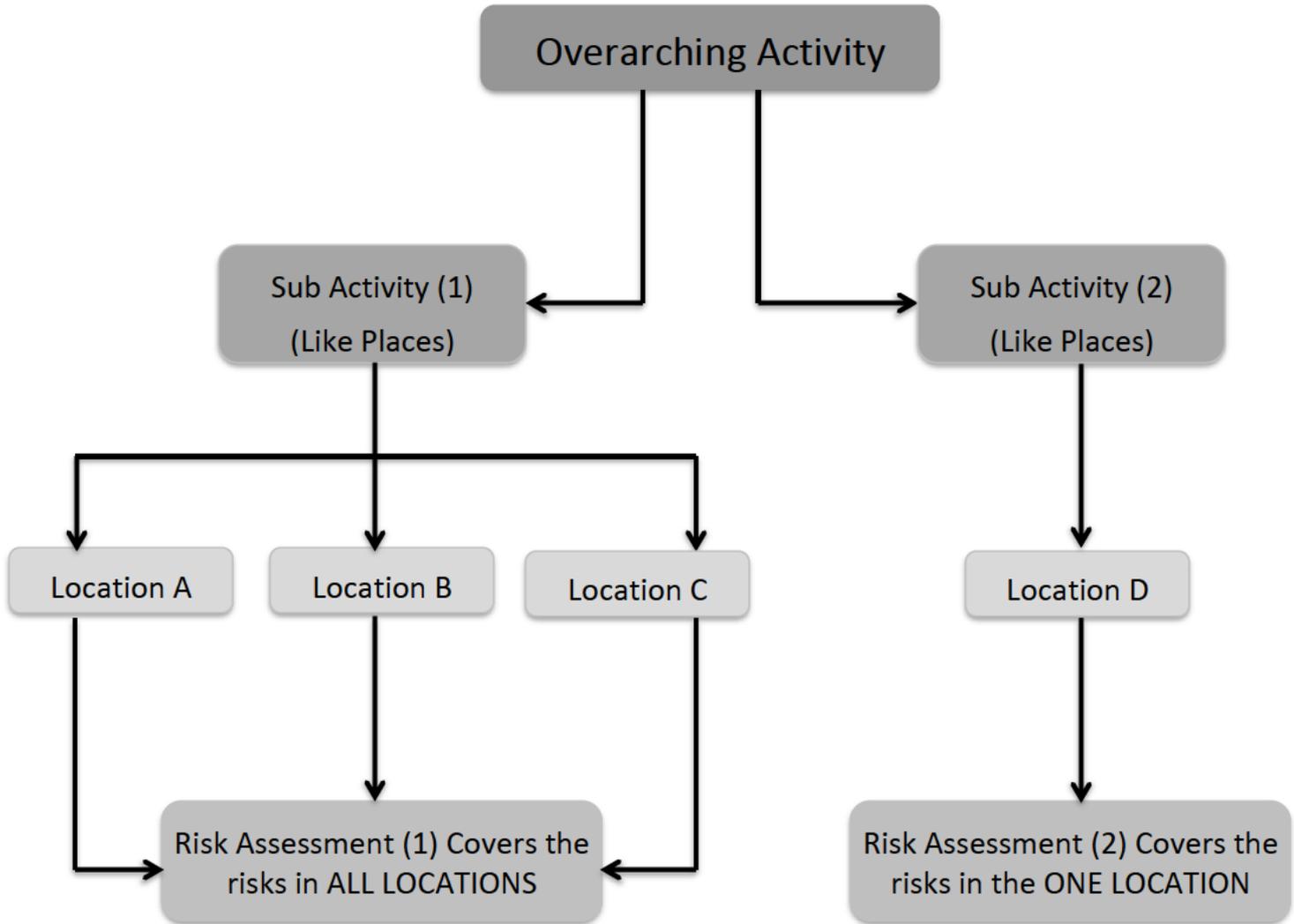
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Work for the Dole Coordinator



Lead Provider Model—Group Based Activity sourced by a Work for the Dole Coordinator



**Attachment H: Risk assessment (Place)—when sourcing an Individual Hosted Activity with multiple Work for the Dole Places**



## Activity Host Organisation Agreement Template

# Employment Provider Services—Activity Host Organisation Agreement template

### Purpose of this template

This document is intended to provide Employment Providers (referred to as 'Providers') with a template agreement to use when setting up activities with Activity Host Organisations (referred to as 'Host Organisations') in relation to Work for the Dole and Voluntary Work.

This template provides the basis for an agreement between the parties in relation to defined Work for the Dole and Voluntary Work activities. It contains the material that the Department of Employment would expect any such agreement to contain.

**Note:** This is an optional template for Providers to use. Providers should seek their own legal advice when entering into agreements with Host Organisations, Subcontractors and Supervisors.

Where Providers use their own agreement for these purposes, they must ensure that all of the information contained in this template agreement is covered in any Provider agreement. In particular all agreements must include Clauses:2.2, 2.3, 6.2(b) and 6.5 (for Work for the Dole activities only).

# Employment Provider Services—Activity Host Organisation Agreement template

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## Employment Provider Services—Activity Host Organisation Agreement template

### Agreement

### between

**[Name of Employment Provider]**

Employment Provider

### and

**[Name of Work for the Dole/Voluntary Work Host Organisation]**

Host Organisation

This agreement is made on [day] [month] [year]

between

**[Name of Employment Provider]** ABN **[enter ABN]** **[enter registered business address]** (the 'Provider')

and

**[Name of the Work for the Dole/Voluntary Work Host Organisation]** ABN **[enter ABN]** **[enter registered business address]** (the 'Host Organisation')

(collectively, 'the Parties')

### Purpose of this Agreement

- A. The Provider has entered into a deed with the Commonwealth Department of Employment (the Department) to provide Employment Provider services (Services), including placing and managing participants in Work for the Dole and/or Voluntary Work.
- B. The Host Organisation has agreed, with the Provider, to host a **[Work for the Dole / Voluntary Work]** activity (the Activity) on the terms and conditions set out in this agreement.
- C. The Host Organisation has fully informed itself on all relevant aspects of the Provider's requirements for managing the Activity.
- D. The Provider has agreed to accept the Host Organisation's offer to host the Activity on the terms and conditions set out in this agreement.

### Agreement

#### 1. Term

- 1.1. This agreement commences on **[insert commencement date]** and, unless terminated earlier, ends on **[insert end date]**.
- 1.2. The Provider or the Host Organisation may terminate the Activity at any time by providing at least one month's written notice to the other party before the Activity is terminated.

*Note: Less than one month's written notice may be provided if reasonable in the circumstances (for example, where a change has occurred that makes the Activity unsafe for participation).*

## 2. [Work for the Dole/Voluntary Work] Activity

- 2.1. In hosting the Activity the Host Organisation will provide the Services and support that are detailed in Attachment A to this agreement. The Host Organisation will provide the Services and support to the participant(s) that are detailed in Attachment B to this agreement .
- 2.2. The Host Organisation attests that:
  - a) if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or
  - b) no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.
- 2.3. The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:
  - a) a participant undertaking the same tasks that would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or
  - b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation or a reduction in customary overtime to an existing employee.

## 3. Substitution/addition of Participant(s)

- 3.1. The Parties may discuss and agree to substitute some or all of the participant(s) listed at Attachment B to this agreement or remove or add participant(s) at any time during the term of this agreement . When the changes to the participants are agreed, the Provider will provide an updated Attachment B to the Host Organisation. The updated attachment, when provided to the Host Organisation, is deemed to be incorporated into the agreement.
- 3.2. If any participant is substituted or added under clause 3.1, the Host Organisation will provide the Services and support detailed in Attachment A to this agreement to the substituted or additional participant(s) as identified in the updated Attachment B, subject only to changes that are necessary due to the substitution or addition, and all terms of this agreement will continue to apply.

## 4. Novation, Subcontracting etc

- 4.1. The Host Organisation must not:
  - a) assign any of its rights under this agreement
  - b) enter into any arrangement that will require novation of this agreement
  - c) subcontract all or any part of the Activity
 without the Provider's approval.
- 4.2. The Host Organisation agrees that the Provider may novate this agreement to another entity specified by the Department (the New Provider) by giving written notice to the Host Organisation.
- 4.3. If this Host Organisation receives a notice under clause 4.12, the Host Organisation will:
  - a) enter into an agreement with the Provider and the New Provider to novate this agreement to the New Provider whereby the New Provider becomes a party to this agreement in substitution of the Provider (a Provider Novation Deed template is available on the Provider Portal)
  - b) subject to paragraph (c), continue to perform the services and support detailed in Attachment A as if the New Provider is the Provider under the agreement
  - c) do any other act (including agreeing to any variation of this agreement or executing any document) that may be required to facilitate the continued hosting of the Activity under this agreement, including as result of any new contractual arrangements between the New Provider and the Commonwealth.

## 5. Status of Participant(s)

- 5.1. The Parties acknowledge that the participant(s) participating in the Activity are not employees of the Provider or the Host Organisation during the Activity and must not be paid a salary, wages or other remuneration for performing work or services by the Provider or the Host Organisation.
- 5.2. Clause 5.1 does not prohibit a payment by the Provider directly or indirectly for the support of the the participant in relation to the Activity, such as a contribution to the supervision by the Host Organisation, protective clothing, uniforms, equipment or materials. The timing of any such payments must be agreed between the Host Organisation and the Provider and detailed as part of this agreement.

## 6. Participant's health, safety and attendance

- 6.1. Before commencing the Activity, or commencing a participant in the Activity, the Host Organisation must participate in the risk assessment (Place) undertaken by the Provider on work health and safety issues.
- 6.2. While providing the services specified in Attachment B of this agreement, the Host Organisation must:
  - a) ensure that there is a safe system of work in place at all times during the Activity
  - b) immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant(s)
  - c) provide training to the participant, including work health and safety training, so that the participant can participate in the activities safely
  - d) ensure that appropriate facilities (such as toilets and access to drinking water) are available to the participant(s) for the duration of the Activity.
- 6.3. The Host Organisation must also notify the Provider as soon as possible, and within 24 hours, of any incident involving the Activity for the Provider to action, including:
  - a) any accident, injury or death occurring during, or as a result of, the Activity, including in relation to the participant or a member of the public
  - b) any incident that relates to a work health and safety issue
  - c) any incident that may negatively affect the Australian Government or bring the Employment Services into disrepute.
- 6.4. If required for the Activity, the Host Organisation must ensure that the participant is is equipped with any clothing or materials that are required by the participant(s) to participate safely in the Activity.
- 6.5. [Note: This clause is only relevant for Work for the Dole Activities.] The Parties acknowledge and agree that the information contained in the risk assessment (Place) at Attachment C is true and correct at the time of signing this agreement.
- 6.6. The Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety.

## 7. Participant training and supervision

- 7.1. The Host Organisation must ensure that the participant(s) have received any training that is required to participate in the Activity, including work health and safety training or other training as otherwise directed by the Provider.
- 7.2. The Host Organisation must ensure that:
  - a) Participants are adequately and appropriately supervised by a fit and proper person at all times, including with regard to the work health and safety of the participant(s) (in addition, where the activity involves people from vulnerable cohorts, the supervision must be continuous over the entire duration of the activity)
  - b) Supervisors have a high level of skill/knowledge, training and/or experience in the part of the Activity they are engaged in and in working with, training and supervising persons in such activities

- c) Supervisors undergo any police or other checks required by the Provider and comply with any statutory requirements
- d) Supervisors notify the Provider of any participant's non-attendance and of any participant performance issues in relation to the Activity.

## 8. Privacy and Personal Information

- 8.1. This clause 8 applies where the Host Organisation deals with Personal Information when, and for the purpose of, hosting the Activity and interacting with the participant/s under this agreement.
- 8.2. In this clause 8, the terms 'Personal Information', 'registered APP code' (APP Code), and 'Australian Privacy Principles' (APPs) have the same meaning as they have in the Privacy Act 1988 (Cth) (the Privacy Act).
- 8.3. The Host Organisation may only use or disclose the Personal Information of a participant to the Provider and the Department for the purposes of administering this agreement and the deed between the Provider and the Department and to administer the applicable Commonwealth policies and associated reporting, including information relevant to:
- a) matters referred to in clauses 6.2a and 6.2b;
  - b) the performance of the Activity;
  - c) the occurrence of any incident referred to in clause 6.3 involving a participant;
  - d) the eligibility of the participant to receive a benefit or payment from the Commonwealth,
- and the Host Organisation must provide such information to the Provider and the Department if requested by the Provider or the Department.
- 8.4. The Host Organisation must not use or disclose the Personal Information it has collected about a participant for any other purpose, unless the participant has provided written consent, or it is otherwise permitted under the Privacy Act, including where the use or disclosure is required or authorised by law.
- 8.5. The Host Organisation agrees in respect of hosting the Activity and interacting with the participant/s under this agreement:
- a) subject to clause 8.4 to only use or disclose Personal Information obtained during the course of hosting the activity and interacting with the participant/s under this agreement, only for the purposes of performing this agreement;
  - b) not to do any act or engage in any practice that would breach the Privacy Act, an APP or applicable APP Code;
  - c) to immediately notify the Provider if the Hosting Organisation becomes aware of a breach or possible breach of any of the obligations contained in; or referred to in, this clause 8, whether by the Hosting Organisation or any other person.

## 9. Insurance

9.1 The Host Organisation must ensure that, for the duration of the Activity, it has and maintains current and appropriate insurance to cover any risks associated with the Activity and that as a minimum it has and maintains public liability insurance, with a limit of indemnity of at least \$10 million in respect of each and every occurrence, that covers the liability of the Host Organisation and the liability of its officers, employees, representatives and agents (including to the participant(s)) in respect of:

- a) loss of or damage to any real or personal property (including property of a participant)
- b) the bodily injury, disease or illness (including mental illness) or death of any person (including a participant)

arising out of or in connection with the Host Organisation's performance of this agreement.

9.2. The Host Organisation must maintain and keep current any other insurances it is required by law to maintain.

10. **Insert other clauses as required by the Parties—this may include any obligations that the Provider may wish to impose on the Host Organisation to assist in satisfying any obligations the Provider may have, including in**

relation to privacy and the protection of personal information under the jobactive Deed 2015-2020 or the jobactive Deed 2015-2020 – Work for the Dole Coordinator.

**EXECUTED** by the Parties on the date above.

**[Name of Provider]** by:

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

In the presence of:

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signature)

**[Name of Host Organisation]** by:

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

In the presence of:

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signature)

### [Work for the Dole/Voluntary Work] activity details

The Host Organisation will provide and host the Activity and provide the Services and support set out in this attachment:

- A. Activity description: **[insert description of activities to be undertaken by participant(s)]**
- B. Number of places and hours per place per week offered in the Activity: **[insert number of places and hours per place]**
- C. Funding description: **[this description should include an outline of the funding that will be provided by the Provider to the Host Organisation for each place and the agreed timeframe for the Provider to pass on funds to the Host Organisation]**
- D. Start and end date of Activity and places: **[insert start and end dates here]**
- E. The **[Host Organisation/Employment Provider—delete as applicable]** will provide the following Supervisors for the Activity, including details of any ratio of participants to Supervisor, that has been agreed between the Host Organisation and Provider: **[insert name and contact details of the Supervisor(s) and a brief description of their specific responsibilities and any other information which may be relevant to the supervisory role in the activity, including the intended ratio of participants to Supervisors]**
- F. The Provider will provide the following contributions for the Activity: **[insert details of any contributions the Provider will make to the Activity]**
- G. The contact person for the Host Organisation is:**[insert Host Organisation contact details]**

### [Work for the Dole/Voluntary Work] Participant details

The Host Organisation will provide and host the Activity and provide the Services and support to the participant(s) set out in this attachment:

- A. The Host Organisation will provide the Activity to the following participant(s): **[insert names of the participant(s)]**
- B. The participant(s) referred to at paragraph A are expected to attend and participate in the Activity for **[insert details relating to participant's hours of attendance]**
- C. **[insert any other details relevant to this agreement , including any relevant personal circumstances and/or relevant participant(s) health and safety requirements identified during the risk assessment (job seeker) and what the Provider or Host Organisation may need to do to manage any such requirements/risks]**

**Work for the Dole Activity risk assessment (Place)**

**[insert a copy of the completed risk assessment (Place) including the Assessment Checklist (Place)]**

**Note: This is only required for Work for the Dole Activities.**

## Work for the Dole Assessment Checklist (Place)



Australian Government



## Work for the Dole Assessment Checklist (Place)

### Host Organisation and Work for the Dole Place/Activity Details

Host Organisation:

Place/Activity name/ID:

Individual Hosted Activity:  Group Based Activity:  Number of Places:

Description of Work for the Dole Place/Activity and details of core duties to be undertaken by a job seeker(s):

Place/Activity risk (what risks are associated with the core duties):

Contact person for Place/Activity:

Telephone:

Supervisor for Place/Activity:

Telephone:

**Note:** This checklist is provided for use by Work for the Dole Coordinators (Coordinators) and Employment Providers (Providers) as a guide only. It lists some of the types of matters that Coordinators and Providers may need to consider and address to meet their obligations under the jobactive Deed 2015-2020- Work for the Dole Coordinator) when sourcing and securing Places/Activities.

**Disclaimer:** Notwithstanding any information provided on this checklist, Coordinators and Providers must ensure that they, and any Host Organisation, are adhering to all obligations under the relevant Deeds and any relevant legislation. This checklist should be read in conjunction with the relevant Deeds and Guidelines and any reference material issued by the Department of Employment under, or in connection with, the Deeds. The checklist must under no circumstances be used as a replacement for a risk assessment (Place) for assessing work health and safety for Work for the Dole Places or Work for the Dole activities (Place/activity).

'Host Organisation' in this checklist has the same meaning as:

- 'Work for the Dole Host Organisation' under the jobactive Deed 2015-2020- Work for the Dole Coordinator
- 'Activity Host Organisation' under the jobactive Deed 2015-2020.

References to 'job seekers' in this checklist have the same meaning as:

- 'Eligible Job Seekers' under the jobactive Deed 2015-2020- Work for the Dole Coordinator
- 'Fully Eligible Participant' under the jobactive Deed 2015-2020.

To be completed by the Work for the Dole Coordinator or the Employment Provider who has sourced and secured the Place/Activity

Host Organisation		Yes	No
1	Is the Host Organisation operating as a not-for-profit entity/charity or a local, state or territory government or Australian Government agency?		
2	Are you satisfied that the Host Organisation understands and will be able to meet its obligations and responsibilities under the Activity Host Organisation Agreement at all times?		
3	Have you advised the Host Organisation that it must immediately contact the Lead Provider if the circumstances or tasks being undertaken by the job seeker change and that: <ul style="list-style-type: none"> <li>(a) another risk assessment of the Place/Activity will be required</li> <li>(b) depending on the outcome of the risk assessment, the Provider may need to remove the job</li> </ul>		

seeker or bring the Place/Activity to an end?		Yes	No
<b>Policy and procedures</b>		<b>Yes</b>	<b>No</b>
4	Are you, and is the Host Organisation, satisfied that there are appropriate processes in place to ensure that the job seeker is aware of the relevant work health and safety issues and how to report, prevent and manage those issues and concerns (i.e. induction/consultations/toolbox meetings)?		
5	Is the Host Organisation satisfied that it has current and appropriate insurance to cover any risks associated with the Place/Activity?		
6	Does the Place/Activity meet the Department's insurance policies purchased for job seekers as outlined in the Deeds and Guidelines?		
7	If the Place/Activity involves work exclusively on private property, has Departmental approval been sought in accordance with the Guidelines? If yes, include the approval and any conditions in the risk assessment (Place).		
<b>Place/Activity assessment</b>		<b>Yes</b>	<b>No</b>
8	Have you undertaken a risk assessment (Place), as required under the Deed and Guidelines?		
9	Will identified work health and safety issues be adequately addressed and managed before the Place/Activity commences and at all times during the Place/Activity?		
10	Does the Place/Activity involve work that is inherently dangerous (i.e. working with electricity, heavy machinery or at heights; or work that requires formal competency assessment or operator tickets)?		
11	Have you identified the particular work health and safety training to be undertaken by the job seeker to participate safely in the task(s) and have you outlined this information in the risk assessment (Place)?		
12	Is personal protection equipment and clothing required to undertake the Place/Activity? Will the Host Organisation provide this for the job seeker? If not, the safety equipment that is required and that will be arranged by the Provider is to be detailed in the risk assessment (Place).		
13	Will the Host Organisation make available appropriate facilities (i.e. access to drinking water, lunchroom facilities and toilets) to the job seeker at all times during the course of the Place/Activity?		
14	Is there any reason that it would not be appropriate for the Place/Activity to be filled?		
15	Have you negotiated the cost for the Place/Activity?		
<b>Displacement, suitability and supervision</b>		<b>Yes</b>	<b>No</b>
16	Has the Host Organisation confirmed and are you satisfied that this Place/Activity does not involve work that would have been undertaken by a paid worker if the Place/Activity had not taken place, as outlined in the Deeds and Guidelines?		
17	Have you ensured that the Place/Activity does not fall within the excluded activities, as outlined under the Deed and Guidelines, unless otherwise agreed by the Department in writing? For example, on private property, in child care, at pre-schools or involving overnight accommodation		
18	Have you identified the level of supervision that will be provided to the job seekers as part of undertaking the Place/Activity and outlined this information in the risk assessment (Place)? For example, continuous supervision for vulnerable cohorts, ratio and frequency of supervision and so on		
19	Are you and the Host Organisation satisfied that the supervisor(s) are appropriate and adequate for the specific Place/Activity, as per the Deed and Guidelines?		

Coordinator or Provider name:

Signature:

Date:

Specific information regarding work health and safety can be found on the Safe Work Australia website:

<http://www.safeworkaustralia.gov.au/sites/SWA>

## Community Action Groups and Projects of National Significance: Concept Approval Template

### Community Action Groups and Projects of National Significance: Concept Approval Template (for Employment Providers or Work for the Dole Coordinators to complete)

A Community Action Group (CAG) is a type of Work for the Dole activity that provides assistance to local communities affected by declared natural disasters or as determined by the Department of Employment, other high impact events.

A Project of National Significance (PoNS) is a type of Work for the Dole activity, linked by a common theme across multiple geographic areas, that provides a demonstrated national benefit in addition to local community benefit.

Before establishing a CAG or a PoNS, you must complete this form and submit it to your Account Manager for approval of the concept.

Where a natural disaster or high impact event has occurred the Department may also direct Providers to assist with recovery as part of a CAG or PoNS.

While the concepts of CAGs and PoNS are different from those of a standard Work for the Dole activity, CAGs and PoNS should still replicate a meaningful Work-like Experience and continue to build job seekers' skills with a view to preparing them for employment.

Further information on CAGs and PoNS is included in the [Work for the Dole Guideline](#) on the Provider Portal.

#### Section 1: Key stakeholders

Employment Provider/Lead Provider/Work for the Dole Coordinator details

Employment Provider/Lead Provider/Work for the Dole Coordinator name:	
Employment Provider/Lead Provider site:	
Employment Region:	
Contact person:	
Phone:	Email:

Activity Host Organisation details

Activity Host Organisation name:	
Activity Host Organisation description:	
Activity Host Organisation address:	
Suburb/town:	
State/territory:	Postcode:
Contact name:	
Phone:	Email:

#### Section 2: Proposal

Activity type (please indicate whether this proposed activity is a CAG or a PoNS):
Proposed activity start date:
Activity duration:

Number of places needed to complete this activity:
Name of this activity:
Outline the main objectives of this activity:
Outline the specific community benefit that this activity will provide:
If this activity is a PoNS, please outline the specific national benefit that this activity will provide:
Over which Employment Regions will this activity be established?
Will all or part of this activity be undertaken on private property?      YES/NO
Please note the addresses of all local properties where the activity will take place:
What are the particular tasks that job seekers will undertake on this activity? Please provide details:
Outline the specific skills that job seekers will learn on this activity:
Please indicate the types of training that job seekers may undertake while participating in this activity:
How will this activity relate to local employment or apprenticeship opportunities?
Have you approached local Employers to support the activity by providing mentoring or professional supervision and instruction or by offering incentives in the form of Employment or apprenticeships to

promising job seekers? YES/NO If yes, please provide details:

**Employment Providers only**  
 Have you partnered with other Employment Providers? YES/NO  
 If yes, please list the Employment Provider names:

**Employment Providers only**  
 If no, are you willing to collaborate with other interested Employment Providers? YES/NO

**Section 3: Concept approval**

<p><b>Employment Provider/Lead Provider/Work for the Dole Coordinator</b></p> <p><i>(Please complete this section before submitting for approval.)</i></p> <p>Signed: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: _____</p>	<p><b>Account Manager</b></p> <p><input type="checkbox"/> Concept approved</p> <p><input type="checkbox"/> Concept not approved</p> <p>Signed: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: _____</p>
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If the proposal was declined, please state the reasons for this:



## Work for the Dole Guideline

### Document change history

Version	Start date	Effective date	End date	Change and location
1.2	10 07 15	10 07 15		Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services
1.1	01 05 15	09 07 15	09 07 15	Insertion of logo on checklist and formatting
1.0	01 05 15	01 05 15		Original version of document

### Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an [eligible job seeker](#).

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

### Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

### Summary

This Guideline details the core elements and requirements for Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers with an Annual Activity Requirement (AAR) will be required to undertake Work for the Dole or other approved Activities to meet their Mutual Obligation Requirements. Other job seekers without a Mutual Obligation Requirement are expected to undertake approved activities this may include their agreement to participate in Work for the Dole. Work for the Dole will be the principal Activity that will assist job seekers in transitioning from welfare to work as soon as possible. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities **must** focus on providing job seekers with Work-like Experiences that **should** include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken. Priority **should** be given to securing Individual Hosted Activities that are of six continuous month's duration.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Work for the Dole Coordinators (Coordinator) has been appointed for each Employment Region and will have a key role in securing appropriate Places.

Coordinators **must** identify Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations. Coordinators **must** promote the Work for the Dole Programme through stakeholder engagement and communication activities in the Employment Region(s) and work collaboratively with Providers, potential and participating Host Organisations and the Department of Employment (the Department) to ensure the effective delivery of the Work for the Dole Programme.

Coordinators **must** ensure that they have appropriate infrastructure in place in each Employment Region in which the Coordinator is contracted to deliver the Services in order to meet their obligations.

Note: It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers as a means of improving their job prospects and meeting their AAR while at the same time providing a benefit to the local community. Information on AAR can be found in the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

Collaboration between all parties is fundamental to the success of the Work for the Dole Programme. This means collaboration between Providers as well as between Providers and Coordinators.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the Deed) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department's right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

- Annexure A1—Definitions

- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Support Projects: Concept Approval Template.](#)

## Key requirements

The key requirements that underpin the Work for the Dole Programme are as follows:

- Work for the Dole Places **must** provide job seekers with the opportunity to gain skills, experience and confidence to move from welfare to work while at the same time making a positive contribution to their local community
- Job seekers are required to undertake Work for the Dole or other approved Activities for six continuous months each year while they remain unemployed. In most instances, Work for the Dole will be the principal Activity
- Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations, including conducting risk assessments and negotiating costs of the Work for the Dole Places
- Work for the Dole activities **must** not displace paid workers
- Providers **must** place eligible job seekers into Work for the Dole Places immediately on commencement of their Work for the Dole Phase and manage job seekers in their Activity to ensure they meet their AAR
- Providers and Coordinators **must** collaborate in order to ensure the successful implementation and delivery of the Work for the Dole Programme
- Risk assessments **must** be conducted for each Work for the Dole Place that is sourced, ensuring that a safe system of work is in place and that each Work for the Dole Place is suitable for the individual job seeker
- Providers **must** conduct a risk assessment for each job seeker placed into a Work for the Dole Place
- Providers **must** actively manage and ensure job seeker attendance in Work for the Dole Places, and

- Where a natural disaster has occurred, Work for the Dole activities **should** (and **must** if directed by the Department) assist with the recovery as part of a Community Support Project (CSP).

## Participation requirements

Process	Details
<p><b>Eligible job seeker</b></p> <p>Deed Clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1- Definitions</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> </ul>	<p>An eligible job seeker means any Fully Eligible Participant who is eligible to undertake Work for the Dole activities as detailed in the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 Work for the Dole Coordinator and any other person as determined by the Department from time to time.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved Activities for six months each anniversary year* while they remain unemployed. Work for the Dole will be the principal Activity. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p> <p>*Note: The ‘anniversary year’ is based on the commencement date of the job seeker into Employment Services.</p>
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject to SPI for Job Seekers under 30 measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Volunteering for Work for the Dole (Provider)</b></p> <p>Deed clause references:</p>	<p><b>Who can volunteer?</b></p> <p>Job seekers are able to volunteer to undertake Work for the Dole activities outside of their Work for the Dole Phase if they wish to do so. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p>

Process	Details
<b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to volunteer.</p> <p><b>When can a job seeker volunteer to undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can volunteer to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i>. Given that job seekers in different Streams have different Servicing requirements, this means that job seekers will become eligible to volunteer to undertake Work for the Dole at different times in their Period of Service (see Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>).</p> <p>Further information on volunteering for Work for the Dole can be found at <a href="#">Attachments A</a> and <a href="#">Attachment B</a> to this Guideline.</p>
<b>Compliance Activities in the Work for the Dole Phase</b>  Deed clause references: <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>
<b>Disability Employment Services</b>	<p>From mid-August, it is expected that Disability Employment Services participants will be able to choose to undertake Work for the Dole.</p> <p>Disability Employment Services providers are not entitled to receive any Work for the Dole Fees when placing participants in any Work for the Dole activity and will be required to cover the cost of the Work for the Dole place through their own service fees.</p> <p>Disability Employment Services providers may provide additional assistance to the Host Organisation, if the particular needs/circumstances of the Disability Employment Services participant require it.</p>

## Role of stakeholders

Process	Details
<b>Work for the Dole Coordinator</b>  Deed clause references: <b>jobactive Deed – Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• Clause 19.5</li> <li>• Clause 40</li> <li>• Schedule 1 B.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.3</li> <li>• Schedule 1 B.3.6</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations. As part of securing Work for Dole Places, Coordinators <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments (Place). See <a href="#">Attachments C</a> and <a href="#">H</a> to this Guideline.</p> <p>The role of a Coordinator includes:</p> <ul style="list-style-type: none"> <li>• developing and maintaining good working relationships with potential and</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.10</b></li> </ul>	<p>participating Host Organisations and other stakeholders</p> <ul style="list-style-type: none"> <li>• working proactively and collaborating with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>• addressing the needs of Host Organisations and Providers in a timely manner</li> <li>• in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>• conducting risk assessments (Place), including completing the Assessment Checklist (Place) (<a href="#">see Work for the Dole Checklist (Place) in this Guideline</a>)</li> <li>• monitoring Work for the Dole Places across the Employment Region, including advertising Work for the Dole Places in the Department's IT System and monitoring the number, nature, delivery and take-up of Work for the Dole Places to Providers</li> <li>• as part of conducting the risk assessment, ensure that Work for the Dole activities have a safe system of work in place and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• ensuring that the objectives and 'key requirements' of the Work for the Dole Programme are met</li> <li>• ensuring that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained, and</li> <li>• complying with all relevant Commonwealth, state, territory or local authority legislation and regulations.</li> </ul> <p>Coordinators <b>must</b> retain documentation relating to each Work for the Dole Place they secure in accordance with the <a href="#">Documentary Evidence Guideline</a>. Coordinators <b>must</b> provide these Records to the Department upon request.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 16</b></li> <li>• <b>Clause 37</b></li> <li>• <b>Clause 107.1</b></li> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.3</b></li> <li>• <b>Clause 108.11</b></li> <li>• <b>Clause 108.12</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.17</b></li> <li>• <b>Clause 108.18(a)</b></li> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 111.1</b></li> <li>• <b>Clause 111.2</b></li> <li>• <b>Clause 114</b></li> <li>• <b>Clause 115</b></li> </ul>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <ul style="list-style-type: none"> <li>• negotiate the Activity Host Organisation Agreement in accordance with the Deed</li> <li>• plan appropriately for the delivery of the Work for the Dole Programme</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• ensure that the objectives and 'key requirements' of the Work for the Dole Programme are met</li> <li>• ensure that the safety of job seekers and the general public are protected</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a>. Providers <b>must</b> provide these Records to the Department upon request.</p> <p>Providers may source Work for the Dole Places. In these instances, the Provider <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments.</p> <p>See <a href="#">Attachment C</a> to this Guideline for information on sourcing and setting up Work for the Dole activities.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>It is intended that Coordinators will be the first point of contact for potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places.</p> <p><b>Suitable Host Organisations</b></p> <p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including CSPs (See <a href="#">Attachment D</a> to this Guideline for more information on CSPs.)</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker’s skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place (for example, priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p>

Process	Details
	<p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage Host Organisations to identify Work for the Dole Places that are suitable for a wide variety of job seekers with different characteristics, needs and limitations to meet the demand across the Employment Region, and</li> <li>• plan their activities according to caseload needs and advice from Providers and Host Organisations.</li> </ul> <p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>The types of tasks and associated skills and experience that job seekers will undertake and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past and that may be useful to inform consideration of future Work for the Dole Places include:</p> <ul style="list-style-type: none"> <li>• retail work in not-for-profit stores</li> <li>• administrative support in not-for-profit organisations</li> <li>• assisting in the operation of soup kitchens</li> <li>• warehousing duties in not-for-profit organisations</li> <li>• kitchen hand work in a not-for-profit organisation</li> <li>• rehabilitation works of public parks and roadways</li> <li>• work on environmental projects</li> <li>• beautifying or restoring community facilities</li> <li>• testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations</li> <li>• producing a publication that builds job seeker’s skills in desktop publishing and graphic arts</li> <li>• growing fresh produce at community market gardens, during which job seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery, and</li> <li>• gardening or maintenance activities.</li> </ul>
<p><b>Negotiating cost of Work for the Dole Places</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124.1</b></li> <li>• <b>Clause 124.2</b></li> </ul> <p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.6(k)</b></li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation. The Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences six or more Business Days after the activity start date, the fee paid</p>

Process	Details
	<p>to Providers will be pro-rated. Therefore, Coordinators <b>must</b> ensure that Host Organisations are made aware that any negotiated fee to be passed on by Providers is based on job seekers commencing in those Places at the start of the activity. Where the first job seeker in a Place commences six or more Business Days after the activity start date, the amount of the agreed fee that will be passed on to the Host Organisation will also be pro-rated, unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount. For Provider sourced activities, fees will be pro-rated from the activity start date. For further information refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop a suitable arrangement to support the collaboration between multiple Providers and the Host Organisation for large activities involving multiple Work for the Dole Places, and</li> <li>• consult with Providers to ensure that these activities are manageable and able to be utilised by Providers to meet their caseload needs.</li> </ul>
<p><b>Vulnerable cohorts (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 111.1(b)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5(d)(e)</b></li> <li>• <b>Schedule 1 B.3.6(f)(h)</b></li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole activity involving vulnerable cohorts, Coordinators and Providers <b>must</b> apply the principles set out below when determining the suitability of a Work for the Dole activity and/or the placement of a job seeker:</p> <ul style="list-style-type: none"> <li>• Providers <b>must</b> exercise care and judgment when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. In particular, Coordinators and Providers <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place, and</li> <li>• Providers and Coordinators <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts. They <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• migrants who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be in the Supervisor’s line of sight at all times while undertaking the Activity.</p>
<b>Activity types</b>	<b>Individual Hosted Activities</b>

Process	Details
<p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.4(b)(d)</li> <li>• Schedule 1 B.3.6(g)(h)(j)</li> </ul>	<p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or '<a href="#">overarching activity</a>' model. The 'overarching model' allows an activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.</p> <p>One Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model;</li> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-activities' of individual 'like Places', this activity would be entered into the system using the 'overarching activity' model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Multiple Individual Hosted Activities are different from Group Based Activities.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date. The project may be longer than six months but have six-month rotating groups of job seekers working and supervised as a team. For example, a team could be created to undertake a gardening project in a community facility (to clean up an area, build a structure or plant an area). Job seekers can be referred to Group Based Activities from multiple Providers.</li> </ul> <p>Group Based Activities <b>should</b> generally be targeted at Stream C Participants. Providers may use their discretion to determine the most appropriate type of Place for Stream C Participants depending on their capacity and readiness.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>

Process	Details
<p><b>Exclusions and exceptions</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker’s own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department’s prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician’s licence or a bus driver’s licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.9</b></li> <li>• <b>Clause 108.1(j)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5(j)</b></li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must not</b> proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p>

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	Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.
<p><b>Private Property</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1(a)</li> <li>• Clause 108.1(b)</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must</b> not secure a Work for the Dole activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, unless the Department agrees otherwise in writing. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p>Note: The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals live and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p>jobactive Deed-Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies</li> <li>• confirmation that all required checks will be completed for any job seeker that the Provider is considering placing in the activity, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or</p>

Process	Details
	information to support the request at any time.
<p><b>Refusing or granting permission</b></p>	<p>The Department will consider each request for Work for the Dole activities involving working on private property or entry to private homes or grounds on a case-by-case basis. The Department may agree, or refuse to agree, at its absolute discretion and on any terms and conditions it sees fit. The Department will provide an acknowledgement of receipt within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole activity (the frequency of these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</li> <li>• advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Provision of training (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.16</li> <li>• Clause 110.5(c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(j)</li> </ul>	<p>Training within a Work for the Dole activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole activity. Training <b>must</b> not be the primary element of a Work for the Dole activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• work health and safety training</li> <li>• 'on the job' training related to the placement, and</li> <li>• use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or part time study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(h)</li> </ul>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators <b>must</b> carefully consider these requirements when securing Places and determining the costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in:</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities</li> </ul> <ul style="list-style-type: none"> <li>● have relevant work health and safety training, and</li> <li>● have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Providers <b>must</b> ensure that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>● Clause 108.17</li> <li>● Clause 108.18</li> <li>● Clause 110.2</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>● Schedule 1 B.3.1(c)</li> <li>● Schedule 1 B.3.2</li> <li>● Schedule 1 B.3.6</li> <li>● Schedule 1 B.3.7</li> <li>● Schedule 1 B.3.9</li> </ul>	<p><b>Coordinators</b></p> <p>Where the Coordinator sources the Place, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>● engage in ongoing discussion with Providers in the Employment Region to ensure that the Work for the Dole Places they source will meet caseload needs and be filled by Providers</li> <li>● develop the Work for the Dole activity with the Host Organisation, including negotiating costs</li> <li>● undertake risk assessments (Place)</li> <li>● record the activity and Place details on the Department's IT System for advertising to all Providers in the Coordinator's Employment Region, and</li> <li>● assign any Group Based Activity or Individual Hosted Activity using the overarching activity model, to a Lead Provider (see <a href="#">Lead Providers</a> below and <a href="#">Attachment G</a> to this Guideline).</li> </ul> <p>Coordinators can advertise activities well in advance of an activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Work for the Dole Places across each Employment Region to ensure that it is fair based on caseload needs and job seeker location.</p> <p><b>Providers</b></p> <p>Where the Provider sources the Place, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>● develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• undertake a risk assessment (Place), and</li> <li>• record the activity and Place details on the Department's IT System.</li> </ul> <p><b>Providers and Coordinators</b></p> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each.</p> <p>As part of sourcing Work for the Dole Place(s), Coordinators (or Providers where they have sourced the Place) <b>must</b> perform the necessary risk assessments and other checks as outlined in <a href="#">Work health and safety</a> below, as well as identify with the Host Organisation the requirements of each Work for the Dole Place, including the number of Work for the Dole Places; the cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places. Once the Coordinator (or Provider where it has sourced the Place) decides that a Work for the Dole Place is appropriate, they will record these details in the Department's IT System. For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p> <p>Once the Coordinator advertises an activity on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and will be managed on a 'first come, first served' basis. Providers <b>should</b> work closely with their Coordinator and plan Work for the Dole activities well in advance of their job seekers reaching their Work for the Dole Phase.</p> <p>Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Claiming a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.7</b></li> <li>• <b>Clause 108.8</b></li> </ul>	<p>Providers will be able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole activity. When claiming the Place, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within five Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within five Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to all Providers.</li> </ul> <p>Where a Host Organisation requests a change to the activity start date, an override will be available in the Department's IT System to allow Providers to hold any Places they have already claimed for longer than the timeframes given above, as long as no</p>

Process	Details
	<p>job seeker has been commenced in the activity. Departmental officers will apply this override when the Provider or Coordinator requests it and the Department agrees to such a request.</p> <p>To ensure the Host Organisation’s needs are met, where a Provider claims a Work for the Dole Place they <b>must</b> utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> below).</li> </ul> <p>Providers <b>should</b> consider a job seeker’s background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and skills of the job seeker.</p> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements Guideline)</a>. Work for the Dole Places <b>must</b> be a minimum of 15 hours per week in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group-based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>
<p><b>Work for the Dole activities involving multiple ‘like Places’ in an Individual Hosted</b></p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of ‘like Places’, , this activity can be entered into the Department’s IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple ‘like Places’ of only one type (the standard model), or</li> </ul>

Process	Details
<p><b>Activity</b> <b>(Coordinator or Provider)</b></p>	<ul style="list-style-type: none"> <li>• , an ‘overarching activity’. An ‘overarching activity’ will be made up of ‘sub-activities’ of ‘like Places’ and risk assessments (Place) are to be completed for each ‘sub-activity’ .</li> </ul> <p>Under an ‘overarching activity’ model, Work for the Dole Places will be grouped into ‘sub-activities’ for each set of ‘like Places’. A ‘sub-activity’ can have a different start and end date within the time period of the ‘overarching activity’. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the ‘overarching activity’ (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) must:</p> <ul style="list-style-type: none"> <li>• create one ‘overarching activity’ for the local council and complete all the necessary system fields,</li> <li>• create two ‘sub-activities’ for each set of ‘like Places’, which in this case will be one ‘sub-activity’ for gardening and one ‘sub-activity’ for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each ‘sub-activity’.</li> </ul> <div data-bbox="512 1025 1513 1525" style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff;"> </div> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Lead Providers</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p>It is important that Host Organisations need only deal with one Provider unless otherwise agreed by the Host Organisation. In order to facilitate this, a Lead Provider must be identified for each activity. The Lead Provider must:</p> <ul style="list-style-type: none"> <li>• be the primary point of contact with the Host Organisation, and</li> <li>• finalise and manage the Activity Host Organisation Agreement, which will cover the entire activity.</li> </ul> <p>All other Providers that commence a job seeker in a Work for the Dole Place must</p>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 110.5</li> <li>• Clause 124.7</li> <li>• Clause 124.8</li> <li>• Clause 124.9</li> <li>• Clause 124.14</li> <li>• Clause 124.16</li> <li>• Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.2 (c)</li> <li>• Schedule 1 B.3.9 (b)</li> </ul>	<p>collaborate with the Lead Provider.</p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p><b>Individual Hosted Activities</b></p> <p><b>Standard model</b></p> <p>As part of sourcing an Individual Hosted Activity with multiple Places, the Coordinator <b>should</b> collaborate with Providers in their Employment Region to identify a suitable Lead Provider where this is appropriate (see <a href="#">Attachment G</a> for an overview of the Lead Provider model).</p> <p>If a Lead Provider <i>is not identified</i> before the activity is advertised in the Department’s IT System, the first Provider to ‘claim’ a Place will take on the role of the Lead Provider.</p> <p>Where a Lead Provider <i>is identified</i>, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Overarching activity model</b></p> <p>When establishing an Individual Hosted Activity with ‘sub-activities’ of ‘like Places’, the Coordinator <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider and enter these details into the Department’s IT System. The Lead Provider <b>must</b> then negotiate and execute the Activity Host Organisation Agreement, <i>before the activity can be advertised</i> on the Department’s IT System.</p> <p>The Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Group Based Activities</b></p> <p>Where a Coordinator sources a Place in a Group Based Activity, they <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider. They <b>must</b> also work with the Lead Provider and the Host Organisation to develop the activity, including the budget. The Lead Provider will negotiate the Activity Host Organisation Agreement with the Host Organisation. Suitability, risk assessments (Place) and checks <b>must</b> be undertaken as set out above.</p> <p>In the case of Group Based Activities sourced by a Coordinator, the Coordinator <b>must</b> advertise the Place on the Department’s IT System once negotiations are finalised. Upon advertising the activity, the Coordinator <b>must</b> notify the Lead Provider, which <b>should</b> be ready to immediately claim any Places they wish to use for their job seekers. The same time limits would then apply to all Places that the Lead Provider claims, as set out in <a href="#">Individual Hosted Activities and Group Based Activities</a> above—that is, if the Lead Provider does not commence their job seeker within the required timeframe, the Place will be readvertised to all Providers.</p> <p><b>Group Based Activities or Individual Hosted Activities with multiple Places</b></p> <p>For Work for the Dole Places in Group Based Activities or multiple Work for the Dole</p>

Process	Details
	<p>Places in an Individual Hosted Activity, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• appropriately manage the overall activity</li> <li>• collaborate with other Providers that have job seekers participating in the activity</li> <li>• advise other Providers of any relevant issues, including work health and safety and amend the risk assessment (Place) where necessary ensuring that other Providers are aware of any significant changes</li> <li>• negotiate or update the Activity Host Organisation Agreement for the Activity</li> <li>• collect relevant portion of Work for the Dole Fee for Individual Hosted Activities from other Providers and pass this on to the Host Organisation, with appropriate tax invoicing, and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed, with appropriate tax invoicing.</li> </ul> <p>Where other Providers (not the Lead Provider) commence a job seeker into the activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• pass on the job seeker's details (including any personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• pass relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider with appropriate tax invoicing</li> <li>• monitor and manage the job seeker to ensure participation and compliance, and</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained.</li> </ul> <p>Where a Provider sources either a Group Based Activity or an Individual Hosted Activity with multiple Places, they will automatically take on the role of Lead Provider.</p> <p>Note: If there are changes to the activity after either an Individual Hosted Activity or Group Based Activity has been advertised (for example, to update details of the Lead Provider or the apportionment of the Work for the Dole Fee to the Host Organisation), the Coordinator or Provider will need to submit an override request to the relevant Contract Manager for processing.</p> <p>Refer to <a href="#">Attachments C, E, F and H</a> to this Guideline for further information.</p>
<p><b>Record Activity on the Department's IT System (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the</b></p>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Police Checks and/or Working with Vulnerable People Checks), as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place/s</li> <li>• the number of available Work for the Dole Places, and</li> </ul>

Process	Details
<b>Dole Coordinator</b> <ul style="list-style-type: none"> <li>Schedule 1 B.3.9</li> </ul>	<ul style="list-style-type: none"> <li>any other system fields as required.</li> </ul> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p>

## Work health and safety

Providers **must** ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers **must** consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

Process	Details
<b>Competent Person (Coordinator or Provider)</b>  <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>Clause 110.4</li> <li>Annexure A1</li> </ul> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Clause 49</li> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.7</li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose. A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks.</p>
<b>Risk assessment (Coordinator or Provider)</b>  <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>Clause 8</li> <li>Clause 108.12</li> <li>Clause 110.2</li> <li>Clause 110.5</li> </ul> <b>jobactive - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.7</li> <li>Schedule 1 B.3.8</li> <li>Schedule 1 B.3.11</li> </ul>	<p>Risk assessments <b>must</b> be conducted and recorded for Work for the Dole Places and for each job seeker placed in a Work for the Dole Place.</p> <p>The risk assessment:</p> <ul style="list-style-type: none"> <li>Place: <b>must</b> identify any work health and safety concerns with the potential Work for the Dole Place and <b>must</b> be completed by the party (Coordinator or Provider) that secures the Work for the Dole Place. It <b>must</b> also include the <a href="#">Assessment Checklist (Place)</a></li> <li>Job seeker: <b>must</b> identify if the Work for the Dole Place is suitable for the relevant job seeker/s and <b>must</b> be completed by the Provider.</li> </ul>
<b>Risk assessment (Place) (Coordinator or Provider)</b>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record any work health and safety</p>

Process	Details
<p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, any hazards or risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces)</li> <li>• chemical (acids, poisons, asbestos, flammable substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Provider</li> <li>• whether the activity will involve close proximity to Children, the elderly or other <a href="#">vulnerable cohorts</a> and whether relevant checks <b>should</b> be undertaken</li> <li>• the Supervision arrangements, such as the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s)</li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place (see <a href="#">Insurance</a> below)</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> </li> </ul> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul>

Process	Details
	<p>Where there are multiple Work for the Dole Places in an Individual Hosted Activity that are across different locations, the risk assessment (Place) <b>must</b> cover risks at all locations (please see the diagram at <a href="#">Attachment H</a> to this Guideline for an overview of this model.)</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must</b> not be considered a suitable Work for the Dole Place.</p> <p>Where the Provider claims a Work for the Dole Place that has been sourced by a Coordinator then, before commencing a job seeker in the activity, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised (refer to <a href="#">Checks</a> below).</li> </ul> <p><b>Updating the risk assessment (Place)</b></p> <p>Where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Place or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>If the proposed changes include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must cease the activity and notify the Host Organisation, other Providers and Departmental Account Manager.</b></p>
<p><b>Assessment Checklist (Place)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available below.</p> <p>The risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Department's IT System will only display the latest version of the risk assessment (Place) that is uploaded. In cases where changes to a risk assessment (Place) have been made, the Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker) (Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed. That is, the job seeker(s) <b>must</b> be provided with all things necessary to undertake their Work for the Dole Place safely, including but not limited to appropriate and adequate:</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.5</b></li> <li>• <b>Clause 111</b></li> </ul>	<ul style="list-style-type: none"> <li>• training and Supervision,</li> <li>• personal protection equipment and clothing,</li> <li>• on-site facilities (access to drinking water and toilet), and</li> <li>• information on processes for reporting any work health and safety issues and any other concerns, including escalation to the Provider if required.</li> </ul> <p>In addition, the Provider <b>must</b> ensure that any checks that are required have been completed (for example, National Police Checks and/or Working with Vulnerable People Checks—see <a href="#">Checks</a> below).</p> <p>In assessing the suitability of Work for the Dole Places, the Provider <b>must</b> take into consideration the job seeker’s personal circumstances such as working capabilities and capacity and whether the level of Supervision provided will be adequate. In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstance of the job seeker to determine whether they can be accommodated and whether the Work for the Dole place will be suitable.</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request.</p>
<p><b>Insurance</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 42</b></li> <li>• <b>Clause 108.21</b></li> <li>• <b>Clause 108.22</b></li> <li>• <b>Clause 110.5(g)</b></li> <li>• <b>Clause 110.8</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6(c)</b></li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <p>The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions. For further information on the insurance policies, please refer to the <i>Readers Guide to Insurance</i>, which is available on the Provider Portal. The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</p>

## Checks

Process	Details
<p><b>Checks</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 8</b></li> <li>• <b>Clause 111.2</b></li> <li>• <b>Clause 111.3</b></li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Police Check and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department’s IT System as part of advertising the Work for the Dole Place,</p> <p>Where a check is required, the Provider <b>must</b> arrange and pay for all the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Work for the Dole Fee may be used by the Provider to pay for these</p>

Process	Details
<b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6(k)</b></li> <li>• <b>Schedule 1 B.3.9(a)</b></li> </ul>	<p>checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check/s have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed and the <a href="#">Activity Management Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole activity. A <a href="#">template agreement</a> is available below for Providers to use. Where Providers use their own agreement for these purposes, they <b>must</b> ensure that all of the information contained in the Department's <a href="#">template agreement</a> is covered in their agreement. However, Activity Host Organisation Agreements <b>must</b> include the following clauses:</p> <p>'The Parties acknowledge and agree that the information contained in the risk assessment (Place) at Attachment X is true and correct at the time of signing this agreement.'</p> <p>and</p> <p><i>'The Host Organisation attests that:</i></p> <p style="padding-left: 40px;"><i>(a) if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or</i></p> <p style="padding-left: 40px;"><i>(b) no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</i></p> <p><i>The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:</i></p> <p style="padding-left: 40px;"><i>(a) a participant undertaking tasks which would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or</i></p> <p style="padding-left: 40px;"><i>(b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation, or a reduction in customary overtime of an existing employee.'</i></p> <p>and</p> <p><i>'The Host Organisation <b>must</b> immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant/s.'</i></p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> review the risk assessment (Place). The Lead Provider <b>must</b> confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p>

Process	Details
	Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.

## Managing job seekers

Process	Details
<p><b>Managing job seekers undertaking Work for the Dole activities (Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 106.1</b></li> <li>• <b>Clause 111</b></li> <li>• <b>Section B18</b></li> </ul>	<p>the Provider <b>must</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.</p> <p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that it can be confirmed whether A job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker's participation. For more information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirements) Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity,</li> <li>• replace any participant who leaves a Work for the Dole Place within an Individual Hosted Activity early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities,</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees (Provider)</b></p> <p><b>Deed clause reference: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.5</b></li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Places will be funded on the basis that they are of six months continuous duration.</p> <p>However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole activity or the Host Organisation. Where this is the case, pro-rata payments will be</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Annexure A1</b></li> <li>• <b>Annexure B2</b></li> </ul>	<p>made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>Unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers <b>must</b> be detailed in the Activity Host Organisation Agreement.</p> <p>A Provider <b>must</b> not use the Employment Fund for expenses related to the Work for the Dole Programme.</p> <p>Note: For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place (see <a href="#">Payments to Coordinators</a> below).</p>
<p><b>Individual Hosted Activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Pro-rata payments will be calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass agreed funds to the Host Organisation to cover the cost of the Place as negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>Where the first job seeker in a Place commences six or more Business Days after the activity start date, a pro-rata amount of the fee will be paid to the Provider, resulting in a pro-rated amount of the agreed fee being passed on to the Host Organisation, unless the provider has sufficient funds from the Work for the Dole Fee to pass on the whole agreed amount.</p> <p>The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department. While the Host Organisation is not required to provide an itemised list, the items they are seeking payment for would be part of the negotiation with the Coordinator.</p> <p>Where there are multiple Places in an Individual Hosted Activity, the first Provider to claim a Place in the Department's IT System will take on the role of the Lead Provider. The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on</p>

Process	Details
	<p>to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, national police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee. Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole activities. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity, depending on the budget of the activity. In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, police checks, safety equipment, required training).</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once. Further information is provided in the <a href="#">Department's IT Online Help</a>.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>Items that cannot be covered by the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• management fees,</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees.</p>

Process	Details
	<p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> record all budgeting and acquittal documentation in the Department's IT System. Upon submission of a satisfactory acquittal Report in accordance with the Deed the Lead Provider may claim the Work for the Dole Fee, as approved by the Department.</p> <p>Where Lead Providers claim Reimbursement payments for expenditure on Group Based Activities, these <b>must</b> be submitted to the Department no later than 56 calendar days after the completion of the relevant Group Based Activity.</p>

## Payments to Coordinators

Process	Details
<p><b>Establishment fee (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>The establishment fee is a one-off payment that enables Coordinators to cover some of the costs related to commencement of the Services and is due within 14 days of the Deed Commencement Date.</p> <p>An establishment fee is payable for each of the Coordinator's Employment Regions.</p> <p>Once the Coordinator has confirmed the Deed Commencement Date with the Account Manager, the Coordinators <b>must</b> submit a Tax Invoice to the Department as per the Deed.</p> <p>Upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Service fee (Coordinator)</b></p> <p>Deed clause reference:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>For each of the Coordinator's Employment Regions, a service fee will be paid for each Payment Period during the Term of the Deed and assists Coordinators in delivering the Services under the Deed. For each Payment Period, the Coordinator <b>must</b> submit a Tax Invoice to the Department. Subject to the terms of the Deed and upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Work for the Dole Place Fee</b></p> <p>Deed clause reference:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Work for the Dole Place fees will be paid to the Coordinator in accordance with the Deed and upon the commencement of the first job seeker in the relevant Work for the Dole Place.</p> <p>Places will be funded on the basis that they are for six months duration. There will be some flexibility for short or longer Places where a six month is not suited to the Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>Subject to the requirements being met under the Deed, the payment of the Work for the Dole Place Fee will be automated. Only one Work for the Dole Place Fee will be paid for each Place when the first job seeker commences in that Place.</p> <p>Coordinators are not required to submit a Tax Invoice for the payment of the Work for the Dole Place Fee. A recipient created tax invoice will be generated by the Department's IT Systems when a job seeker commences in a Place sourced by the</p>

Process	Details
	Coordinator.

## Monitoring and reporting

Process	Details
<p><b>Recording of information (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 114</b></li> <li>• <b>Clause 120</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>The Department will use information entered into the Department's IT System on Work for the Dole activities for monitoring and reporting purposes.</p> <p><b>Work for the Dole activity information</b></p> <p>Either the Coordinator or the Provider (depending on who sourced the activity) <b>must</b> complete all mandatory fields as accurately and as soon as possible. Information to be provided includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>• the actual number of Work for the Dole Places available on each activity</li> <li>• details of each Work for the Dole Place and the tasks being undertaken</li> <li>• the type of activity (Individual Hosted Activity / Group Based Activity)</li> <li>• the Host Organisation and Supervisor details</li> <li>• the completion of risk assessments and Activity Host Organisation Agreements</li> <li>• budget of activity, and</li> <li>• acquittal of funds.</li> </ul> <p><b>Job seeker information</b></p> <p>Providers <b>must</b> manage and record job seekers' participation requirements against their Activities. Matters that <b>must</b> be managed and recorded include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• placing the job seeker in a suitable activity</li> <li>• recording dates and times of when the job seeker is required to attend the activity</li> <li>• monitoring job seeker attendance at the activity, and</li> <li>• recording when the job seeker leaves the activity.</li> </ul> <p>Refer to the <a href="#">Activity Management Guideline</a> for further information.</p> <p>Providers and Coordinators <b>must</b> contribute to audit and assessment processes as required.</p>

Process	Details
<p><b>Reporting incidents</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>While Providers <b>must</b> manage and report any incidents involving job seekers, the Host Organisation may choose to liaise directly with the Coordinator either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help meet their needs and notify the Department where necessary.</p> <p>For additional information on reporting incidents, see the <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>
<p><b>Information provided by the Department</b> <b>(Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(i)</li> </ul>	<p>The Department will provide Coordinators with access to administrative, labour market and caseload data to support Coordinators in the monitoring and reporting of Work for the Dole Places they have sourced in the Employment Region(s).</p> <p>Data provided by the Department will help to inform Coordinators of the number of Work for the Dole Places unclaimed, the location of Places sourced and the projected demand of job seekers in the Employment Region(s).</p> <p>While the majority of quantitative information will be drawn from the Department's IT System, qualitative information on securing Work for the Dole Places, Host Organisations, incidents, emerging issues and best-practice approaches will also be required from Coordinators. This information will be captured in the Self-Assessment Quality Report, Progress Report and any ad-hoc Reports.</p> <p>Data provided by the Department cannot be used for external purposes without the permission of the Department.</p> <p>For further information on the Self-Assessment Quality Report, see the <a href="#">Performance Framework Guideline</a>.</p>
<p><b>Monitoring of distribution and filling of Work for the Dole Places</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>
<p><b>Monitoring needs of Work for the Dole Host Organisations</b> <b>(Coordinator or Provider)</b></p>	<p>As the key role for Coordinators is to secure sufficient suitable Work for the Dole Places, the importance of maintaining good working relationships with Host Organisations is critical, particularly to encourage repeat business where appropriate.</p> <p>Once each Work for the Dole Place has been filled by a job seeker, the Coordinator <b>must</b> maintain contact with the Host Organisation to ensure that its needs are met. This <b>should</b> be done in consultation with the Provider.</p>

Process	Details
<p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.18 (c)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Significant issues identified by the Coordinator, or brought to their attention, <b>must</b> be reported to the relevant Provider and if appropriate, the Department.</p>
<p><b>Best practice</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 47.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p>
<p><b>Six-monthly Progress Reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(a)</li> </ul>	<p>Coordinators <b>must</b> complete the Progress Report template on the Provider Portal and submit it to the Department every six months unless otherwise advised by the Department. As part of the Progress Report, Coordinators will be required to demonstrate how they have delivered servicing strategies as outlined in their tender response. Reports <b>must</b> be submitted to the nominated Account Manager by the deadline, as determined by the Department.</p>
<p><b>Ad-hoc reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(c)</li> </ul>	<p>The Department may also seek the assistance of Coordinators from time to time to conduct surveys and other information-gathering processes to supplement administrative and reporting data. If requested to do so, Coordinators <b>must</b> complete and submit these Reports as instructed by the Department.</p> <p>Coordinators and Providers <b>must</b> contribute to audit and assessment processes as required.</p>
<p><b>Quality of reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause reference:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b>  <b>Schedule 1 B.5(f)</b></p>	<p>The quality of reports will be measured by:</p> <ul style="list-style-type: none"> <li>• the quality, accuracy and usefulness of information provided;</li> <li>• the steps taken by the Coordinator to follow up on previously reported activities and issues;</li> <li>• the level of detail provided for results and measureable outcomes from activities; and</li> <li>• the timeliness of its submission.</li> </ul>

## Media and promotion

Process	Details
<p><b>Media and promotion (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 60</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.13</li> </ul>	<p>Coordinators <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator relating to the Services outlined in the Deed, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>• use badging and signage issued by the Department</li> <li>• acknowledge the financial and other support the Coordinator has received from the Commonwealth, and</li> <li>• provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

## Specified Personnel

Process	Details
<p><b>Specified Personnel (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 B.6</li> <li>• Schedule 1 F</li> </ul>	<p>Coordinators <b>must</b> nominate Specified Personnel to be the day-to-day contacts for the Department. Coordinators <b>must</b> also arrange for any checks (such as criminal record checks or Working with Vulnerable People Checks) before the Specified Personnel carries out work on any Services.</p> <p>Coordinators <b>must</b> deliver the servicing strategies from the sites and locations outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department. It is expected that Specified Personnel will develop a constructive working relationship with their Account Manager to ensure an efficient and effective flow of information.</p> <p>Coordinators, including any Specified Personnel, <b>must</b> attend specific conferences and meetings and be available for any other purposes, including attending any induction or training, as specified by the Department.</p>
<p><b>Working hours and absences (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 – Item B.6</li> </ul>	<p>Coordinators, including any relevant Specified Personnel, <b>must</b> be available to provide any Services under the Deed during the Service Hours (9 am – 5 pm Monday to Friday excluding public holidays in the Employment Region(s) and any other time, including on weekends, as required) and maintain a physical presence in the Employment Region(s) during those hours.</p> <p>Where the Coordinator and any relevant Specified Personnel are unavailable to deliver Services or are physically outside of the Employment Region(s) during the Service Hours for:</p> <ul style="list-style-type: none"> <li>• 24 consecutive hours or longer, the Coordinator <b>must</b> seek written approval (in advance, where possible) from the relevant Account Manager</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• five or more calendar days consecutively, the Department may reduce the fees payable to the Coordinator.</li> </ul>

## Attachment A: Volunteering for Work for the Dole

### When can a job seeker volunteer to undertake Work for the Dole outside of their Work for the Dole Phase?

When a job seeker indicates they would like to volunteer to undertake Work for the Dole activities in their Case Management Phase, participation needs to be negotiated and agreed between the job seeker and the Provider. A Provider **should** only approve a period of volunteering to undertake Work for the Dole activities where they consider the activity will be of benefit to the job seeker in gaining employment and where a Work for the Dole Place is available.

Stream A and SPI job seekers **must** complete their six month Self Service and Job Activity Phase (Stream A) or Case Management Phase (SPI), followed by their six month Work for the Dole Phase before they are eligible to volunteer to participate in Work for the Dole. This means that where these job seekers volunteer for Work for the Dole, they will do so prior to reaching their Work for the Dole Phase in each anniversary year.

In this case, any period of volunteering and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** fully meet the job seeker's total AAR hours for that anniversary year (for example, 650 hours over six months) and the hours of participation **should** match those of the job seeker's Mutual Obligation Requirements (for example, 25 hours or 15 hours per week).

Stream B (non SPI) and Stream C job seekers **must** complete their first six months in Employment Services (in the Case Management Phase) before they can volunteer to participate in Work for the Dole. From their second anniversary year\*, where these job seekers have already met their AAR in their Work for the Dole Phase and choose to subsequently volunteer in their Case Management Phase, any period of volunteering and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** be for a full Work for the Dole placement (for example, 650 hours over six months).

Providers **must** make it clear to the job seeker at the time of negotiating any period of volunteering to undertake Work for the Dole activities that they **must** undertake an activity for the full Work for the Dole placement and that they cannot choose to cease their participation in Work for the Dole before completing this requirement. For further information refer to the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

Providers **must** not approve job seekers to undertake a Work for the Dole activity where the period of volunteering is not for the full Work for the Dole placement. If agreed by the Provider and job seeker, any Work for the Dole activities outside of the job seeker's Work for the Dole Phase **must** be entered into the job seekers' Job Plan and will become a compulsory activity and subject to compliance action if not completed. Please see the diagram in [Attachment B](#) to this Guideline for an overview of volunteering in Work for the Dole.

### Do volunteer hours count towards the Annual Activity Requirement?

If the job seeker ceases the activity before fully completing their Work for the Dole placement or where an activity is not for sufficient hours to meet the job seeker's AAR, it will not count towards meeting any AAR.

Where job seekers volunteer to undertake Work for the Dole activities outside their Work for the Dole Phase, the hours of participation can only count towards their AAR if they are undertaken in the same anniversary year and where the AAR has not already been met.

- *For example, given a Stream B/C Participant does not have an AAR until their second anniversary year\*, they will meet their AAR in the first six months of the second anniversary year with their compulsory participation in Work for the Dole activities. Therefore, if they undertake Work for the Dole activities outside of the Work for the Dole Phase in the second six months of the second anniversary year, it does not count towards their AAR, as it would have already been met.*

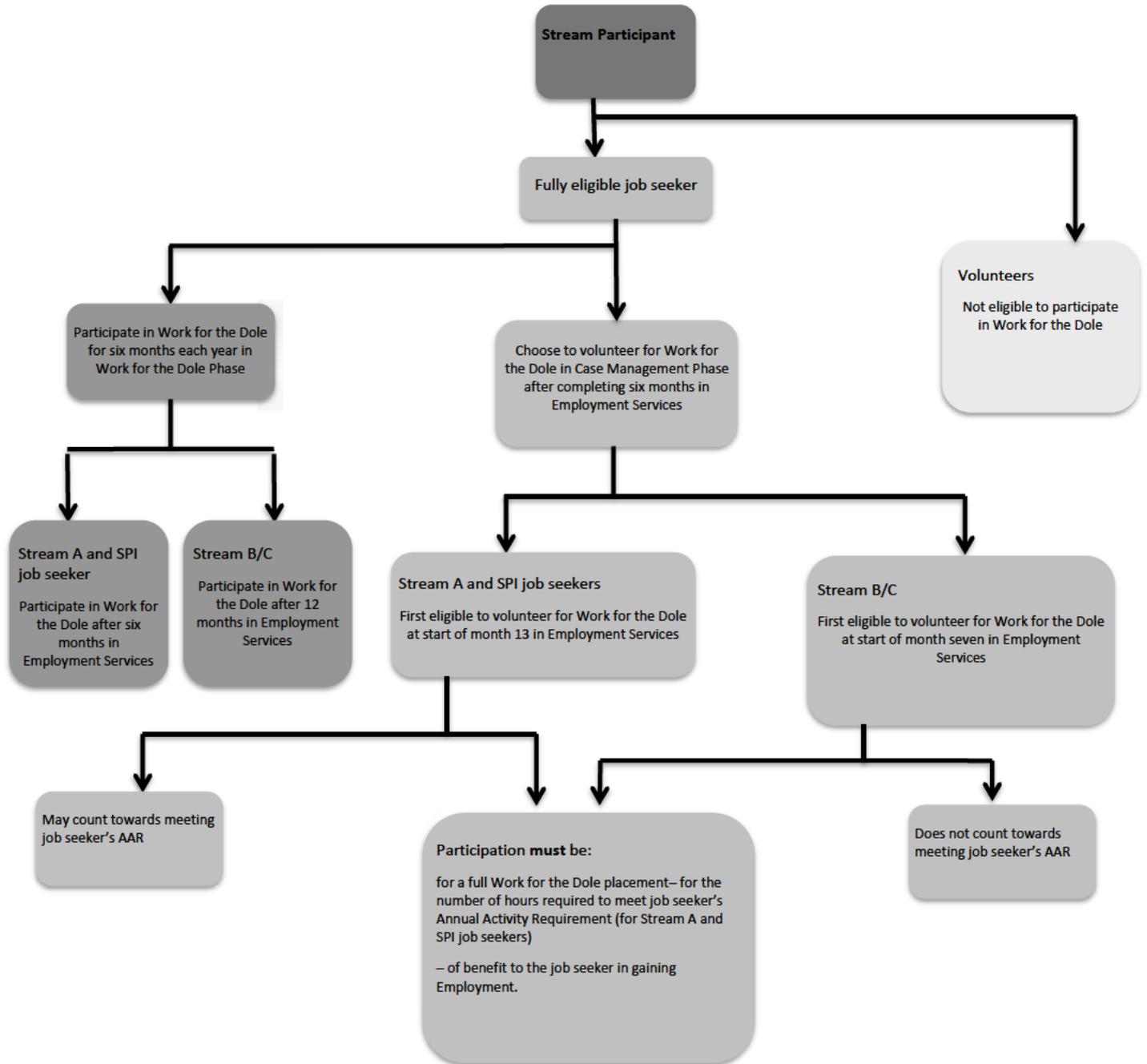
Where Stream A Participants volunteer to undertake Work for the Dole activities in their Case Management Phase, they may end up completing their AAR before completing their time in the Work for the Dole Phase. In this instance, Providers **must** ensure that they provide Services to those job seekers in line with the relevant requirements in Attachment A of the [Mutual Obligation Requirements \(including Annual Activity Requirements\) Guideline](#).

- *For example, while the job seeker is undertaking Work for the Dole activities in the Case Management Phase, Providers will still need to provide Services to them in line with what would have been provided in the Work for the Dole Phase. If the job seeker completes the Work for the Dole activities and has time remaining in the Work for the Dole Phase, Providers will need to provide Services to them during this period in line with what their requirements would have been if they were in the Case Management Phase.*

For further information on when volunteer hours count towards a job seeker's AAR, refer to [Attachment B](#) to this Guideline.

\*Note: The 'anniversary year' is based on the date that the job seeker commenced in Employment Services.

## Attachment B: Volunteering in Work for the Dole



Note: This attachment must be read in conjunction with [Attachment A: Volunteering for Work for the Dole](#)

## Attachment B: Volunteering in Work for the Dole cont.

	Stream A job seekers (excluding Volunteers)	Stream A/B SPI job seekers	Stream B/C job seekers
Months 0—6	Self Service and Job Activity Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>
Months 7—12	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.</li> <li>Will not count towards job seeker's Annual Activity Requirement (AAR).</li> </ul>
Months 13—18	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>
Months 19—24	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13–18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13–18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. Will not count towards job seeker's AAR, as they have already met their AAR in the Work for the Dole phase in months 13–18.</li> </ul>

Note: Job seekers aged 50-59, job seekers with a Partial Capacity to Work or who are Principal Carer Parents have the same Employment Service Phases as other job seekers but Work for the Dole will not be mandatory.

Note: Job Seekers aged 60 years or over will not have an AAR and therefore do not enter the Work for the Dole Phase but may choose to volunteer for Work for the Dole.



## Attachment C: Sourcing and setting up Work for the Dole activities

jobactive Work for the Dole Guideline

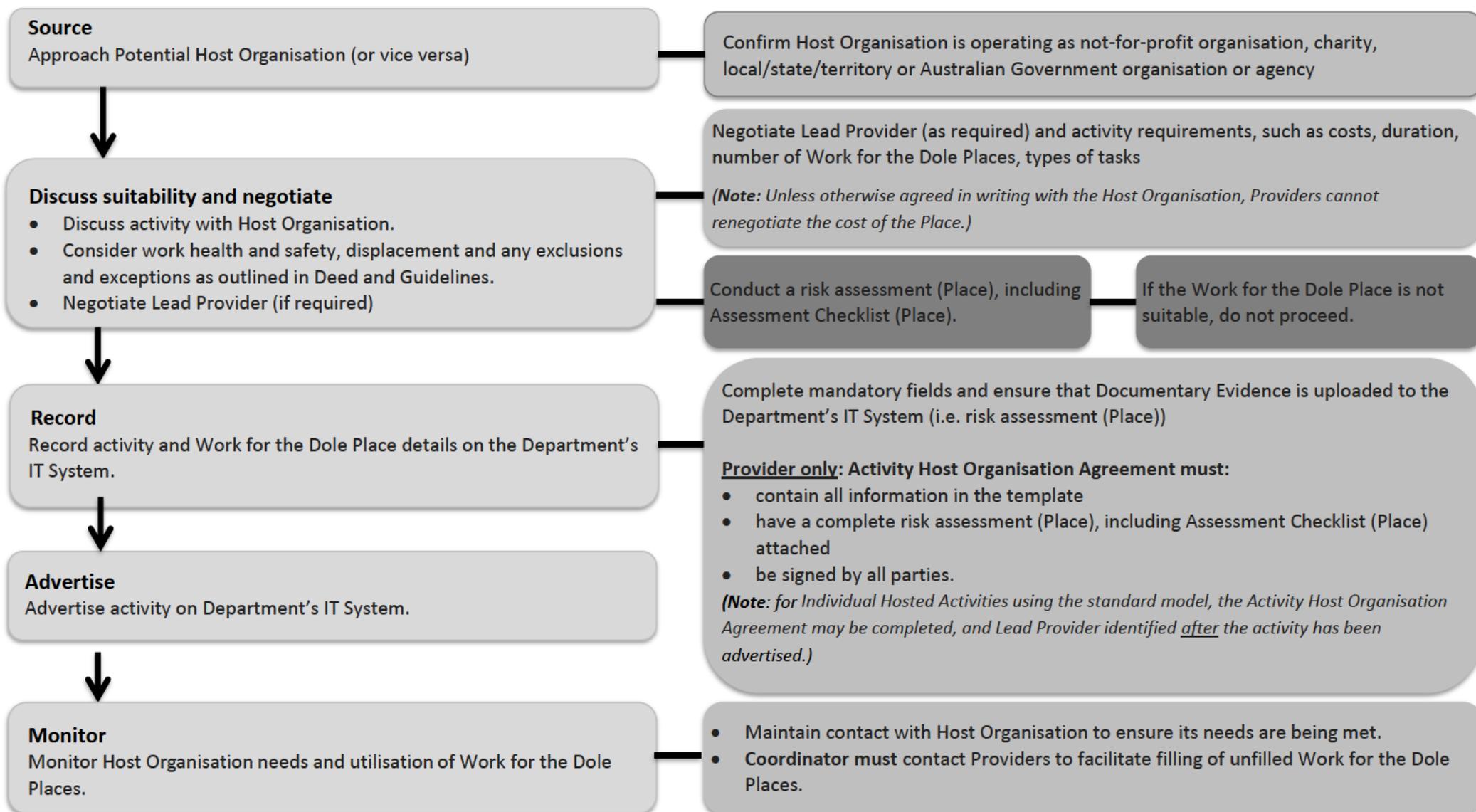
Effective Date: 10 July 2015

TRIM ID: D15/433386

100 of 1996

Department of Employment and Workplace Relations - Documents released under FOI

**EFFECTIVE END DATE 6 DECEMBER 2015**



## Attachment D: Additional Guidelines relating to Community Support Projects (CSPs)

### Objectives

Where a natural disaster has occurred, Work for the Dole activities **must**, if directed by the Department, assist with recovery as part of Community Support Projects (CSPs).

CSPs are: projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.

#### CSPs can:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators **must** continue to meet all other Deed and Guideline requirements.

Providers and Coordinators **must** submit a proposal for any CSPs to the Department for its approval.

To take advantage of these flexibilities, Providers or Coordinators **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

This means that Providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would not normally be allowed because the activity or Host Organisation has received government funding.

## Implementation

CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators **should** consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Who can be the Host Organisation for CSPs?

CSPs **must** only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees

Work for the Dole Fees **must** not be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers **should** adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees **should** be used for.

### Approval of CSPs

On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

### Entering CSPs into the Department's IT System

When entering Work for the Dole CSPs into the Department's IT System, Providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select 'Community Support Project' as the subtype.

Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.

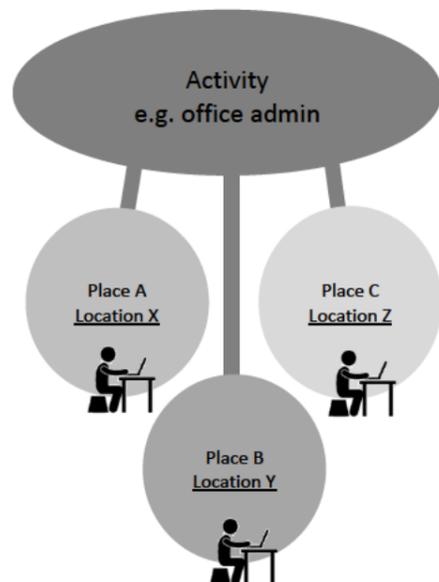
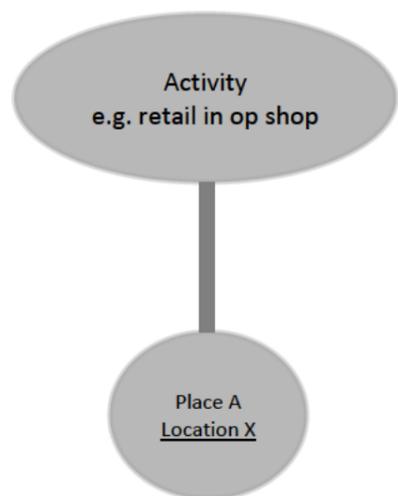
A form is available [below](#) for Providers to complete when proposing CSPs.

**Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity**

Individual Hosted Activity – Standard Model

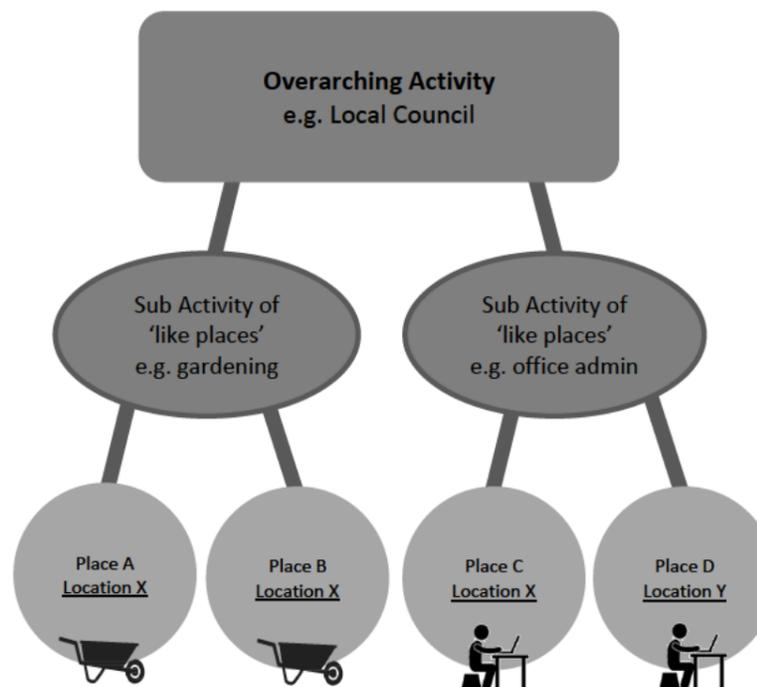
Only one Place at any one time

Multiple 'like Places' of only one type



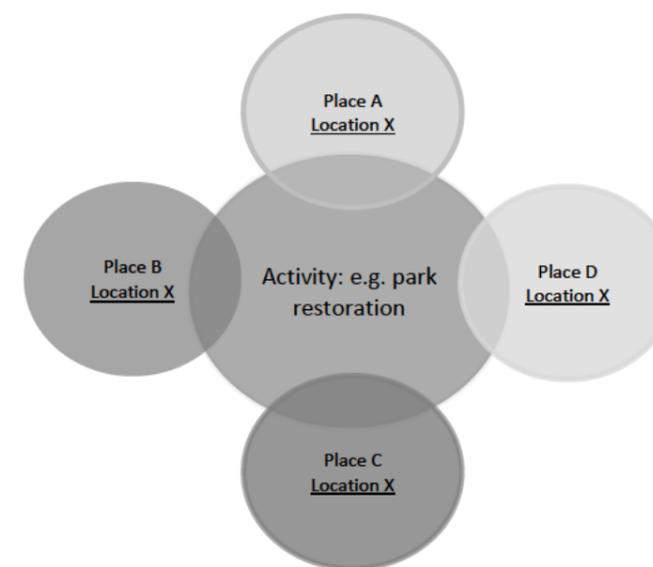
Individual Hosted Activity – Overarching Activity Model

An overarching activity with 'sub-activities' of multiple individual 'like Places'



Group Based Activity

A number of Places involving a group of job seekers working as a team to meet a common goal on a specific project



Prior to advertising in the Department's IT System it is mandatory to complete and upload the risk assessment (Place).

Prior to advertising in ESS Web, it is optional to complete:

- Lead Provider details
- Host Agreement

Prior to advertising in the Department's IT System it is mandatory to complete:

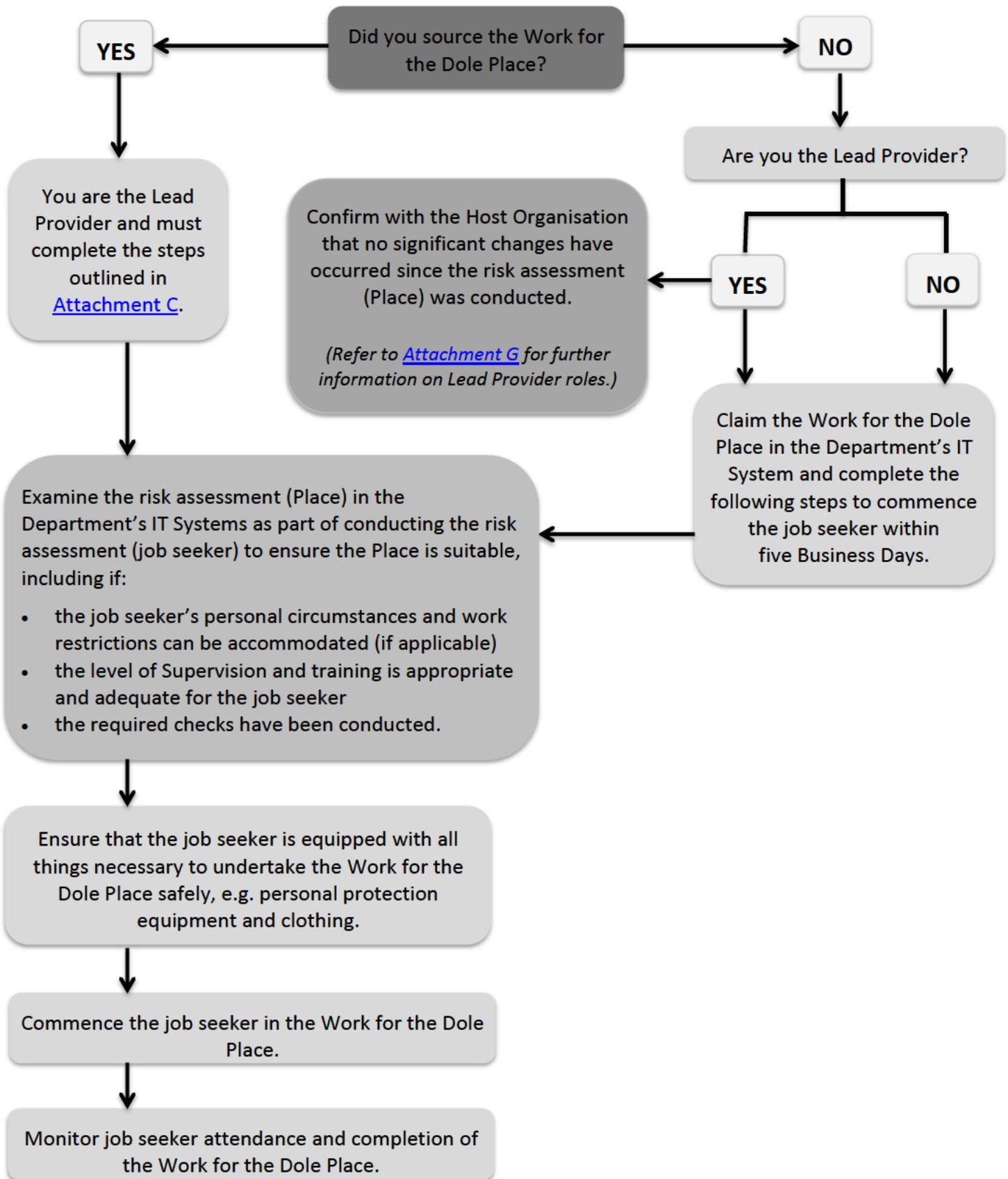
- Lead Provider details
- Host Agreement
- Risk assessment (Place) for each 'sub-activity' (*must be uploaded*)

NOTE: Each 'sub-activity' must be made up of one set of 'like Places'.

Prior to advertising in the Department's IT System it is mandatory to complete:

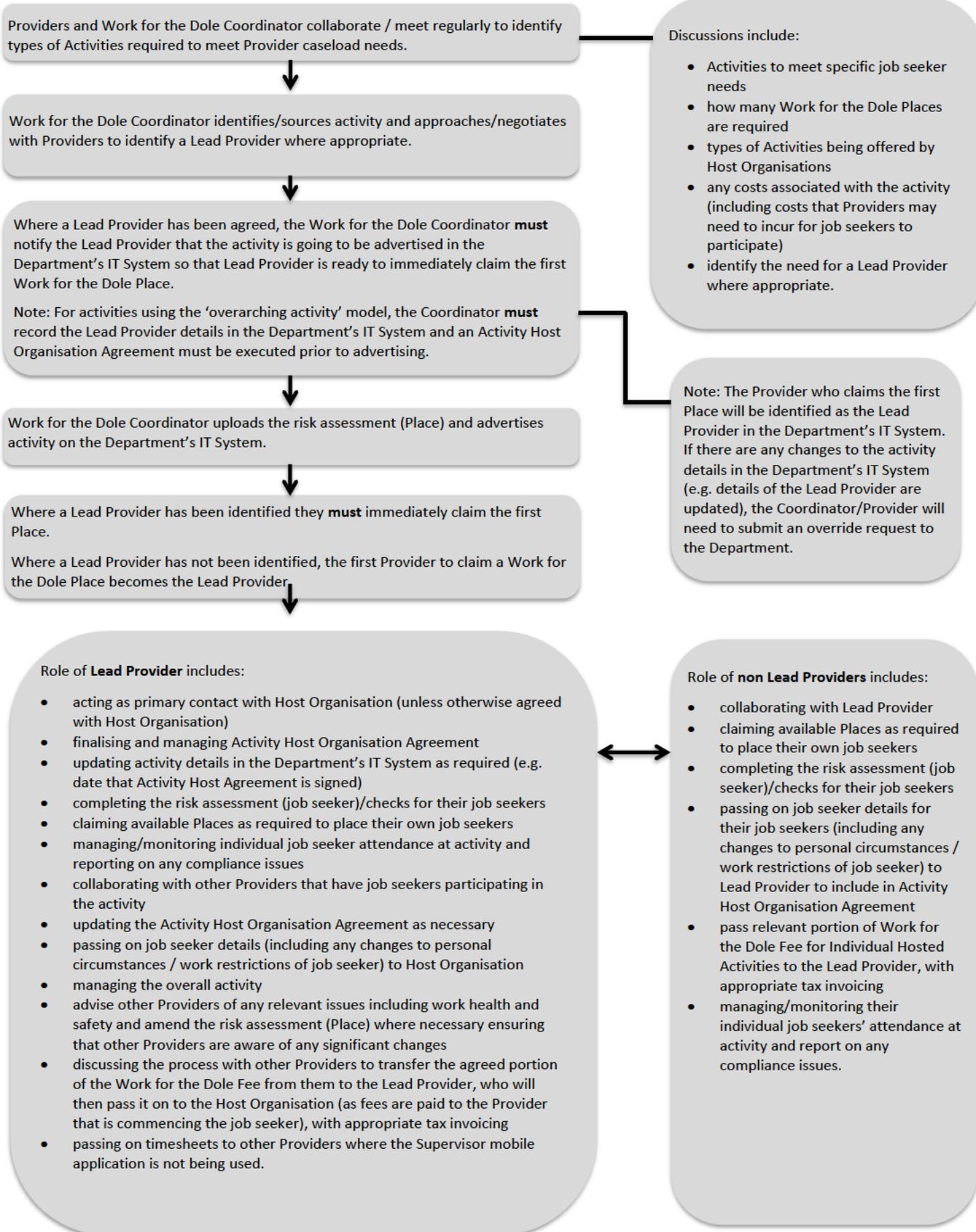
- Lead Provider details
- Host Agreement
- Risk assessment (Place) (*must be uploaded*)

## Attachment F: Commencing a job seeker in a Work for the Dole Place

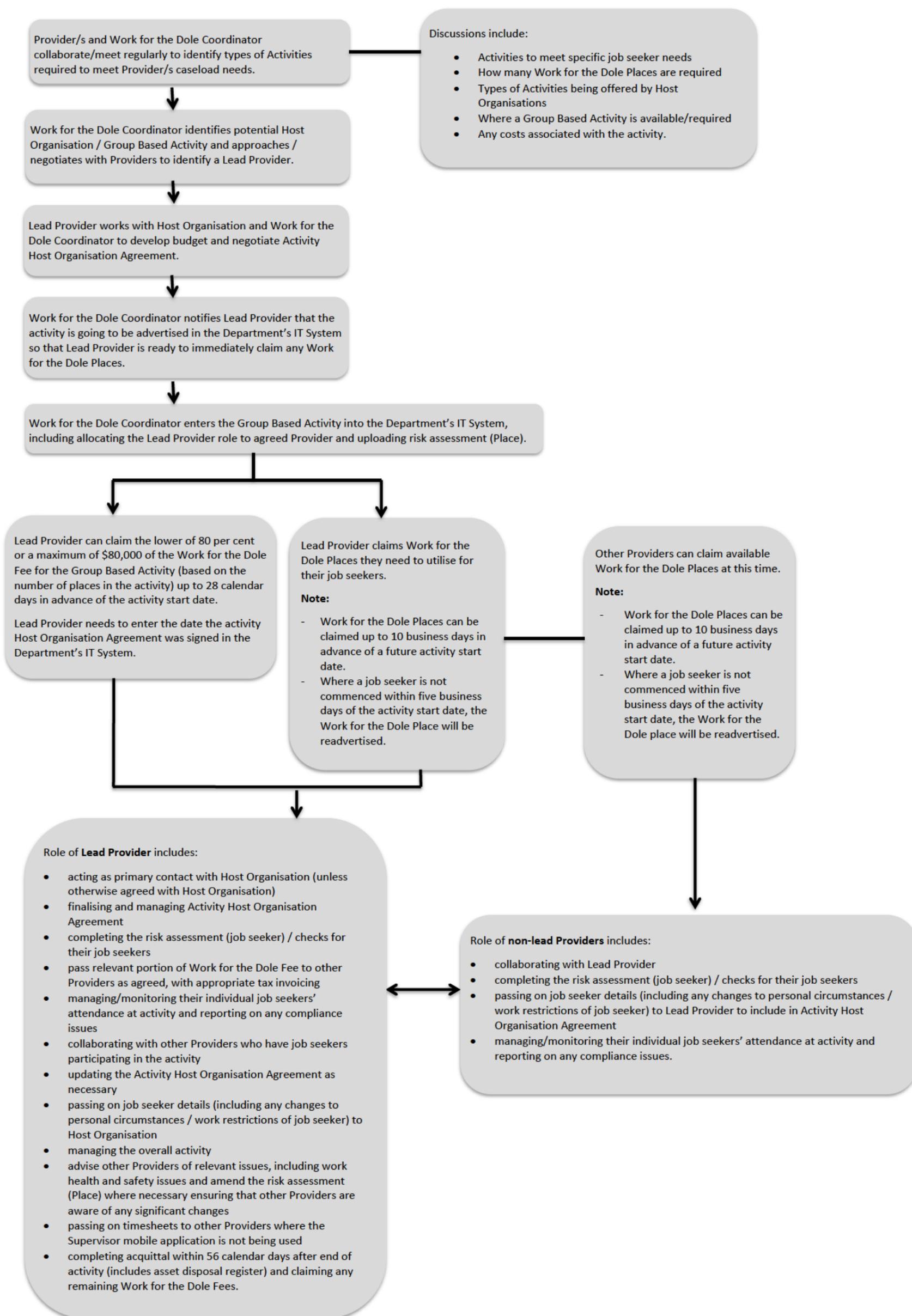


## Attachment G: Lead Providers

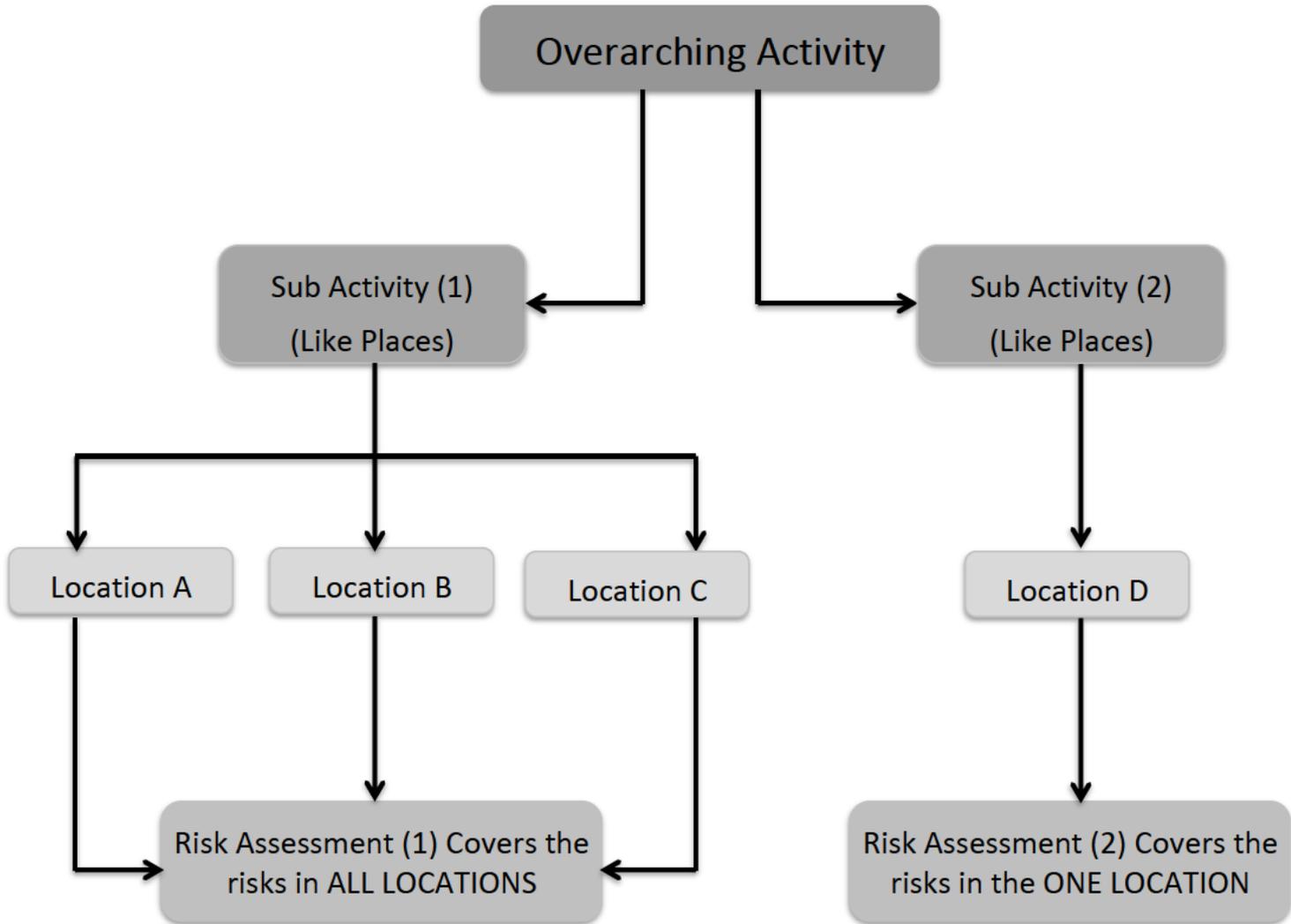
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Work for the Dole Coordinator



**Lead Provider Model—Group Based Activity sourced by a Work for the Dole Coordinator**



**Attachment H: Risk assessment (Place)—when sourcing an Individual Hosted Activity with multiple Work for the Dole Places**



## Activity Host Organisation Agreement Template

# Employment Provider Services—Activity Host Organisation Agreement template

### Purpose of this template

This document is intended to provide Employment Providers (referred to as 'Providers') with a template agreement to use when setting up activities with Activity Host Organisations (referred to as 'Host Organisations') in relation to Work for the Dole and Voluntary Work.

This template provides the basis for an agreement between the parties in relation to defined Work for the Dole and Voluntary Work activities. It contains the material that the Department of Employment would expect any such agreement to contain.

**Note:** This is an optional template for Providers to use. Providers should seek their own legal advice when entering into agreements with Host Organisations, Subcontractors and Supervisors.

Where Providers use their own agreement for these purposes, they **must** ensure that all of the information contained in this template agreement is covered in any Provider agreement. In particular all agreements **must** include Clauses: 2.3, 2.4, 6.2(b) and 6.5 (for Work for the Dole activities only).

# Employment Provider Services—Activity Host Organisation Agreement template

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## Employment Provider Services—Activity Host Organisation Agreement template

### Agreement

### between

**[Name of Employment Provider]**

Employment Provider

**and**

**[Name of Work for the Dole/Voluntary Work Host Organisation]**

Host Organisation

This agreement is made on [day] [month] [year]

between

**[Name of Employment Provider]** ABN **[enter ABN]** **[enter registered business address]** (the 'Provider')

and

**[Name of the Work for the Dole/Voluntary Work Host Organisation]** ABN **[enter ABN]** **[enter registered business address]** (the 'Host Organisation')

(collectively, 'the Parties')

### Purpose of this Agreement

- A. The Provider has entered into a deed with the Commonwealth Department of Employment (the Department) to provide Employment Provider services (Services), including placing and managing participants in Work for the Dole and/or Voluntary Work.
- B. The Host Organisation has agreed, with the Provider, to host a **[Work for the Dole / Voluntary Work] activity (the Activity) on the terms and conditions set out in this agreement.**
- C. The Host Organisation has fully informed itself on all relevant aspects of the Provider's requirements for managing the Activity.
- D. The Provider has agreed to accept the Host Organisation's offer to host the Activity on the terms and conditions set out in this agreement.

### Agreement

#### 1. Term

- 1.1. This agreement commences on **[insert commencement date]** and, unless terminated earlier, ends on **[insert end date]**.
- 1.2. The Provider or the Host Organisation may terminate the Activity at any time by providing at least one month's written notice to the other party before the Activity is terminated.

Note: Less than one month's written notice may be provided if reasonable in the circumstances (for example, where a change has occurred that makes the Activity unsafe for participation).

#### 2. **[Work for the Dole/Voluntary Work] Activity**

- 2.1. In hosting the Activity the Host Organisation undertakes to the provider that it will provide the Services and support that are detailed in Attachment A to this agreement. The Host Organisation also undertakes to the provider that it will provide the Services and support to the participant(s) that are detailed in Attachment B to this agreement. Participants at Attachment B may be referred by the Provider or by another Employment Provider, to the Host Organisation.
- 2.2. The Provider agrees to provide funds to the Host Organisation, in accordance with Item C of Attachment A to this agreement, to enable the Host Organisation to meet its obligations at clause 2.1.
- 2.3. The Host Organisation attests that:
  - a) if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or
  - b) no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

- 2.4. The Host Organisation warrants to the provider that the placement of any participant(s) in the Activity will not result in:
- a) a participant undertaking the same tasks that would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or
  - b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation or a reduction in customary overtime to an existing employee.

### 3. Substitution/addition of Participant(s)

- 3.1. The Parties may discuss and agree to substitute some or all of the participant(s) listed at Attachment B to this agreement or remove or add participant(s) at any time during the term of this agreement. When the changes to the participants are agreed, the Provider will provide an updated Attachment B to the Host Organisation. The updated attachment, when provided to the Host Organisation, is deemed to be incorporated into the agreement.
- 3.2. If any participant is substituted or added under clause 3.1, the Host Organisation will provide the Services and support detailed in Attachment A to this agreement to the substituted or additional participant(s) as identified in the updated Attachment B, subject only to changes that are necessary due to the substitution or addition, and all terms of this agreement will continue to apply.

### 4. Novation, Subcontracting etc

- 4.1. The Host Organisation must not:
- a) assign any of its rights under this agreement
  - b) enter into any arrangement that will require novation of this agreement
  - c) subcontract all or any part of the Activity
- without the Provider's approval.
- 4.2. The Host Organisation agrees that the Provider may novate this agreement to another entity specified by the Department (the New Provider) by giving written notice to the Host Organisation.
- 4.3. If this Host Organisation receives a notice under clause 4.12, the Host Organisation will:
- a) enter into an agreement with the Provider and the New Provider to novate this agreement to the New Provider whereby the New Provider becomes a party to this agreement in substitution of the Provider (a Provider Novation Deed template is available on the Provider Portal)
  - b) subject to paragraph (c), continue to perform the services and support detailed in Attachment A as if the New Provider is the Provider under the agreement
  - c) do any other act (including agreeing to any variation of this agreement or executing any document) that may be required to facilitate the continued hosting of the Activity under this agreement, including as result of any new contractual arrangements between the New Provider and the Commonwealth.

### 5. Status of Participant(s)

- 5.1. The Parties acknowledge that the participant(s) participating in the Activity are not employees of the Provider or the Host Organisation during the Activity and must not be paid a salary, wages or other remuneration for performing work or services by the Provider or the Host Organisation.
- 5.2. Clause 5.1 does not prohibit a payment by the Provider directly or indirectly for the support of the participant in relation to the Activity, such as a contribution to the supervision by the Host Organisation, protective clothing, uniforms, equipment or materials. The timing of any such payments must be agreed between the Host Organisation and the Provider and detailed as part of this agreement.

## 6. Participant's health, safety and attendance

- 6.1. Before commencing the Activity, or commencing a participant in the Activity, the Host Organisation must participate in the risk assessment (Place) undertaken by the Provider on work health and safety issues.
- 6.2. While providing the services specified in Attachment B of this agreement, the Host Organisation must:
- a) ensure that there is a safe system of work in place at all times during the Activity
  - b) immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant(s)
  - c) provide training to the participant, including work health and safety training, so that the participant can participate in the activities safely
  - d) ensure that appropriate facilities (such as toilets and access to drinking water) are available to the participant(s) for the duration of the Activity.
- 6.3. The Host Organisation must also notify the Provider as soon as possible, and within 24 hours, of any incident involving the Activity for the Provider to action, including:
- a) any accident, injury or death occurring during, or as a result of, the Activity, including in relation to the participant or a member of the public
  - b) any incident that relates to a work health and safety issue
  - c) any incident that may negatively affect the Australian Government or bring the Employment Services into disrepute.
- 6.4. If required for the Activity, the Host Organisation must ensure that the participant is equipped with any clothing or materials that are required by the participant(s) to participate safely in the Activity.
- 6.5. [Note: This clause is only relevant for Work for the Dole Activities.] The Parties acknowledge and agree that the information contained in the risk assessment (Place) at Attachment C is true and correct at the time of signing this agreement.
- 6.6. The Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety.

## 7. Participant training and supervision

- 7.1. The Host Organisation must ensure that the participant(s) have received any training that is required to participate in the Activity, including work health and safety training or other training as otherwise directed by the Provider.
- 7.2. The Host Organisation must ensure that:
- a) Participants are adequately and appropriately supervised by a fit and proper person at all times, including with regard to the work health and safety of the participant(s) (in addition, where the activity involves people from vulnerable cohorts, the supervision must be continuous over the entire duration of the activity)
  - b) Supervisors have a high level of skill/knowledge, training and/or experience in the part of the Activity they are engaged in and in working with, training and supervising persons in such activities
  - c) Supervisors undergo any police or other checks required by the Provider and comply with any statutory requirements
  - d) Supervisors notify the Provider of any participant's non-attendance and of any participant performance issues in relation to the Activity.

## 8. Privacy and Personal Information

- 8.1. This clause 8 applies where the Host Organisation deals with Personal Information when, and for the purpose of, hosting the Activity and interacting with the participant/s under this agreement.

- 8.2. In this clause 8, the terms 'Personal Information', 'registered APP code' (APP Code), and 'Australian Privacy Principles' (APPs) have the same meaning as they have in the Privacy Act 1988 (Cth) (the Privacy Act).
- 8.3. The Host Organisation may only use or disclose the Personal Information of a participant to the Provider and the Department for the purposes of administering this agreement and the deed between the Provider and the Department and to administer the applicable Commonwealth policies and associated reporting, including information relevant to:
- a) matters referred to in clauses 6.2a and 6.2b;
  - b) the performance of the Activity;
  - c) the occurrence of any incident referred to in clause 6.3 involving a participant;
  - d) the eligibility of the participant to receive a benefit or payment from the Commonwealth,
- and the Host Organisation must provide such information to the Provider and the Department if requested by the Provider or the Department.
- 8.4. The Host Organisation must not use or disclose the Personal Information it has collected about a participant for any other purpose, unless the participant has provided written consent, or it is otherwise permitted under the Privacy Act, including where the use or disclosure is required or authorised by law.
- 8.5. The Host Organisation agrees in respect of hosting the Activity and interacting with the participant/s under this agreement:
- a) subject to clause 8.4 to only use or disclose Personal Information obtained during the course of hosting the activity and interacting with the participant/s under this agreement, only for the purposes of performing this agreement;
  - b) not to do any act or engage in any practice that would breach the Privacy Act, an APP or applicable APP Code;
  - c) to immediately notify the Provider if the Hosting Organisation becomes aware of a breach or possible breach of any of the obligations contained in; or referred to in, this clause 8, whether by the Hosting Organisation or any other person.

## 9. Insurance

- 9.1. The Host Organisation must ensure that, for the duration of the Activity, it has and maintains current and appropriate insurance to cover any risks associated with the Activity and that as a minimum it has and maintains public liability insurance, with a limit of indemnity of at least \$10 million in respect of each and every occurrence, that covers the liability of the Host Organisation and the liability of its officers, employees, representatives and agents (including to the participant(s)) in respect of:
- a) loss of or damage to any real or personal property (including property of a participant)
  - b) the bodily injury, disease or illness (including mental illness) or death of any person (including a participant)
- arising out of or in connection with the Host Organisation's performance of this agreement.
- 9.2. The Host Organisation must maintain and keep current any other insurances it is required by law to maintain.

## 10. Insert other clauses as required by the Parties—this may include any obligations that the Provider may wish to impose on the Host Organisation to assist in satisfying any obligations the Provider may have, including in relation to privacy and the protection of personal information under the jobactive Deed 2015-2020 or the jobactive Deed 2015-2020 – Work for the Dole Coordinator.

**EXECUTED** by the Parties on the date above.

**[Name of Provider]** by:

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

In the presence of:

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signature)

**[Name of Host Organisation]** by:

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

In the presence of:

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signature)

**Attachment A****[Work for the Dole/Voluntary Work] activity details**

The Host Organisation will provide and host the Activity and provide the Services and support set out in this attachment:

- A. Activity description: **[insert description of activities to be undertaken by participant(s)]**
- B. Number of places and hours per place per week offered in the Activity: **[insert number of places and hours per place]**
- C. Funding description: **[this description should include an outline of the funding that will be provided by the Provider to the Host Organisation (for each place or otherwise) and the agreed timeframe for the Provider to pass on funds to the Host Organisation]**
- D. Start and end date of Activity and places: **[insert start and end dates here]**
- E. The **[Host Organisation/Employment Provider—delete as applicable]** will provide the following Supervisors for the Activity, including details of any ratio of participants to Supervisor, that has been agreed between the Host Organisation and Provider: **[insert name and contact details of the Supervisor(s) and a brief description of their specific responsibilities and any other information which may be relevant to the supervisory role in the activity, including the intended ratio of participants to Supervisors]**
- F. The Provider will provide the following contributions for the Activity: **[insert details of any contributions the Provider will make to the Activity]**
- G. The contact person for the Host Organisation is:**[insert Host Organisation contact details]**

**Attachment B****[Work for the Dole/Voluntary Work] Participant details**

The Host Organisation will provide and host the Activity and provide the Services and support to the participant(s) set out in this attachment:

- A. The Host Organisation will provide the Activity to the following participant(s): **[insert names of the participant(s)]**
- B. The participant(s) referred to at paragraph A are expected to attend and participate in the Activity for **[insert details relating to participant's hours of attendance]**
- C. **[insert any other details relevant to this agreement , including any relevant personal circumstances and/or relevant participant(s) health and safety requirements identified during the risk assessment (job seeker) and what the Provider or Host Organisation may need to do to manage any such requirements/risks]**

**Attachment C**

**Work for the Dole Activity risk assessment (Place)**

**[insert a copy of the completed risk assessment (Place) including the Assessment Checklist (Place)]**

**Note: This is only required for Work for the Dole Activities.**



	associated with the Place/Activity?		
6	Does the Place/Activity meet the Department's insurance policies purchased for job seekers as outlined in the Deeds and Guidelines?		
7	If the Place/Activity involves work exclusively on private property, has Departmental approval been sought in accordance with the Guidelines? If yes, include the approval and any conditions in the risk assessment (Place).		
<b>Place/Activity assessment</b>		<b>Yes</b>	<b>No</b>
8	Have you undertaken a risk assessment (Place), as required under the Deed and Guidelines?		
9	Will identified work health and safety issues be adequately addressed and managed before the Place/Activity commences and at all times during the Place/Activity?		
10	Does the Place/Activity involve work that is inherently dangerous (i.e. working with electricity, heavy machinery or at heights; or work that requires formal competency assessment or operator tickets)?		
11	Have you identified the particular work health and safety training to be undertaken by the job seeker to participate safely in the task(s) and have you outlined this information in the risk assessment (Place)?		
12	Is personal protection equipment and clothing required to undertake the Place/Activity?		
	Will the Host Organisation provide this for the job seeker? If not, the safety equipment that is required and that will be arranged by the Provider is to be detailed in the risk assessment (Place).		
13	Will the Host Organisation make available appropriate facilities (i.e. access to drinking water, lunchroom facilities and toilets) to the job seeker at all times during the course of the Place/Activity?		
14	Is there any reason that it would not be appropriate for the Place/Activity to be filled?		
15	Have you negotiated the cost for the Place/Activity?		
<b>Displacement, suitability and supervision</b>		<b>Yes</b>	<b>No</b>
16	Has the Host Organisation confirmed and are you satisfied that this Place/Activity does not involve work that would have been undertaken by a paid worker if the Place/Activity had not taken place, as outlined in the Deeds and Guidelines?		
17	Have you ensured that the Place/Activity does not fall within the excluded activities, as outlined under the Deed and Guidelines, unless otherwise agreed by the Department in writing? For example, on private property, in child care, at pre-schools or involving overnight accommodation		
18	Have you identified the level of supervision that will be provided to the job seekers as part of undertaking the Place/Activity and outlined this information in the risk assessment (Place)? For example, continuous supervision for vulnerable cohorts, ratio and frequency of supervision and so on		
19	Are you and the Host Organisation satisfied that the supervisor(s) are appropriate and adequate for the specific Place/Activity, as per the Deed and Guidelines?		

Coordinator or Provider name:

Signature:

Date:

Specific information regarding work health and safety can be found on the Safe Work Australia website:

<http://www.safeworkaustralia.gov.au/sites/SWA>

## Community Support Projects: Concept Approval Template (for Employment Providers or Work for the Dole Coordinators to complete)

Community Support Projects (CSPs) are a type of Work for the Dole activity that provides assistance to local communities affected by declared natural disasters or, as determined by the Department of Employment, other high impact events. They may also be nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community.

Before establishing CSPs, you must complete this form and submit it to your Account Manager for approval of the concept.

Where a natural disaster or high impact event has occurred the Department may also direct Providers to assist with recovery as part of CSPs.

While the concept of CSPs are different from those of a standard Work for the Dole activity, CSPs should still replicate a meaningful work-like experience and continue to build job seekers' skills with a view to preparing them for employment.

Further information on CSPs is included in this Guideline.

### Section 1: Key stakeholders

Employment Provider/Lead Provider/Work for the Dole Coordinator details

Employment Provider/Lead Provider/Work for the Dole Coordinator name:	
Employment Provider/Lead Provider site:	
Employment Region:	
Contact person:	
Phone:	Email:

Activity Host Organisation details

Activity Host Organisation name:	
Activity Host Organisation description:	
Activity Host Organisation address:	
Suburb/town:	
State/territory:	Postcode:
Contact name:	
Phone:	Email:

### Section 2: Proposal

Activity title :
Proposed activity start date:
Activity duration:
Number of places needed to complete this activity:
Name of this activity:

Outline the main objectives of this activity:
Outline the specific community benefit that this activity will provide:
If this activity is considered to be a nationally significant project, please outline the specific benefit/s that this activity will provide:
Over which Employment Regions will this activity be established?
Will all or part of this activity be undertaken on private property?      YES/NO
Please note the addresses of all local properties where the activity will take place:
What are the particular tasks that job seekers will undertake on this activity? Please provide details:
Outline the specific skills that job seekers will learn on this activity:
Please indicate the types of training that job seekers may undertake while participating in this activity:
How will this activity relate to local employment or apprenticeship opportunities?
Have you approached local Employers to support the activity by providing mentoring or professional supervision and instruction or by offering incentives in the form of Employment or apprenticeships to promising job seekers?      YES/NO If yes, please provide details:
<b>Employment Providers only</b> Have you partnered with other Employment Providers?      YES/NO

If yes, please list the Employment Provider names:

**Employment Providers only**  
If no, are you willing to collaborate with other interested Employment Providers? YES/NO

**Section 3: Concept approval**

<p><b>Employment Provider/Lead Provider/Work for the Dole Coordinator</b> <i>(Please complete this section before submitting for approval.)</i></p> <p>Signed: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: _____</p>	<p><b>Account Manager</b></p> <p><input type="checkbox"/> Concept approved</p> <p><input type="checkbox"/> Concept not approved</p> <p>Signed: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Date: _____</p>
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If the proposal was declined, please state the reasons for this:



# Work for the Dole Guideline

## Document change history

Version	Effective date	End date	Change and location
1.3	07 12 15		Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and removed to be published directly to Provider Portal.
1.2	10 07 15	06 12 15	Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services
1.1	09 07 15	09 07 15	Insertion of logo on checklist and formatting
1.0	01 05 15	01 05 15	Original version of document

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an [eligible job seeker](#).

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline details the core elements and requirements for Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements will be required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR). Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole. Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities **must** focus on providing job seekers with Work-like Experiences that **should** include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken. Priority **should** be given to securing Individual Hosted Activities that are of six continuous month's duration.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Work for the Dole Coordinators (Coordinator) have been appointed for each Employment Region and will have a key role in securing appropriate Places.

Coordinators **must** identify Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations. Coordinators **must** promote the Work for the Dole Programme through stakeholder engagement and communication activities in the Employment Region(s) and work collaboratively with Providers, potential and participating Host Organisations and the Department of Employment (the Department) to ensure the effective delivery of the Work for the Dole Programme.

Coordinators **must** ensure that they have appropriate infrastructure in place in each Employment Region in which the Coordinator is contracted to deliver the Services in order to meet their obligations.

Note: It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers as a means of improving their job prospects and meeting their AAR while at the same time providing a benefit to the local community. Information on AAR can be found in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Collaboration between all parties is fundamental to the success of the Work for the Dole Programme. This means collaboration between Providers as well as between Providers and Coordinators.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the Deed) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department's right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services

- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Support Projects: Concept Approval Template.](#)

## Key requirements

The key requirements that underpin the Work for the Dole Programme are as follows:

- Work for the Dole Places **must** provide job seekers with the opportunity to gain skills, experience and confidence to move from welfare to work while at the same time making a positive contribution to their local community
- Job seekers are required to undertake Work for the Dole or other approved Activities for six continuous months each year while they remain unemployed. )
- Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations, including conducting risk assessments and negotiating costs of the Work for the Dole Places
- Work for the Dole activities **must** not displace paid workers
- Providers **must** place eligible job seekers into Work for the Dole Places immediately on commencement of their Work for the Dole Phase and manage job seekers in their Activity to ensure they meet their AAR

- Providers and Coordinators **must** collaborate in order to ensure the successful implementation and delivery of the Work for the Dole Programme
- Risk assessments **must** be conducted for each Work for the Dole Place that is sourced, ensuring that a safe system of work is in place and that each Work for the Dole Place is suitable for the individual job seeker
- Providers **must** conduct a risk assessment for each job seeker placed into a Work for the Dole Place
- Providers **must** actively manage and ensure job seeker attendance in Work for the Dole Places, and
- Where a natural disaster has occurred, Work for the Dole activities **should** (and **must** if directed by the Department) assist with the recovery as part of a Community Support Project (CSP).

**Participation requirements**

Process	Details
<p><b>Eligible job seeker</b></p> <p>Deed Clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1- Definitions</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> </ul>	<p>An eligible job seeker means any Fully Eligible Participant who is eligible to undertake Work for the Dole activities as detailed in the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 Work for the Dole Coordinator and any other person as determined by the Department from time to time.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved Activities for six months each anniversary year* while they remain unemployed. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p> <p>*Note: The ‘anniversary year’ is based on the commencement date of the job seeker into Employment Services.</p>
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject to SPI for Job Seekers under 30 measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase (Provider)</b></p> <p>Deed clause references:</p>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to.</p>

Process	Details
<p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i>. Given that job seekers in different Streams have different Servicing requirements, this means that job seekers will become eligible to undertake Work for the Dole at different times in their Period of Service (see Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>).</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachments A</a> and <a href="#">Attachment B</a> to this Guideline.</p>
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>
<p><b>Disability Employment Services (DES)</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system from 31 August 2015. However, the Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow. The following outlines the process when DES Providers can claim a Work for the Dole Place.</p> <p><b><u>Claiming a Work for the Dole Place</u></b></p> <p>Before claiming a Place within any Work for the Dole activity, DES Providers <b>must</b> contact the relevant Work for the Dole Coordinator who will either source an activity for them or refer them to an Employment (jobactive) Lead Provider for an existing activity that has Places available for them to claim. DES Providers <b>must</b> collaborate and consult with the Work for the Dole Coordinator prior to claiming any Places.</p> <p>Where a jobactive Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must</b> not be the Lead Provider for any Work for the Dole activity, unless they are claiming all Places in a Work for the Dole activity. In this case jobactive Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Work for the Dole Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Work for the Dole Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p>

Process	Details
	<p><b><u>Risk assessment (job seeker)</u></b></p> <p>Where the DES Provider is not the Lead Provider and is undertaking a risk assessment (job seeker), it <b>must</b> liaise with the jobactive Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole activity. The jobactive Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> below.</p> <p><b><u>Fees</u></b></p> <p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a jobactive Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Work for the Dole Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES Providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.</p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Work for the Dole Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p> <p><b><u>Recording attendance</u></b></p> <p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants must be done through timesheets provided to the Lead Provider and the DES Provider.</p>

**Role of stakeholders**

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p><b>Deed clause references: jobactive Deed – Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 19.5</b></li> <li>• <b>Clause 40</b></li> <li>• <b>Schedule 1 B.2</b></li> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.3</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.10</b></li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations. As part of securing Work for Dole Places, Coordinators <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments (Place). See <a href="#">Attachments C</a> and <a href="#">H</a> to this Guideline.</p> <p>The role of a Coordinator includes:</p> <ul style="list-style-type: none"> <li>• developing and maintaining good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>• working proactively and collaborating with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>• addressing the needs of Host Organisations and Providers in a timely manner</li> <li>• in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>• conducting risk assessments (Place), including completing the Assessment Checklist (Place) (<a href="#">see Work for the Dole Checklist (Place) in this Guideline</a>)</li> <li>• monitoring Work for the Dole Places across the Employment Region, including advertising Work for the Dole Places in the Department’s IT System and monitoring the number, nature, delivery and take-up of Work for the Dole Places to Providers</li> <li>• as part of conducting the risk assessment, ensure that Work for the Dole activities have a safe system of work in place and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• ensuring that the objectives and ‘key requirements’ of the Work for the Dole Programme are met</li> <li>• ensuring that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained, and</li> <li>• complying with all relevant Commonwealth, state, territory or local authority legislation and regulations.</li> </ul> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p> <p>Coordinators <b>must</b> retain documentation relating to each Work for the Dole Place they secure in accordance with the <a href="#">Documentary Evidence Guideline</a>. Coordinators <b>must</b> provide these Records to the Department upon request.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Annexure A1</b></li> </ul>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless</p>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18(a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>otherwise agreed with the Department.</p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate the Activity Host Organisation Agreement in accordance with the Deed</li> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• ensure that the objectives and 'key requirements' of the Work for the Dole Programme are met</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• ensure that the safety of job seekers and the general public are protected</li> <li>• comply with processes outlined in the Insurance Readers Guide</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a>. Providers <b>must</b> provide these Records to the Department upon request.</p> <p>Providers may source Work for the Dole Places. In these instances, the Provider <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments.</p> <p>See <a href="#">Attachment C</a> to this Guideline for information on sourcing and setting up Work for the Dole activities.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or</b></p>	<p>It is intended that Coordinators will be the first point of contact for potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places.</p> <p><b>Suitable Host Organisations</b></p> <p>Work for the Dole Places <b>must</b> only be hosted by:</p>

Process	Details
<p><b>Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including CSPs (See <a href="#">Attachment D</a> to this Guideline for more information on CSPs.)</p> <p>Each Work for the Dole activity can only have one Host Organisation.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker’s skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place (for example, priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage Host Organisations to identify Work for the Dole Places that are suitable for a wide variety of job seekers with different characteristics, needs and limitations to meet the demand across the Employment Region, and</li> <li>• plan their activities according to caseload needs and advice from Providers and Host Organisations.</li> </ul> <p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>The types of tasks and associated skills and experience that job seekers will undertake and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past and that may be useful to inform consideration of future Work for the Dole Places include:</p> <ul style="list-style-type: none"> <li>• retail work in not-for-profit stores</li> <li>• administrative support in not-for-profit organisations</li> <li>• assisting in the operation of soup kitchens</li> <li>• warehousing duties in not-for-profit organisations</li> <li>• kitchen hand work in a not-for-profit organisation</li> <li>• rehabilitation works of public parks and roadways</li> <li>• work on environmental projects</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• beautifying or restoring community facilities</li> <li>• testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations</li> <li>• producing a publication that builds job seeker's skills in desktop publishing and graphic arts</li> <li>• growing fresh produce at community market gardens, during which job seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery, and</li> <li>• gardening or maintenance activities.</li> </ul>
<p><b>Negotiating cost of Work for the Dole Places</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul> <p>jobactive -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6(k)</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation. The Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the fee paid to Providers will be pro-rated. Therefore, Coordinators <b>must</b> ensure that Host Organisations are made aware that any negotiated fee to be passed on by Providers is based on job seekers commencing in those Places at the start of the activity. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the amount of the agreed fee that will be passed on to the Host Organisation will also be pro-rated, unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount. For further information refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop a suitable arrangement to support the collaboration between multiple Providers and the Host Organisation for large activities involving multiple Work for the Dole Places</li> <li>• consult with Providers to ensure that these activities are manageable and able to be utilised by Providers to meet their caseload needs, and</li> <li>• include Lead Providers in the negotiation of Group Based Activity Budgets.</li> </ul>
<p><b>Vulnerable cohorts</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1(b)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole activity involving vulnerable cohorts, Coordinators and Providers <b>must</b> apply the principles set out below when determining the suitability of a Work for the Dole activity and/or the placement of a job seeker:</p> <ul style="list-style-type: none"> <li>• Providers <b>must</b> exercise care and judgment when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. In particular, Coordinators and Providers <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants</li> </ul>

Process	Details
<p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5(d)(e)</b></li> <li>• <b>Schedule 1 B.3.6(f)(h)</b></li> </ul>	<p>for their activities when assessing the suitability of a job seeker for a Place, and</p> <ul style="list-style-type: none"> <li>• Providers and Coordinators <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts. They <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• migrants who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be in the Supervisor’s line of sight at all times while undertaking the Activity.</p>
<p><b>Activity types</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.14</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4(b)(d)</b></li> <li>• <b>Schedule 1 B.3.6(g)(h)(j)</b></li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or <a href="#">‘overarching activity’</a> model. The ‘overarching model’ allows an activity with multiple individual Places involving different sets of ‘like tasks’ to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model;</li> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into ‘sub-activities’ of individual ‘like Places’, this activity would be entered into the system using the ‘overarching activity’ model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>• retail tasks in a charity shopfront</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• warehousing</li> <li>• sorting of goods such as clothing or electrical items</li> <li>• cleaning</li> <li>• mowing lawns</li> <li>• weeding</li> <li>• rubbish collection</li> <li>• maintaining and tending a community garden</li> <li>• administration tasks such as filing</li> <li>• reception or customer service</li> <li>• on-going work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>• assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months. The project may be longer than six months but have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul> <p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the purchase of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>• building garden beds for a community garden</li> <li>• helping to establish a social enterprise</li> <li>• designing and preparing a Cultural Festival</li> <li>• construction of a bus shelter</li> <li>• renovating a Community Hall</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul> <p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>Group Based Activities are primarily to be reserved for Stream C Participants. Providers may use their discretion to determine the most appropriate type of Place for Stream C Participants depending on their capacity and readiness.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p>

Process	Details
	<p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Exclusions and exceptions</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker's own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department's prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician's licence or a bus driver's licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.9</b></li> <li>• <b>Clause 108.1(j)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5(j)</b></li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must not</b> proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating</li> </ul>

Process	Details
	<p>paid employment opportunities.</p> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p> <p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1(a)</li> <li>• Clause 108.1(b)</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must</b> not secure a Work for the Dole activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, unless the Department agrees otherwise in writing. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p>Note: The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals live and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p>jobactive Deed-Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies</li> <li>• confirmation that all required checks will be completed for any job seeker that the Provider is considering placing in the activity, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul>

Process	Details
	<p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p>
<p><b>Refusing or granting permission</b></p>	<p>The Department will consider each request for Work for the Dole activities involving working on private property or entry to private homes or grounds on a case-by-case basis. The Department may agree, or refuse to agree, at its absolute discretion and on any terms and conditions it sees fit. The Department will provide an acknowledgement of receipt within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole activity (the frequency of these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</li> <li>• advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Provision of training (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.16</li> <li>• Clause 110.5(c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(j)</li> </ul>	<p>Training within a Work for the Dole activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole activity. Training <b>must</b> not be the primary element of a Work for the Dole activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• work health and safety training</li> <li>• 'on the job' training related to the placement, and</li> <li>• use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or part time study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators <b>must</b> carefully consider these requirements when securing Places and determining the costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators <b>must</b> discuss with Host</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6(h)</b></li> </ul>	<p>Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Providers <b>must</b> ensure that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 108.17</b></li> <li>• <b>Clause 108.18</b></li> <li>• <b>Clause 110.2</b></li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1(c)</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p><b>Coordinators</b></p> <p>Where the Coordinator sources the Place, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage in ongoing discussion with Providers in the Employment Region to ensure that the Work for the Dole Places they source will meet caseload needs and be filled by Providers</li> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs, noting that Coordinators <b>must</b> include Lead Providers in determining Group Based Activity Budgets</li> <li>• undertake risk assessments (Place)</li> <li>• record the activity and Place details on the Department's IT System for advertising, and</li> <li>• assign any Group Based Activity or Individual Hosted Activity using the overarching activity model, to a Lead Provider (see <a href="#">Lead Providers</a> below and <a href="#">Attachment G</a> to this Guideline).</li> </ul> <p>Coordinators can advertise activities well in advance of an activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Work for the Dole Places across each Employment Region to ensure that it is fair based on caseload needs and job seeker location.</p>

Process	Details
	<p><b>Providers</b></p> <p>Where the Provider sources the Place, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> <li>• undertake a risk assessment (Place), and</li> <li>• record the activity and Place details on the Department's IT System.</li> </ul> <p><b>Providers and Coordinators</b></p> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each.</p> <p>As part of sourcing Work for the Dole Place(s), Coordinators (or Providers where they have sourced the Place) <b>must</b> perform the necessary risk assessments and other checks as outlined in <a href="#">Work health and safety</a> below, as well as identify with the Host Organisation the requirements of each Work for the Dole Place, including the number of Work for the Dole Places; the cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places. Once the Coordinator (or Provider where it has sourced the Place) decides that a Work for the Dole Place is appropriate, they will record these details in the Department's IT System. For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p> <p>Once the Coordinator advertises an activity on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and will be managed on a 'first come, first served' basis. Providers <b>should</b> work closely with their Coordinator and plan Work for the Dole activities well in advance of their job seekers reaching their Work for the Dole Phase.</p> <p>Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>When advertising an activity on the Department's IT System, Coordinators and Providers may choose the State, Region, Organisation and Site level to which the activity is advertised. Where a Place is claimed, but not commenced, it will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Claiming a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 108.7</b></li> <li>• <b>Clause 108.8</b></li> </ul>	<p>Providers will be able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole activity. When claiming the Place, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul>

Process	Details
	<p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they <b>must</b> utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p> <p>*Note: The time to commence job seekers in a claimed Place within 10 Business Days is an IT system change that is expected to take effect from 5 December 2015. Prior to 5 December 2015, Provider's <b>must</b> commence the job seeker in the Place within five Business Days of the activity start date, or for activities that are currently available to start, within five Business Days of claiming the Place. If this does not occur, the Place will automatically be readvertised to those Providers to which the activity was first advertised.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place (Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> below).</li> </ul> <p>Providers <b>should</b> consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and skills of the job seeker.</p> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement Guideline)</a>). Work for the Dole Places <b>must</b> be a minimum of 15 hours per week in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group-based projects.</p>

Process	Details
	<p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>
<p><b>Work for the Dole activities involving multiple 'like Places' in an Individual Hosted Activity</b> <b>(Coordinator or Provider)</b></p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this activity can be entered into the Department's IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple 'like Places' of only one type (the standard model), or</li> <li>• an 'overarching activity'. An 'overarching activity' will be made up of 'sub-activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-activity' .</li> </ul> <p>Under an 'overarching activity' model, Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) must:</p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields,</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul> <div data-bbox="507 1355 1513 1854" style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff;"> <pre> graph TD     OA[Overarching Activity] --&gt; SA1[Sub-Activity (like places)]     OA --&gt; SA2[Sub-Activity (like places)]     SA1 --&gt; L1[Location]     SA1 --&gt; L2[Location]     SA2 --&gt; L3[Location]     </pre> </div> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a></p>

Process	Details
	below.
<p><b>Lead Providers (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> <li>• Clause 124.7</li> <li>• Clause 124.8</li> <li>• Clause 124.9</li> <li>• Clause 124.14</li> <li>• Clause 124.16</li> <li>• Clause 124.17</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.2 (c)</li> <li>• Schedule 1 B.3.9 (b)</li> </ul>	<p>It is important that Host Organisations need only deal with one Provider unless otherwise agreed by the Host Organisation. In order to facilitate this, a Lead Provider <b>must</b> be identified for each activity. The Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be the primary point of contact with the Host Organisation, and</li> <li>• finalise and manage the Activity Host Organisation Agreement, which will cover the entire activity.</li> </ul> <p>All other Providers that commence a job seeker in a Work for the Dole Place <b>must</b> collaborate with the Lead Provider.</p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p><b>Individual Hosted Activities</b></p> <p><b>Standard model</b></p> <p>As part of sourcing an Individual Hosted Activity with multiple Places, the Coordinator <b>should</b> collaborate with Providers in their Employment Region to identify a suitable Lead Provider where this is appropriate (see <a href="#">Attachment G</a> for an overview of the Lead Provider model).</p> <p>If a Lead Provider <i>is not identified</i> before the activity is advertised in the Department's IT System, the first Provider to 'claim' a Place will take on the role of the Lead Provider.</p> <p>Where a Lead Provider <i>is identified</i>, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department's IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Overarching activity model</b></p> <p>When establishing an Individual Hosted Activity with 'sub-activities' of 'like Places', the Coordinator <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider and enter these details into the Department's IT System. The Lead Provider <b>must</b> then negotiate and execute the Activity Host Organisation Agreement, <i>before the activity can be advertised</i> on the Department's IT System.</p> <p>The Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department's IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Group Based Activities</b></p> <p>Where a Coordinator sources a Place in a Group Based Activity, they <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider. They <b>must</b> also work with the Lead Provider and the Host Organisation to develop the activity, including the budget. The Lead Provider will negotiate the Activity Host Organisation Agreement with the Host Organisation. Suitability, risk assessments (Place) and checks <b>must</b> be undertaken as set out above.</p> <p>In the case of Group Based Activities sourced by a Coordinator, the Coordinator <b>must</b> advertise the Place on the Department's IT System once negotiations are finalised. Upon advertising the activity, the Coordinator <b>must</b> notify the Lead Provider, which</p>

Process	Details
	<p><b>should</b> be ready to immediately claim any Places they wish to use for their job seekers. The same time limits would then apply to all Places that the Lead Provider claims, as set out in <a href="#">Individual Hosted Activities and Group Based Activities</a> above—that is, if the Lead Provider does not commence their job seeker within the required timeframe, the Place will be readvertised to those Providers to which the activity was first advertised.</p> <p><b>Group Based Activities or Individual Hosted Activities with multiple Places</b></p> <p>For Work for the Dole Places in Group Based Activities or multiple Work for the Dole Places in an Individual Hosted Activity, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• appropriately manage the overall activity</li> <li>• collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>• advise other Providers of any relevant issues, including work health and safety and amend the risk assessment (Place) where necessary ensuring that other Providers are aware of any significant changes</li> <li>• negotiate or update the Activity Host Organisation Agreement for the Activity</li> <li>• collect relevant portion of Work for the Dole Fee for Individual Hosted Activities from other Providers and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), with appropriate tax invoicing,</li> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed, with appropriate tax invoicing.</li> </ul> <p>Where other Providers (not the Lead Provider) commence a job seeker into the activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• pass relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider with appropriate tax invoicing</li> <li>• monitor and manage the job seeker to ensure participation and compliance, and</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained.</li> </ul> <p>Where a Provider sources either a Group Based Activity or an Individual Hosted Activity with multiple Places, they will automatically take on the role of Lead Provider.</p> <p>Note: If there are changes to the activity after either an Individual Hosted Activity or Group Based Activity has been advertised (for example, to update details of the Lead Provider or the apportionment of the Work for the Dole Fee to the Host Organisation), the Coordinator or Provider will need to submit an override request to</p>

Process	Details
	<p>the relevant Contract Manager for processing.</p> <p>Refer to <a href="#">Attachments C, E, F and H</a> to this Guideline for further information.</p> <p>Where necessary, Lead Providers <b>must</b> also collaborate with DES Providers wishing to commence DES Participants into Work for the Dole activities.</p>
<p><b>Record Activity on the Department's IT System (Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details, an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Police Checks and/or Working with Vulnerable People Checks), as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place/s</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p>

## Work health and safety

Providers **must** ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers **must** consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

Process	Details
<p><b>Competent Person (Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.4</b></li> <li>• <b>Annexure A1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose. A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks.</p>
<p><b>Risk assessment (Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p>	<p>Risk assessments <b>must</b> be conducted and recorded for Work for the Dole Places and for each job seeker placed in a Work for the Dole Place.</p> <p>The risk assessment:</p> <ul style="list-style-type: none"> <li>• Place: <b>must</b> identify any work health and safety concerns with the potential Work for the Dole Place and <b>must</b> be completed by the party (Coordinator or</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 108.12</li> <li>• Clause 110.2</li> <li>• Clause 110.5</li> </ul> <p>jobactive - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>Provider) that secures the Work for the Dole Place. It <b>must</b> also include the <a href="#">Assessment Checklist (Place)</a></p> <ul style="list-style-type: none"> <li>• Job seeker: <b>must</b> identify if the Work for the Dole Place is suitable for the relevant job seeker/s and <b>must</b> be completed by the Provider.</li> </ul>
<p><b>Risk assessment (Place) (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record any work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, any hazards or risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces)</li> <li>• chemical (acids, poisons, asbestos, flammable substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker's Provider</li> <li>• whether the activity will involve close proximity to Children, the elderly or other <a href="#">vulnerable cohorts</a> and whether relevant checks <b>should</b> be undertaken</li> <li>• the Supervision arrangements, such as the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s)</li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the</li> </ul>

Process	Details
	<p>Dole Place (see <a href="#">Insurance</a> below)</p> <ul style="list-style-type: none"> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> </li> </ul> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p>Where there are multiple Work for the Dole Places in an Individual Hosted Activity that are across different locations, the risk assessment (Place) <b>must</b> cover risks at all locations (please see the diagram at <a href="#">Attachment H</a> to this Guideline for an overview of this model.)</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must</b> not be considered a suitable Work for the Dole Place.</p> <p>Where the Provider claims a Work for the Dole Place that has been sourced by a Coordinator then, before commencing a job seeker in the activity, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised (refer to <a href="#">Checks</a> below).</li> </ul> <p><b>Updating the risk assessment (Place)</b></p> <p>Where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Place or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>If the proposed changes include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must cease the activity and notify the Host Organisation, other Providers and Departmental Account Manager.</b></p>
<p><b>Assessment Checklist (Place)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed -Work for the</b></p>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed in the format provided and the content <b>must not</b> be altered.</p>

Process	Details
<p><b>Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department’s IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Department’s IT System will only display the latest version of the risk assessment (Place) that is uploaded. In cases where changes to a risk assessment (Place) have been made, the Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker)</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.5</b></li> <li>• <b>Clause 111</b></li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department’s checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department’s requirements.</p> <p>The risk assessment (job seeker) <b>must</b> cover:</p> <ul style="list-style-type: none"> <li>• any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> <li>• any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>• that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>• that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>• that the job seeker has been advised of the work health and safety reporting and escalation processes</li> <li>• that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a>, and</li> <li>• any checks required have been completed (for example, National Police Checks and/or Working with Vulnerable People/Children Checks—see <a href="#">Checks</a> below).</li> </ul> <p>In assessing the suitability of Work for the Dole Places, the Provider <b>must</b> also take into consideration and record the job seeker’s personal circumstances and work restrictions. For example, this could include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• working capabilities and capacity,</li> <li>• transport restrictions,</li> <li>• carer responsibilities,</li> <li>• specific injuries,</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• pregnancy,</li> <li>• allergies, and</li> <li>• history of aggressive behaviour.</li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole place will be suitable.</p>
<p><b>Insurance</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5(g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <ul style="list-style-type: none"> <li>• The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions. For further information on the insurance policies, please refer to the <i>Insurance Readers Guide</i>, which is available on the Provider Portal. The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</li> </ul>

## Checks

Process	Details
<p><b>Checks</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111.2</li> <li>• Clause 111.3</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(k)</li> <li>• Schedule 1 B.3.9(a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Police Check and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department’s IT System as part of advertising the Work for the Dole Place.</p> <p>Where a check is required, the Provider <b>must</b> arrange and pay for all the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Work for the Dole Fee may be used by the Provider to pay for these checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check/s have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker’s suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be</p>

Process	Details
	referred to the activity in line with the Deed and the <a href="#">Activity Management Guideline</a> .

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole activity. A template agreement is available on the Provider Portal for Providers to use. Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, the following clauses:</p> <p>'The Parties acknowledge and agree that the information contained in the attached risk assessment (Place) is true and correct at the time of signing this agreement.'</p> <p>and</p> <p><i>'The Host Organisation attests that:</i></p> <p style="padding-left: 40px;">(a) <i>if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or</i></p> <p style="padding-left: 40px;">(b) <i>no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</i></p> <p><i>The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:</i></p> <p style="padding-left: 40px;">(a) <i>a participant undertaking tasks which would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or</i></p> <p style="padding-left: 40px;">(b) <i>a reduction in the number of hours usually worked by a paid worker of the Host Organisation, or a reduction in customary overtime of an existing employee.'</i></p> <p>and</p> <p><i>'The Host Organisation <b>must</b> immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant/s.'</i></p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> review the risk assessment (Place). The Lead Provider <b>must</b> confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all</p>

Process	Details
	<p>parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

## Managing job seekers

Process	Details
<p><b>Managing job seekers undertaking Work for the Dole activities</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 106.1</li> <li>• Clause 111</li> <li>• Section B18</li> </ul>	<p>The Provider <b>must</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.</p> <p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that it can be confirmed whether a job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker's participation. For more information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity,</li> <li>• replace any participant who leaves a Work for the Dole Place within an Individual Hosted Activity early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities,</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause reference:</b>  <b>jobactive Deed</b></p>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Places will be funded on the basis that they are of six months continuous duration.</p> <p>However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 108.5</b></li> <li>• <b>Clause 124</b></li> <li>• <b>Annexure A1</b></li> <li>• <b>Annexure B2</b></li> </ul>	<p>activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>Unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers <b>must</b> be detailed in the Activity Host Organisation Agreement.</p> <p>A Provider <b>must</b> not use the Employment Fund for expenses related to the Work for the Dole Programme.</p> <p>Providers must not use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>• management fees,</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Note: For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place (see <a href="#">Payments to Coordinators</a> below).</p>
<p><b>Individual Hosted Activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Pro-rata payments will be calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass agreed funds to the Host Organisation to cover the cost of the Place as negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rata amount of the fee will be paid to the Provider, resulting in a pro-rated amount of the agreed fee being passed on to the Host Organisation, unless the provider has sufficient funds from the Work for the Dole Fee to pass on the whole agreed amount.</p> <p>The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department. While the Host Organisation is not required to provide an itemised list, the items they are seeking payment for would be part of the negotiation with the Coordinator.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the</p>

Process	Details
	<p>Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, national police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee. Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole activities. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity, depending on the budget of the activity. In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, police checks, safety equipment, required training).</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.</p> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group</p>

Process	Details
	<p>Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> record all budgeting and acquittal documentation in the Department's IT System. Upon submission of a satisfactory acquittal Report in accordance with the Deed the Lead Provider may claim the Work for the Dole Fee, as approved by the Department.</p> <p>Where Lead Providers claim Reimbursement payments for expenditure on Group Based Activities, these <b>must</b> be submitted to the Department no later than 56 calendar days after the completion of the relevant Group Based Activity.</p>

## Payments to Coordinators

Process	Details
<p><b>Establishment fee (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>The establishment fee is a one-off payment that enables Coordinators to cover some of the costs related to commencement of the Services and is due within 14 days of the Deed Commencement Date.</p> <p>An establishment fee is payable for each of the Coordinator's Employment Regions.</p> <p>Once the Coordinator has confirmed the Deed Commencement Date with the Account Manager, the Coordinators <b>must</b> submit a Tax Invoice to the Department as per the Deed.</p> <p>Upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Service fee (Coordinator)</b></p> <p>Deed clause reference:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>For each of the Coordinator's Employment Regions, a service fee will be paid for each Payment Period during the Term of the Deed and assists Coordinators in delivering the Services under the Deed. For each Payment Period, the Coordinator <b>must</b> submit a Tax Invoice to the Department. Subject to the terms of the Deed and upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Work for the Dole Place Fee</b></p> <p>Deed clause reference:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Work for the Dole Place fees will be paid to the Coordinator in accordance with the Deed and upon the commencement of the first job seeker in the relevant Work for the Dole Place.</p> <p>Places will be funded on the basis that they are for six months duration. There will be some flexibility for short or longer Places where a six month is not suited to the Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>Subject to the requirements being met under the Deed, the payment of the Work for the Dole Place Fee will be automated. Only one Work for the Dole Place Fee will be paid for each Place when the first job seeker commences in that Place.</p> <p>Coordinators are not required to submit a Tax Invoice for the payment of the Work for</p>

Process	Details
	<p>the Dole Place Fee. A recipient created tax invoice will be generated by the Department's IT Systems when a job seeker commences in a Place sourced by the Coordinator.</p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Work for the Dole Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p>

## Monitoring and reporting

Process	Details
<p><b>Recording of information (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 114</b></li> <li>• <b>Clause 120</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>The Department will use information entered into the Department's IT System on Work for the Dole activities for monitoring and reporting purposes.</p> <p><b>Work for the Dole activity information</b></p> <p>Either the Coordinator or the Provider (depending on who sourced the activity) <b>must</b> complete all mandatory fields as accurately and as soon as possible. Information to be provided includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>• the actual number of Work for the Dole Places available on each activity</li> <li>• details of each Work for the Dole Place and the tasks being undertaken</li> <li>• the type of activity (Individual Hosted Activity / Group Based Activity)</li> <li>• the Host Organisation and Supervisor details</li> <li>• the completion of risk assessments and Activity Host Organisation Agreements, and</li> </ul> <p>for Group Based Activities only:</p> <ul style="list-style-type: none"> <li>• budget of activity, and</li> <li>• acquittal of funds.</li> </ul> <p><b>Job seeker information</b></p> <p>Providers <b>must</b> manage and record job seekers' participation requirements against their Activities. Matters that <b>must</b> be managed and recorded include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• placing the job seeker in a suitable activity</li> <li>• recording dates and times of when the job seeker is required to attend the activity</li> <li>• monitoring job seeker attendance at the activity, and</li> <li>• recording when the job seeker leaves the activity.</li> </ul> <p>Refer to the <a href="#">Activity Management Guideline</a> for further information.</p> <p>Providers and Coordinators <b>must</b> contribute to audit and assessment processes as required.</p>

Process	Details
<p><b>Reporting incidents (Coordinator or Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>While Providers <b>must</b> manage and report any incidents involving job seekers, the Host Organisation may choose to liaise directly with the Coordinator either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help meet their needs and notify the Department where necessary.</p> <p>For additional information on reporting incidents, see the <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>
<p><b>Information provided by the Department (Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(i)</li> </ul>	<p>The Department will provide Coordinators with access to administrative, labour market and caseload data to support Coordinators in the monitoring and reporting of Work for the Dole Places they have sourced in the Employment Region(s).</p> <p>Data provided by the Department will help to inform Coordinators of the number of Work for the Dole Places unclaimed, the location of Places sourced and the projected demand of job seekers in the Employment Region(s).</p> <p>While the majority of quantitative information will be drawn from the Department's IT System, qualitative information on securing Work for the Dole Places, Host Organisations, incidents, emerging issues and best-practice approaches will also be required from Coordinators. This information will be captured in the Self-Assessment Quality Report, Progress Report and any ad-hoc Reports.</p> <p>Data provided by the Department cannot be used for external purposes without the permission of the Department.</p> <p>For further information on the Self-Assessment Quality Report, see the <a href="#">Performance Framework Guideline</a>.</p>
<p><b>Monitoring of distribution and filling of Work for the Dole Places (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>
<p><b>Monitoring needs of Work for the Dole Host Organisations (Coordinator or Provider)</b></p>	<p>As the key role for Coordinators is to secure sufficient suitable Work for the Dole Places, the importance of maintaining good working relationships with Host Organisations is critical, particularly to encourage repeat business where appropriate.</p> <p>Once each Work for the Dole Place has been filled by a job seeker, the Coordinator <b>must</b> maintain contact with the Host Organisation to ensure that its needs are met. This <b>should</b> be done in consultation with the Provider.</p>

Process	Details
<p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.18 (c)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Significant issues identified by the Coordinator, or brought to their attention, <b>must</b> be reported to the relevant Provider and if appropriate, the Department.</p>
<p><b>Best practice</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 47.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p>
<p><b>Six-monthly Progress Reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(a)</li> </ul>	<p>Coordinators <b>must</b> complete the Progress Report template on the Provider Portal and submit it to the Department every six months unless otherwise advised by the Department. As part of the Progress Report, Coordinators will be required to demonstrate how they have delivered servicing strategies as outlined in their tender response. Reports <b>must</b> be submitted to the nominated Account Manager by the deadline, as determined by the Department.</p>
<p><b>Ad-hoc reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(c)</li> </ul>	<p>The Department may also seek the assistance of Coordinators from time to time to conduct surveys and other information-gathering processes to supplement administrative and reporting data. If requested to do so, Coordinators <b>must</b> complete and submit these Reports as instructed by the Department.</p> <p>Coordinators and Providers <b>must</b> contribute to audit and assessment processes as required.</p>
<p><b>Quality of reports</b>  <b>(Coordinator)</b></p> <p><b>Deed clause reference:</b>  <b>jobactive Deed - Work for the Dole Coordinator</b>  <b>Schedule 1 B.5(f)</b></p>	<p>The quality of reports will be measured by:</p> <ul style="list-style-type: none"> <li>• the quality, accuracy and usefulness of information provided;</li> <li>• the steps taken by the Coordinator to follow up on previously reported activities and issues;</li> <li>• the level of detail provided for results and measureable outcomes from activities; and</li> <li>• the timeliness of its submission.</li> </ul>

## Media and promotion

Process	Details
<p><b>Media and promotion (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 60</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.13</li> </ul>	<p>Coordinators <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator relating to the Services outlined in the Deed, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>• use badging and signage issued by the Department</li> <li>• acknowledge the financial and other support the Coordinator has received from the Commonwealth, and</li> <li>• provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

## Specified Personnel

Process	Details
<p><b>Specified Personnel (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 B.6</li> <li>• Schedule 1 F</li> </ul>	<p>Coordinators <b>must</b> nominate Specified Personnel to be the day-to-day contacts for the Department. Coordinators <b>must</b> also arrange for any checks (such as criminal record checks or Working with Vulnerable People Checks) before the Specified Personnel carries out work on any Services.</p> <p>Coordinators <b>must</b> deliver the servicing strategies from the sites and locations outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department. It is expected that Specified Personnel will develop a constructive working relationship with their Account Manager to ensure an efficient and effective flow of information.</p> <p>Coordinators, including any Specified Personnel, <b>must</b> attend specific conferences and meetings and be available for any other purposes, including attending any induction or training, as specified by the Department.</p>
<p><b>Working hours and absences (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 – Item B.6</li> </ul>	<p>Coordinators, including any relevant Specified Personnel, <b>must</b> be available to provide any Services under the Deed during the Service Hours (9 am – 5 pm Monday to Friday excluding public holidays in the Employment Region(s) and any other time, including on weekends, as required) and maintain a physical presence in the Employment Region(s) during those hours.</p> <p>Where the Coordinator and any relevant Specified Personnel are unavailable to deliver Services or are physically outside of the Employment Region(s) during the Service Hours for:</p> <ul style="list-style-type: none"> <li>• 24 consecutive hours or longer, the Coordinator <b>must</b> seek written approval</li> </ul>

Process	Details
	<p>(in advance, where possible) from the relevant Account Manager</p> <ul style="list-style-type: none"><li>• five or more calendar days consecutively, the Department may reduce the fees payable to the Coordinator.</li></ul>

## Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase

### When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?

When a job seeker indicates they would like to undertake Work for the Dole activities in the Case Management Phase, participation in Work for the Dole needs to be negotiated and agreed between the job seeker and the Provider. In these cases, a Provider **should** only approve a period of Work for the Dole activities where they consider the activity will be of benefit to the job seeker in gaining employment and where a Work for the Dole Place is available.

Stream A and SPI job seekers **must** complete their six month Self Service and Job Activity Phase (Stream A) or Case Management Phase (SPI), followed by their six month Work for the Dole Phase before they are eligible to participate again in Work for the Dole. This means that where these job seekers participate early in Work for the Dole, they will do so prior to reaching their Work for the Dole Phase in each anniversary year.

In this case, any period of early participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** fully meet the job seeker's total AAR hours for that anniversary year (for example, 650 hours over six months) and the hours of participation **should** match those of the job seeker's Mutual Obligation Requirements (for example, 25 hours or 15 hours per week).

Stream B (non SPI) and Stream C job seekers **must** complete their first six months in Employment Services (in the Case Management Phase) before they participate early in Work for the Dole. From their second anniversary year\*, where these job seekers have already met their AAR in their Work for the Dole Phase and agree to subsequently participate in their Case Management Phase, any period of participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** be for a full Work for the Dole placement (for example, 650 hours over six months).

Providers **must** make it clear to the job seeker at the time of negotiating any period of participation to undertake Work for the Dole activities in the Case Management Phase that they **must** undertake an activity for the full Work for the Dole placement and that they cannot choose to cease their participation in Work for the Dole before completing this requirement. For further information refer to the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Providers **must** not approve job seekers to undertake a Work for the Dole activity where the period of participation is not for the full Work for the Dole placement. If agreed by the Provider and job seeker, any Work for the Dole activities outside of the job seeker's Work for the Dole Phase **must** be entered into the job seekers' Job Plan and will become a compulsory activity and subject to compliance action if not completed. Please see the diagram in [Attachment B](#) to this Guideline for an overview of participation in Work for the Dole outside of the Work for the Dole Phase.

### Do participation hours undertaken outside of the Work for the Dole Phase count towards the Annual Activity Requirement?

If the job seeker ceases the activity before fully completing their Work for the Dole placement or where an activity is not for sufficient hours to meet the job seeker's AAR, it will not count towards meeting any AAR.

Where job seekers undertake Work for the Dole activities outside their Work for the Dole Phase, the hours of participation can only count towards their AAR if they are undertaken in the same anniversary year and where the AAR has not already been met.

- *For example, given a Stream B/C Participant does not have an AAR until their second anniversary year\*, they will meet their AAR in the first six months of the second anniversary year with their compulsory participation in Work for the Dole activities. Therefore, if they undertake Work for the Dole activities outside of the Work for the Dole Phase in the second six months of the second anniversary year, it does not count towards their AAR, as it would have already been met.*

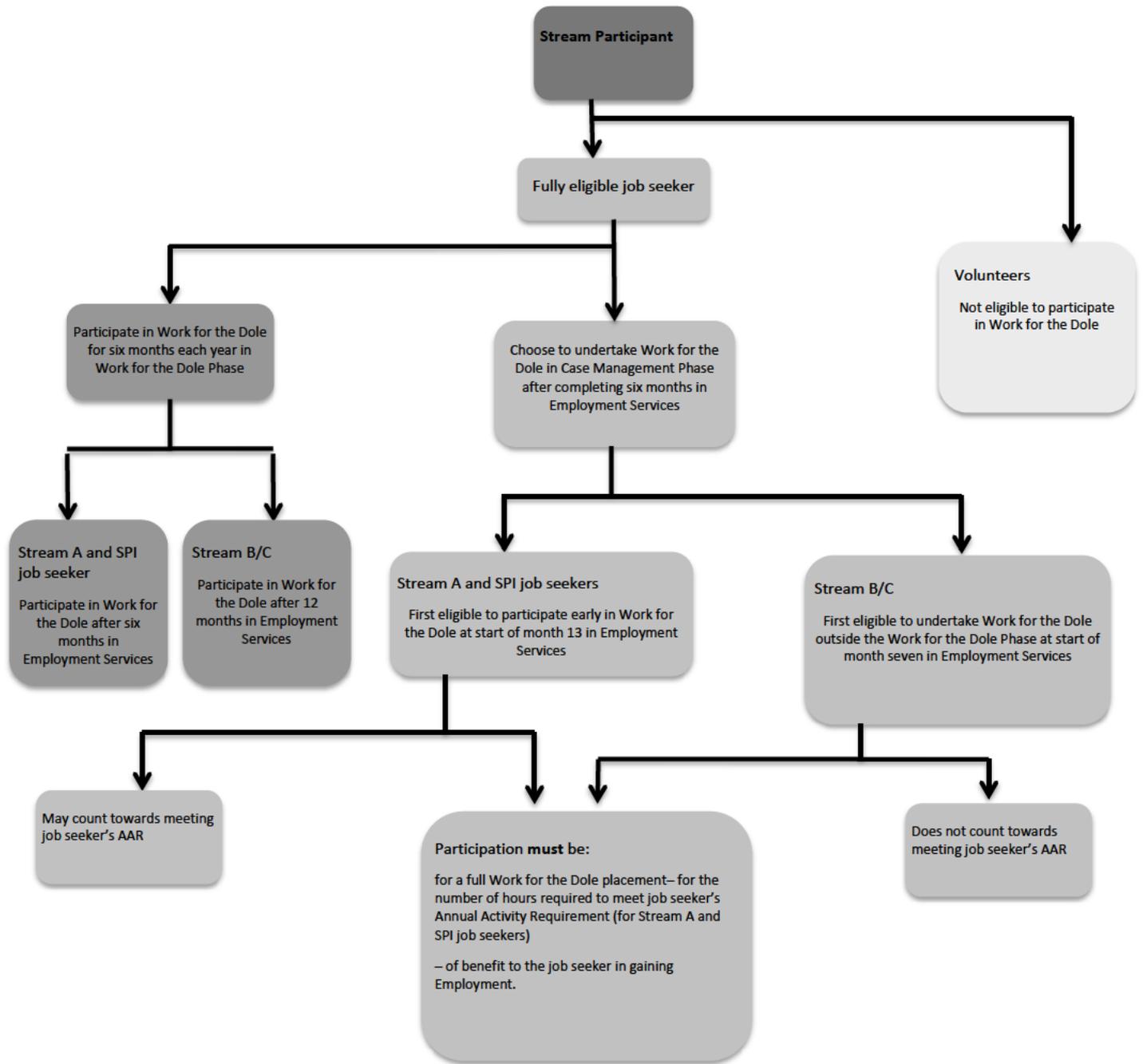
Where Stream A Participants undertake Work for the Dole activities in their Case Management Phase, they may end up completing their AAR before completing their time in the Work for the Dole Phase. In this instance, Providers **must** ensure that they provide Services to those job seekers in line with the relevant requirements in Attachment A of the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

- *For example, while the job seeker is undertaking Work for the Dole activities in the Case Management Phase, Providers will still need to provide Services to them in line with what would have been provided in the Work for the Dole Phase. If the job seeker completes the Work for the Dole activities and has time remaining in the Work for the Dole Phase, Providers will need to provide Services to them during this period in line with what their requirements would have been if they were in the Case Management Phase.*

For further information on when participation hours outside of the Work for the Dole Phase count towards a job seeker's AAR, refer to [Attachment B](#) to this Guideline.

\*Note: The 'anniversary year' is based on the date that the job seeker commenced in Employment Services.

# Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase



Note: This attachment must be read in conjunction with [Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase](#).

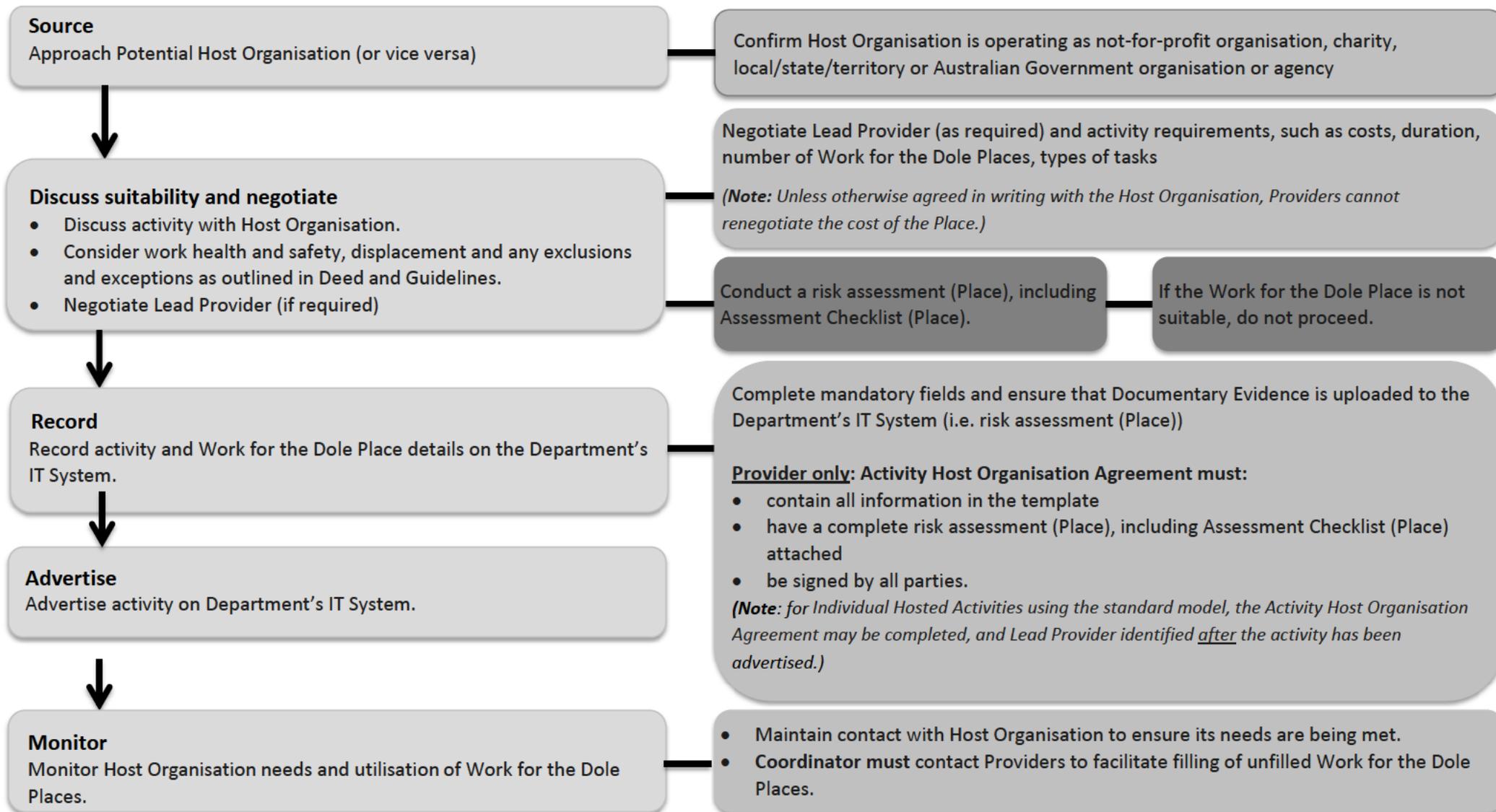
## Attachment B: Volunteering in Work for the Dole cont.

	Stream A job seekers (excluding Volunteers)	Stream A/B SPI job seekers	Stream B/C job seekers
Months 0—6	Self Service and Job Activity Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>
Months 7—12	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.</li> <li>Will not count towards job seeker's Annual Activity Requirement (AAR).</li> </ul>
Months 13—18	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>
Months 19—24	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13-18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13-18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. Will not count towards job seeker's AAR, as they have already met their AAR in the Work for the Dole phase in months 13-18.</li> </ul>

Note: Job seekers aged 50-59, job seekers with a Partial Capacity to Work or who are Principal Carer Parents have the same Employment Service Phases as other job seekers but Work for the Dole will not be mandatory.

Note: Job Seekers aged 60 years or over will not have an AAR and therefore do not enter the Work for the Dole Phase but may choose to volunteer for Work for the Dole.

## Attachment C: Sourcing and setting up Work for the Dole activities



## Attachment D: Additional Guidelines relating to Community Support Projects (CSPs)

### Objectives

Where a natural disaster has occurred, Work for the Dole activities **must**, if directed by the Department, assist with recovery as part of Community Support Projects (CSPs).

CSPs are: projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.

#### CSPs can:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators **must** continue to meet all other Deed and Guideline requirements.

Providers and Coordinators **must** submit a proposal for any CSPs to the Department for its approval.

To take advantage of these flexibilities, Providers or Coordinators **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

This means that Providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would not normally be allowed because the activity or Host Organisation has received government funding.

## Implementation

CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators **should** consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Who can be the Host Organisation for CSPs?

CSPs **must** only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees

Work for the Dole Fees **must** not be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers **should** adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees **should** be used for.

### Approval of CSPs

On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

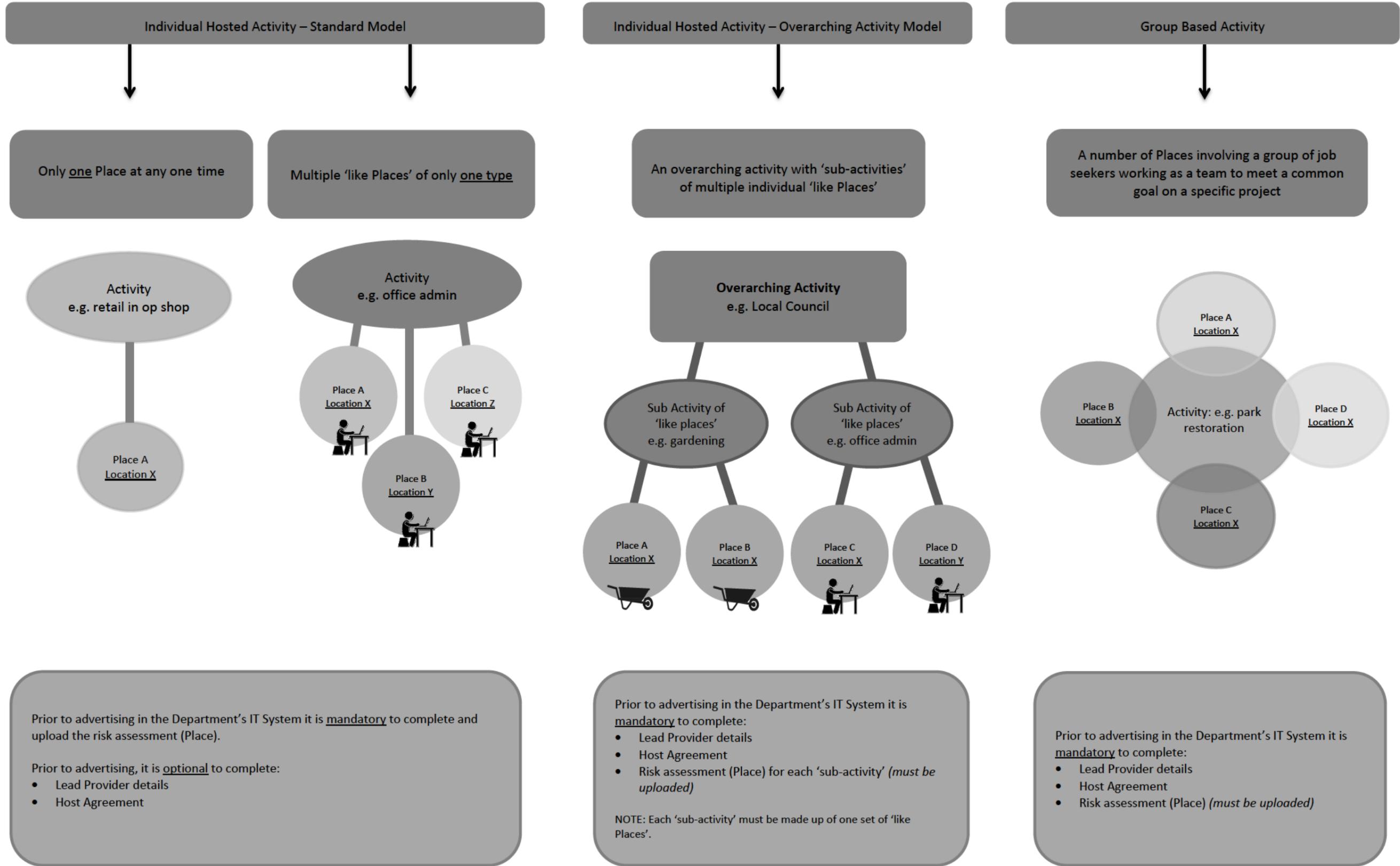
### Entering CSPs into the Department's IT System

When entering Work for the Dole CSPs into the Department's IT System, Providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select 'Community Support Project' as the subtype.

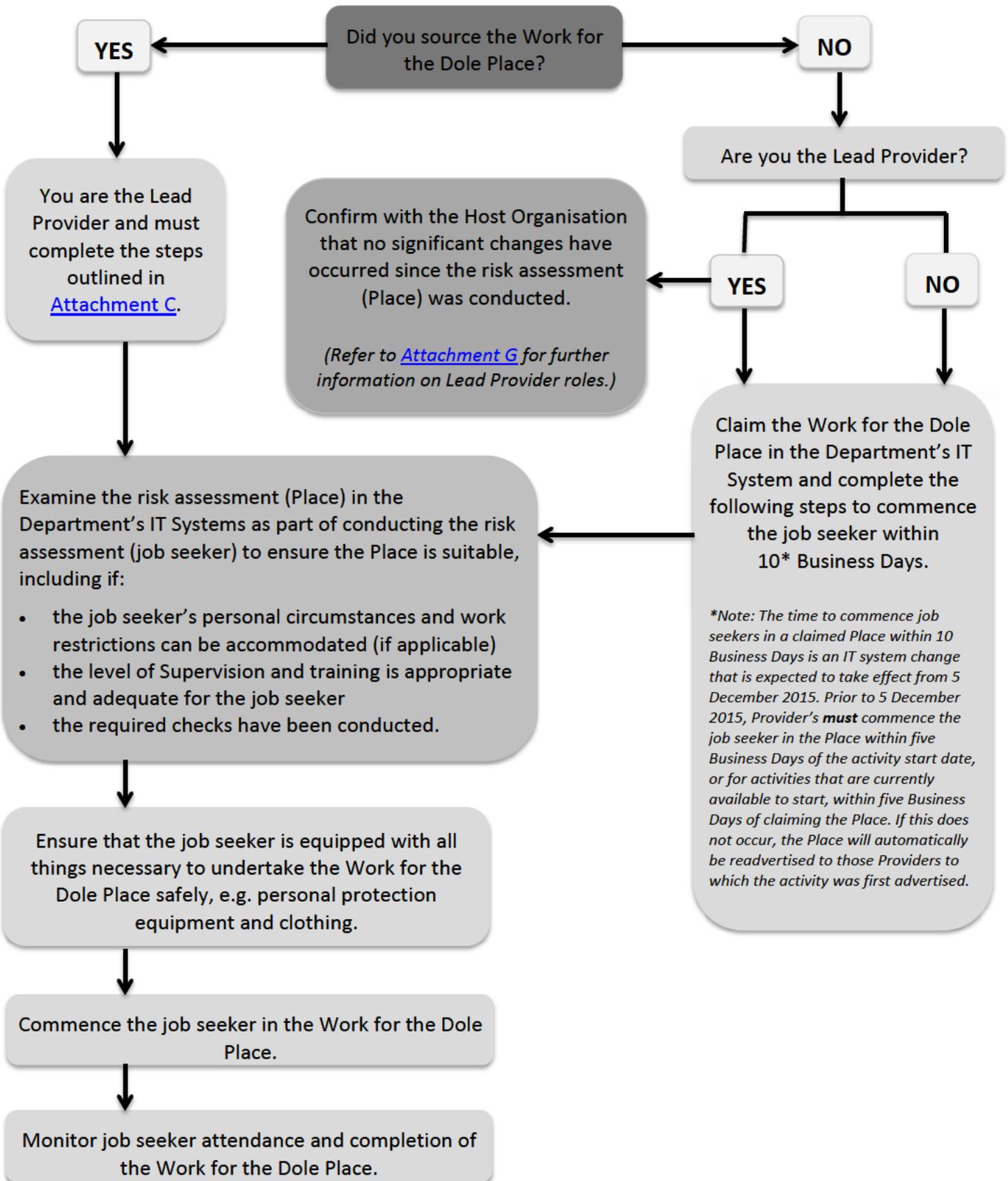
Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers or Coordinators to complete when proposing CSPs.

**Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity**

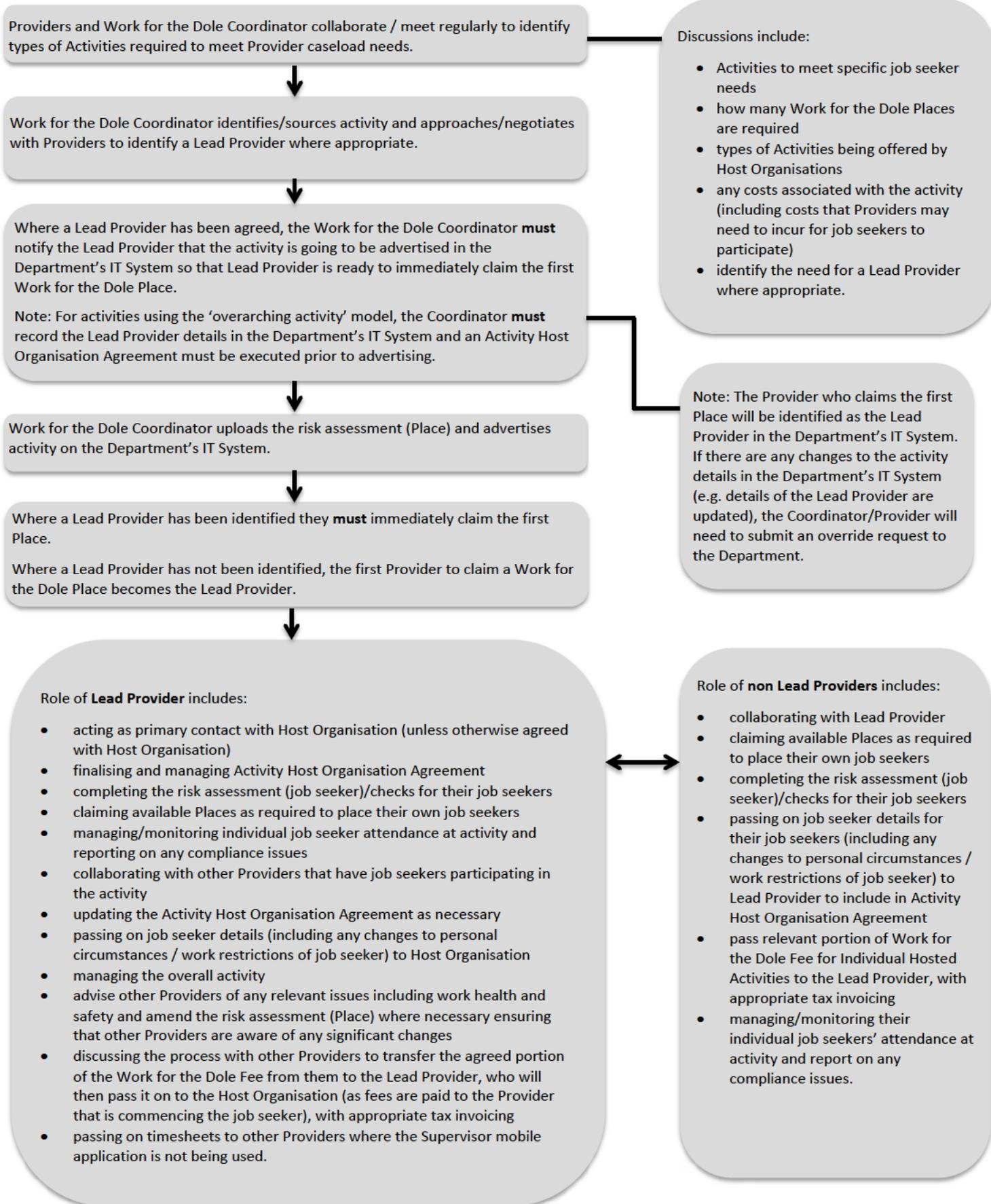


## Attachment F: Commencing a job seeker in a Work for the Dole Place

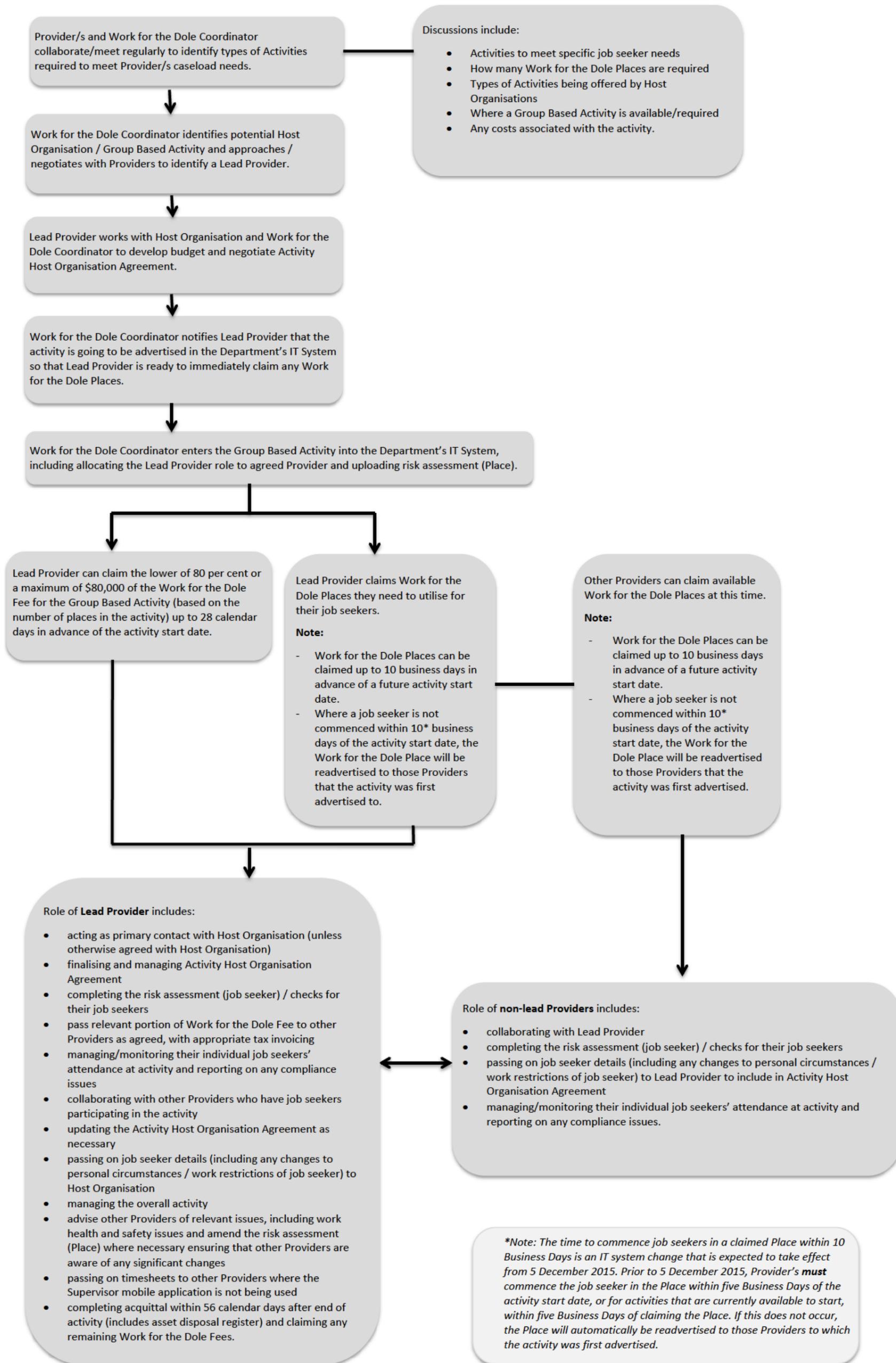


## Attachment G: Lead Providers

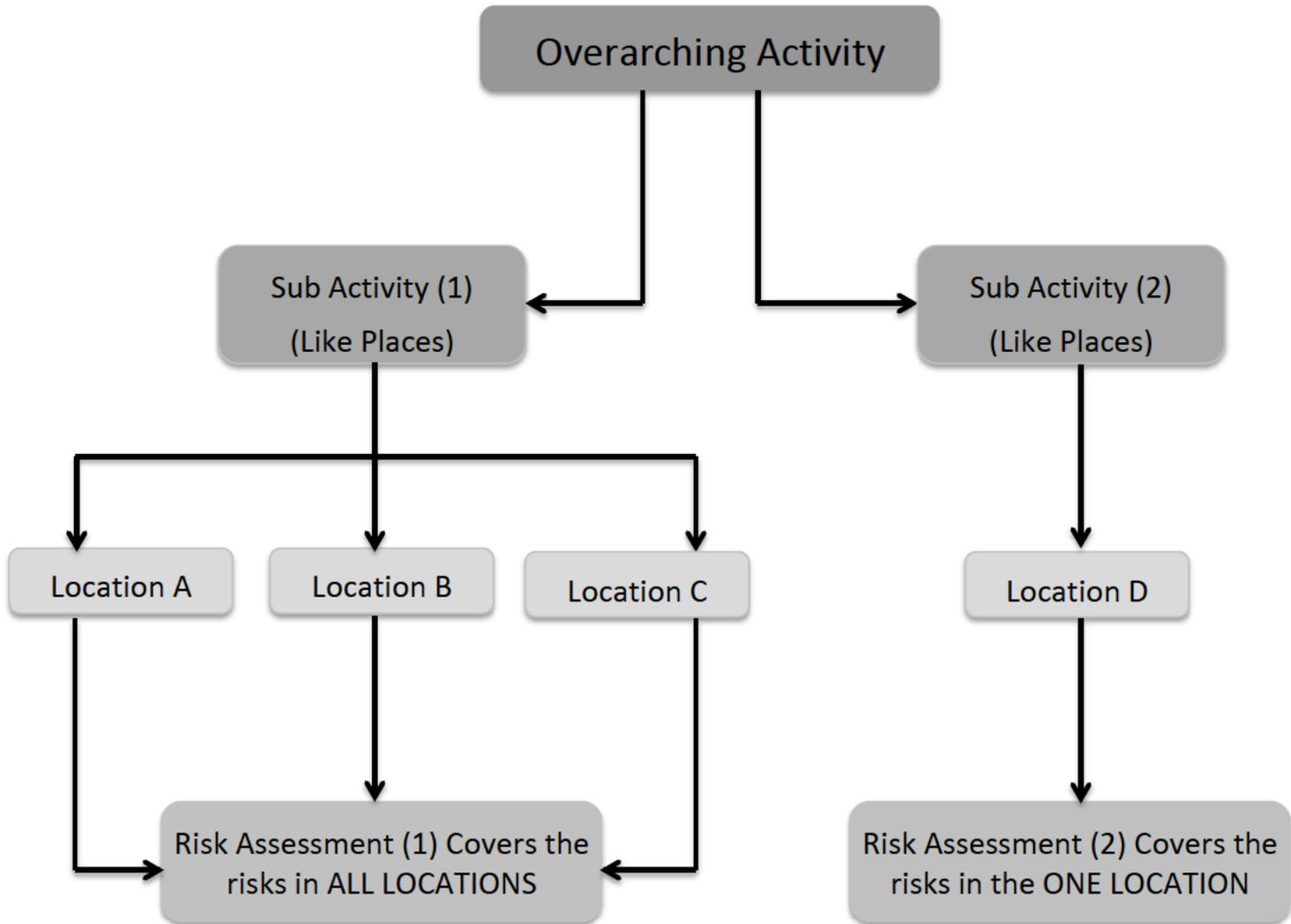
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Work for the Dole Coordinator



Lead Provider Model—Group Based Activity sourced by a Work for the Dole Coordinator



**Attachment H: Risk assessment (Place)—when sourcing an Individual Hosted Activity with multiple Work for the Dole Places, using the overarching activity model**





# Work for the Dole Guideline

## Document change history

Version	Effective date	End date	Change and location
1.4	23 03 16		Removal of system update regarding change from 5 to 10 business days to claim a Work for the Dole place as no longer current (page 19) Updating information on acquittal and reimbursement process for Group Based Activities (pages 32)
1.3	07 12 15	22 03 16	Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and removed to be published directly to Provider Portal.
1.2	10 07 15	06 12 15	Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services
1.1	09 07 15	09 07 15	Insertion of logo on checklist and formatting
1.0	01 05 15	01 05 15	Original version of document

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an [eligible job seeker](#).

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of

Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline details the core elements and requirements for Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements will be required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR). Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole. Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities **must** focus on providing job seekers with Work-like Experiences that **should** include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken. Priority **should** be given to securing Individual Hosted Activities that are of six continuous month's duration.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Work for the Dole Coordinators (Coordinator) have been appointed for each Employment Region and will have a key role in securing appropriate Places.

Coordinators **must** identify Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations. Coordinators **must** promote the Work for the Dole Programme through stakeholder engagement and communication activities in the Employment Region(s) and work collaboratively with Providers, potential and participating Host Organisations and the Department of Employment (the Department) to ensure the effective delivery of the Work for the Dole Programme.

Coordinators **must** ensure that they have appropriate infrastructure in place in each Employment Region in which the Coordinator is contracted to deliver the Services in order to meet their obligations.

Note: It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers as a means of improving their job prospects and meeting their AAR while at the same time providing a benefit to the local community. Information on AAR can be found in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Collaboration between all parties is fundamental to the success of the Work for the Dole Programme. This means collaboration between Providers as well as between Providers and Coordinators.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the Deed) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems

- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Support Projects: Concept Approval Template.](#)

## Key requirements

The key requirements that underpin the Work for the Dole Programme are as follows:

- Work for the Dole Places **must** provide job seekers with the opportunity to gain skills, experience and confidence to move from welfare to work while at the same time making a positive contribution to their local community

- Job seekers are required to undertake Work for the Dole or other approved Activities for six continuous months each year while they remain unemployed. )
- Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations, including conducting risk assessments and negotiating costs of the Work for the Dole Places
- Work for the Dole activities **must** not displace paid workers
- Providers **must** place eligible job seekers into Work for the Dole Places immediately on commencement of their Work for the Dole Phase and manage job seekers in their Activity to ensure they meet their AAR
- Providers and Coordinators **must** collaborate in order to ensure the successful implementation and delivery of the Work for the Dole Programme
- Risk assessments **must** be conducted for each Work for the Dole Place that is sourced, ensuring that a safe system of work is in place and that each Work for the Dole Place is suitable for the individual job seeker
- Providers **must** conduct a risk assessment for each job seeker placed into a Work for the Dole Place
- Providers **must** actively manage and ensure job seeker attendance in Work for the Dole Places, and
- Where a natural disaster has occurred, Work for the Dole activities **should** (and **must** if directed by the Department) assist with the recovery as part of a Community Support Project (CSP).

**Participation requirements**

Process	Details
<p><b>Eligible job seeker</b></p> <p>Deed Clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1- Definitions</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> </ul>	<p>An eligible job seeker means any Fully Eligible Participant who is eligible to undertake Work for the Dole activities as detailed in the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 Work for the Dole Coordinator and any other person as determined by the Department from time to time.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved Activities for six months each anniversary year* while they remain unemployed. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p> <p>*Note: The ‘anniversary year’ is based on the commencement date of the job seeker into Employment Services.</p>
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject to SPI for Job Seekers under 30 measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase (Provider)</b></p>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities,</p>

Process	Details
<p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>even if they wish to.</p> <p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i>. Given that job seekers in different Streams have different Servicing requirements, this means that job seekers will become eligible to undertake Work for the Dole at different times in their Period of Service (see Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>).</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachments A</a> and <a href="#">Attachment B</a> to this Guideline.</p>
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>
<p><b>Disability Employment Services (DES)</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system from 31 August 2015. However, the Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow. The following outlines the process when DES Providers can claim a Work for the Dole Place.</p> <p><b><u>Claiming a Work for the Dole Place</u></b></p> <p>Before claiming a Place within any Work for the Dole activity, DES Providers <b>must</b> contact the relevant Work for the Dole Coordinator who will either source an activity for them or refer them to an Employment (jobactive) Lead Provider for an existing activity that has Places available for them to claim. DES Providers <b>must</b> collaborate and consult with the Work for the Dole Coordinator prior to claiming any Places.</p> <p>Where a jobactive Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must</b> not be the Lead Provider for any Work for the Dole activity, unless they are claiming all Places in a Work for the Dole activity. In this case jobactive Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Work for the Dole Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Work for the Dole Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p>

Process	Details
	<p><b><u>Risk assessment (job seeker)</u></b></p> <p>Where the DES Provider is not the Lead Provider and is undertaking a risk assessment (job seeker), it <b>must</b> liaise with the jobactive Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole activity. The jobactive Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> below.</p> <p><b><u>Fees</u></b></p> <p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a jobactive Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Work for the Dole Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES Providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.</p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Work for the Dole Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p> <p><b><u>Recording attendance</u></b></p> <p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants must be done through timesheets provided to the Lead Provider and the DES Provider.</p>

**Role of stakeholders**

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p><b>Deed clause references: jobactive Deed – Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 19.5</li> <li>• Clause 40</li> <li>• Schedule 1 B.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.3</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations. As part of securing Work for Dole Places, Coordinators <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments (Place). See <a href="#">Attachments C</a> and <a href="#">H</a> to this Guideline.</p> <p>The role of a Coordinator includes:</p> <ul style="list-style-type: none"> <li>• developing and maintaining good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>• working proactively and collaborating with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>• addressing the needs of Host Organisations and Providers in a timely manner</li> <li>• in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>• conducting risk assessments (Place), including completing the Assessment Checklist (Place) (<a href="#">see Work for the Dole Checklist (Place) in this Guideline</a>)</li> <li>• monitoring Work for the Dole Places across the Employment Region, including advertising Work for the Dole Places in the Department’s IT System and monitoring the number, nature, delivery and take-up of Work for the Dole Places to Providers</li> <li>• as part of conducting the risk assessment, ensure that Work for the Dole activities have a safe system of work in place and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• ensuring that the objectives and ‘key requirements’ of the Work for the Dole Programme are met</li> <li>• ensuring that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained, and</li> <li>• complying with all relevant Commonwealth, state, territory or local authority legislation and regulations.</li> </ul> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p> <p>Coordinators <b>must</b> retain documentation relating to each Work for the Dole Place they secure in accordance with the <a href="#">Documentary Evidence Guideline</a>. Coordinators <b>must</b> provide these Records to the Department upon request.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references: jobactive Deed</b></p>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and</p>

Process	Details
<ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18(a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate the Activity Host Organisation Agreement in accordance with the Deed</li> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• ensure that the objectives and 'key requirements' of the Work for the Dole Programme are met</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• ensure that the safety of job seekers and the general public are protected</li> <li>• comply with processes outlined in the Insurance Readers Guide</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a>. Providers <b>must</b> provide these Records to the Department upon request.</p> <p>Providers may source Work for the Dole Places. In these instances, the Provider <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments.</p> <p>See <a href="#">Attachment C</a> to this Guideline for information on sourcing and setting up Work for the Dole activities.</p>

## Work for the Dole activities

Process	Details
<b>Identifying suitable Work for the Dole</b>	It is intended that Coordinators will be the first point of contact for potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can

Process	Details
<p><b>activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>also identify Work for the Dole Places.</p> <p><b>Suitable Host Organisations</b></p> <p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including CSPs (See <a href="#">Attachment D</a> to this Guideline for more information on CSPs.)</p> <p>Each Work for the Dole activity can only have one Host Organisation.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker's skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place (for example, priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage Host Organisations to identify Work for the Dole Places that are suitable for a wide variety of job seekers with different characteristics, needs and limitations to meet the demand across the Employment Region, and</li> <li>• plan their activities according to caseload needs and advice from Providers and Host Organisations.</li> </ul> <p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>The types of tasks and associated skills and experience that job seekers will undertake and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past and that may be useful to inform consideration of future Work for the Dole Places include:</p> <ul style="list-style-type: none"> <li>• retail work in not-for-profit stores</li> <li>• administrative support in not-for-profit organisations</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• assisting in the operation of soup kitchens</li> <li>• warehousing duties in not-for-profit organisations</li> <li>• kitchen hand work in a not-for-profit organisation</li> <li>• rehabilitation works of public parks and roadways</li> <li>• work on environmental projects</li> <li>• beautifying or restoring community facilities</li> <li>• testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations</li> <li>• producing a publication that builds job seeker's skills in desktop publishing and graphic arts</li> <li>• growing fresh produce at community market gardens, during which job seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery, and</li> <li>• gardening or maintenance activities.</li> </ul>
<p><b>Negotiating cost of Work for the Dole Places</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul> <p>jobactive -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6(k)</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation. The Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the fee paid to Providers will be pro-rated. Therefore, Coordinators <b>must</b> ensure that Host Organisations are made aware that any negotiated fee to be passed on by Providers is based on job seekers commencing in those Places at the start of the activity. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the amount of the agreed fee that will be passed on to the Host Organisation will also be pro-rated, unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount. For further information refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop a suitable arrangement to support the collaboration between multiple Providers and the Host Organisation for large activities involving multiple Work for the Dole Places</li> <li>• consult with Providers to ensure that these activities are manageable and able to be utilised by Providers to meet their caseload needs, and</li> <li>• include Lead Providers in the negotiation of Group Based Activity Budgets.</li> </ul>
<p><b>Vulnerable cohorts</b> <b>(Coordinator or</b></p>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole activity involving vulnerable cohorts, Coordinators</p>

Process	Details
<p><b>Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1(b)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(d)(e)</li> <li>• Schedule 1 B.3.6(f)(h)</li> </ul>	<p>and Providers <b>must</b> apply the principles set out below when determining the suitability of a Work for the Dole activity and/or the placement of a job seeker:</p> <ul style="list-style-type: none"> <li>• Providers <b>must</b> exercise care and judgment when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. In particular, Coordinators and Providers <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place, and</li> <li>• Providers and Coordinators <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts. They <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• migrants who do not speak English</li> <li>• refugee residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be in the Supervisor’s line of sight at all times while undertaking the Activity.</p>
<p><b>Activity types</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.4(b)(d)</li> <li>• Schedule 1 B.3.6(g)(h)(j)</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or ‘<a href="#">overarching activity</a>’ model. The ‘overarching model’ allows an activity with multiple individual Places involving different sets of ‘like tasks’ to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model;</li> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into ‘sub-</li> </ul>

Process	Details
	<p>activities' of individual 'like Places', this activity would be entered into the system using the 'overarching activity' model.</p> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>• retail tasks in a charity shopfront</li> <li>• warehousing</li> <li>• sorting of goods such as clothing or electrical items</li> <li>• cleaning</li> <li>• mowing lawns</li> <li>• weeding</li> <li>• rubbish collection</li> <li>• maintaining and tending a community garden</li> <li>• administration tasks such as filing</li> <li>• reception or customer service</li> <li>• on-going work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>• assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months. The project may be longer than six months but have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul> <p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the purchase of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>• building garden beds for a community garden</li> <li>• helping to establish a social enterprise</li> <li>• designing and preparing a Cultural Festival</li> <li>• construction of a bus shelter</li> <li>• renovating a Community Hall</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul>

Process	Details
	<p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>Group Based Activities are primarily to be reserved for Stream C Participants. Providers may use their discretion to determine the most appropriate type of Place for Stream C Participants depending on their capacity and readiness.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Exclusions and exceptions</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker's own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department's prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician's licence or a bus driver's licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker,</li> </ul>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.9</li> <li>• Clause 108.1(j)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(j)</li> </ul>	<p>including a worker in casual or part-time work, and/or</p> <ul style="list-style-type: none"> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must</b> not proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p> <p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1(a)</li> <li>• Clause 108.1(b)</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must</b> not secure a Work for the Dole activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, unless the Department agrees otherwise in writing. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p>Note: The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals live and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 111.2</b></li> </ul> <b>jobactive Deed-Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<ul style="list-style-type: none"> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies</li> <li>• confirmation that all required checks will be completed for any job seeker that the Provider is considering placing in the activity, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p>
<b>Refusing or granting permission</b>	<p>The Department will consider each request for Work for the Dole activities involving working on private property or entry to private homes or grounds on a case-by-case basis. The Department may agree, or refuse to agree, at its absolute discretion and on any terms and conditions it sees fit. The Department will provide an acknowledgement of receipt within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole activity (the frequency of these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</li> <li>• advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<b>Provision of training (Coordinator or Provider)</b> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.16</b></li> <li>• <b>Clause 110.5(c)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6(j)</b></li> </ul>	<p>Training within a Work for the Dole activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole activity. Training <b>must</b> not be the primary element of a Work for the Dole activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• work health and safety training</li> <li>• 'on the job' training related to the placement, and</li> <li>• use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or part time study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>

Process	Details
<p><b>Supervision (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(h)</li> </ul>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators <b>must</b> carefully consider these requirements when securing Places and determining the costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Providers <b>must</b> ensure that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p>	<p><b>Coordinators</b></p> <p>Where the Coordinator sources the Place, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage in ongoing discussion with Providers in the Employment Region to ensure that the Work for the Dole Places they source will meet caseload needs and be filled by Providers</li> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs, noting that Coordinators <b>must</b> include Lead Providers in determining Group Based Activity Budgets</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 108.17</li> <li>• Clause 108.18</li> <li>• Clause 110.2</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1(c)</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.9</li> </ul>	<ul style="list-style-type: none"> <li>• undertake risk assessments (Place)</li> <li>• record the activity and Place details on the Department’s IT System for advertising, and</li> <li>• assign any Group Based Activity or Individual Hosted Activity using the overarching activity model, to a Lead Provider (see <a href="#">Lead Providers</a> below and <a href="#">Attachment G</a> to this Guideline).</li> </ul> <p>Coordinators can advertise activities well in advance of an activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Work for the Dole Places across each Employment Region to ensure that it is fair based on caseload needs and job seeker location.</p> <p><b>Providers</b></p> <p>Where the Provider sources the Place, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> <li>• undertake a risk assessment (Place), and</li> <li>• record the activity and Place details on the Department’s IT System.</li> </ul> <p><b>Providers and Coordinators</b></p> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department’s IT System as separate activities of no more than 12 months duration each.</p> <p>As part of sourcing Work for the Dole Place(s), Coordinators (or Providers where they have sourced the Place) <b>must</b> perform the necessary risk assessments and other checks as outlined in <a href="#">Work health and safety</a> below, as well as identify with the Host Organisation the requirements of each Work for the Dole Place, including the number of Work for the Dole Places; the cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places. Once the Coordinator (or Provider where it has sourced the Place) decides that a Work for the Dole Place is appropriate, they will record these details in the Department’s IT System. For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p> <p>Once the Coordinator advertises an activity on the Department’s IT System, it will be visible to Providers when searching for suitable Places for job seekers and will be managed on a ‘first come, first served’ basis. Providers <b>should</b> work closely with their Coordinator and plan Work for the Dole activities well in advance of their job seekers reaching their Work for the Dole Phase.</p> <p>Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>When advertising an activity on the Department’s IT System, Coordinators and Providers may choose the State, Region, Organisation and Site level to which the activity is advertised. Where a Place is claimed, but not commenced, it will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department’s IT System, see the</p>

Process	Details
	<a href="#">Work for the Dole IT Supporting Document.</a>
<p><b>Claiming a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 108.7</b></li> <li>• <b>Clause 108.8</b></li> </ul>	<p>Providers will be able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole activity. When claiming the Place, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation’s needs are met, where a Provider claims a Work for the Dole Place they <b>must</b> utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> below).</li> </ul> <p>Providers <b>should</b> consider a job seeker’s background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and skills of the job seeker.</p> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement Guideline)</a>). Work for the Dole Places <b>must</b> be a minimum of 15 hours per week in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and</p>

Process	Details
	<p>the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group-based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>
<p><b>Work for the Dole activities involving multiple 'like Places' in an Individual Hosted Activity (Coordinator or Provider)</b></p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this activity can be entered into the Department's IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple 'like Places' of only one type (the standard model), or</li> <li>• an 'overarching activity'. An 'overarching activity' will be made up of 'sub-activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-activity'.</li> </ul> <p>Under an 'overarching activity' model, Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields,</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul>

Process	Details
	<div style="text-align: center;"> <pre> graph TD     OA[Overarching Activity] --&gt; SA1[Sub-Activity like places]     OA --&gt; SA2[Sub-Activity like places]     SA1 --- RA1[Risk assessment Place for each Sub Activity with like places]     SA2 --- RA2[Risk assessment Place for each Sub Activity with like places]     SA1 --- W1[Number of Work for the Dole Places at each location]     SA2 --- W2[Number of Work for the Dole Places at each location]     W1 --- L1[Location]     W1 --- L2[Location]     W2 --- L3[Location]             </pre> </div> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Lead Providers (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> <li>• Clause 124.7</li> <li>• Clause 124.8</li> <li>• Clause 124.9</li> <li>• Clause 124.14</li> <li>• Clause 124.16</li> <li>• Clause 124.17</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.2 (c)</li> <li>• Schedule 1 B.3.9 (b)</li> </ul>	<p>It is important that Host Organisations need only deal with one Provider unless otherwise agreed by the Host Organisation. In order to facilitate this, a Lead Provider must be identified for each activity. The Lead Provider must:</p> <ul style="list-style-type: none"> <li>• be the primary point of contact with the Host Organisation, and</li> <li>• finalise and manage the Activity Host Organisation Agreement, which will cover the entire activity.</li> </ul> <p>All other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.</p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p><b>Individual Hosted Activities</b></p> <p><b>Standard model</b></p> <p>As part of sourcing an Individual Hosted Activity with multiple Places, the Coordinator should collaborate with Providers in their Employment Region to identify a suitable Lead Provider where this is appropriate (see <a href="#">Attachment G</a> for an overview of the Lead Provider model).</p> <p>If a Lead Provider <i>is not identified</i> before the activity is advertised in the Department’s IT System, the first Provider to ‘claim’ a Place will take on the role of the Lead Provider.</p> <p>Where a Lead Provider <i>is identified</i>, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Overarching activity model</b></p> <p>When establishing an Individual Hosted Activity with ‘sub-activities’ of ‘like Places’,</p>

Process	Details
	<p>the Coordinator <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider and enter these details into the Department's IT System. The Lead Provider <b>must</b> then negotiate and execute the Activity Host Organisation Agreement, <i>before the activity can be advertised</i> on the Department's IT System.</p> <p>The Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department's IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Group Based Activities</b></p> <p>Where a Coordinator sources a Place in a Group Based Activity, they <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider. They <b>must</b> also work with the Lead Provider and the Host Organisation to develop the activity, including the budget. The Lead Provider will negotiate the Activity Host Organisation Agreement with the Host Organisation. Suitability, risk assessments (Place) and checks <b>must</b> be undertaken as set out above.</p> <p>In the case of Group Based Activities sourced by a Coordinator, the Coordinator <b>must</b> advertise the Place on the Department's IT System once negotiations are finalised. Upon advertising the activity, the Coordinator <b>must</b> notify the Lead Provider, which <b>should</b> be ready to immediately claim any Places they wish to use for their job seekers. The same time limits would then apply to all Places that the Lead Provider claims, as set out in <a href="#">Individual Hosted Activities and Group Based Activities</a> above—that is, if the Lead Provider does not commence their job seeker within the required timeframe, the Place will be readvertised to those Providers to which the activity was first advertised.</p> <p><b>Group Based Activities or Individual Hosted Activities with multiple Places</b></p> <p>For Work for the Dole Places in Group Based Activities or multiple Work for the Dole Places in an Individual Hosted Activity, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• appropriately manage the overall activity</li> <li>• collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>• advise other Providers of any relevant issues, including work health and safety and amend the risk assessment (Place) where necessary ensuring that other Providers are aware of any significant changes</li> <li>• negotiate or update the Activity Host Organisation Agreement for the Activity</li> <li>• collect relevant portion of Work for the Dole Fee for Individual Hosted Activities from other Providers and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), with appropriate tax invoicing,</li> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed, with appropriate tax invoicing.</li> </ul> <p>Where other Providers (not the Lead Provider) commence a job seeker into the activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment</li> </ul>

Process	Details
	<p>(job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</p> <ul style="list-style-type: none"> <li>• pass on the job seeker’s details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• pass relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider with appropriate tax invoicing</li> <li>• monitor and manage the job seeker to ensure participation and compliance, and</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained.</li> </ul> <p>Where a Provider sources either a Group Based Activity or an Individual Hosted Activity with multiple Places, they will automatically take on the role of Lead Provider.</p> <p>Note: If there are changes to the activity after either an Individual Hosted Activity or Group Based Activity has been advertised (for example, to update details of the Lead Provider or the apportionment of the Work for the Dole Fee to the Host Organisation), the Coordinator or Provider will need to submit an override request to the relevant Contract Manager for processing.</p> <p>Refer to <a href="#">Attachments C, E, F and H</a> to this Guideline for further information.</p> <p>Where necessary, Lead Providers <b>must</b> also collaborate with DES Providers wishing to commence DES Participants into Work for the Dole activities.</p>
<p><b>Record Activity on the Department’s IT System (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department’s IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details, an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Police Checks and/or Working with Vulnerable People Checks), as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place/s</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department’s IT System (see <a href="#">Work health and safety</a> below).</p>

## Work health and safety

Providers **must** ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers **must** consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

Process	Details
<p><b>Competent Person (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.4</li> <li>• Annexure A1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose. A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks.</p>
<p><b>Risk assessment (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 108.12</li> <li>• Clause 110.2</li> <li>• Clause 110.5</li> </ul> <p>jobactive - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>Risk assessments <b>must</b> be conducted and recorded for Work for the Dole Places and for each job seeker placed in a Work for the Dole Place.</p> <p>The risk assessment:</p> <ul style="list-style-type: none"> <li>• Place: <b>must</b> identify any work health and safety concerns with the potential Work for the Dole Place and <b>must</b> be completed by the party (Coordinator or Provider) that secures the Work for the Dole Place. It <b>must</b> also include the <a href="#">Assessment Checklist (Place)</a></li> <li>• Job seeker: <b>must</b> identify if the Work for the Dole Place is suitable for the relevant job seeker/s and <b>must</b> be completed by the Provider.</li> </ul>
<p><b>Risk assessment (Place) (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record any work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, any hazards or risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces)</li> <li>• chemical (acids, poisons, asbestos, flammable substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.11</b></li> </ul>	<ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker's Provider</li> <li>• whether the activity will involve close proximity to Children, the elderly or other <a href="#">vulnerable cohorts</a> and whether relevant checks <b>should</b> be undertaken</li> <li>• the Supervision arrangements, such as the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s)</li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place (see <a href="#">Insurance</a> below)</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> </li> </ul> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p>Where there are multiple Work for the Dole Places in an Individual Hosted Activity that are across different locations, the risk assessment (Place) <b>must</b> cover risks at all locations (please see the diagram at <a href="#">Attachment H</a> to this Guideline for an overview of this model.)</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must</b> not be considered a suitable Work for the Dole Place.</p> <p>Where the Provider claims a Work for the Dole Place that has been sourced by a Coordinator then, before commencing a job seeker in the activity, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment</li> </ul>

Process	Details
	<p>(job seeker) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</p> <ul style="list-style-type: none"> <li>determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised (refer to <a href="#">Checks</a> below).</li> </ul> <p><b>Updating the risk assessment (Place)</b></p> <p>Where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Place or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>If the proposed changes include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must cease the activity and notify the Host Organisation, other Providers and Departmental Account Manager.</b></p>
<p><b>Assessment Checklist (Place)</b></p> <p>Deed clause references: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.7</li> <li>Schedule 1 B.3.8</li> <li>Schedule 1 B.3.9</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed in the format provided and the content <b>must not</b> be altered.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Department's IT System will only display the latest version of the risk assessment (Place) that is uploaded. In cases where changes to a risk assessment (Place) have been made, the Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker) (Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 110.1</li> <li>Clause 110.2</li> <li>Clause 110.5</li> <li>Clause 111</li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.</p> <p>The risk assessment (job seeker) <b>must</b> cover:</p> <ul style="list-style-type: none"> <li>any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>• that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>• that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>• that the job seeker has been advised of the work health and safety reporting and escalation processes</li> <li>• that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a>, and</li> <li>• any checks required have been completed (for example, National Police Checks and/or Working with Vulnerable People/Children Checks—see <a href="#">Checks</a> below).</li> </ul> <p>In assessing the suitability of Work for the Dole Places, the Provider <b>must</b> also take into consideration and record the job seeker’s personal circumstances and work restrictions. For example, this could include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• working capabilities and capacity,</li> <li>• transport restrictions,</li> <li>• carer responsibilities,</li> <li>• specific injuries,</li> <li>• pregnancy,</li> <li>• allergies, and</li> <li>• history of aggressive behaviour.</li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole place will be suitable.</p>
<p><b>Insurance</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5(g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <ul style="list-style-type: none"> <li>• The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions. For further information on the insurance policies, please refer to the <i>Insurance Readers Guide</i>, which is available on the Provider Portal. The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</li> </ul>

## Checks

Process	Details
<p><b>Checks (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111.2</li> <li>• Clause 111.3</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(k)</li> <li>• Schedule 1 B.3.9(a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Police Check and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department's IT System as part of advertising the Work for the Dole Place.</p> <p>Where a check is required, the Provider <b>must</b> arrange and pay for all the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Work for the Dole Fee may be used by the Provider to pay for these checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check/s have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed and the <a href="#">Activity Management Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.5</li> <li>• Clause 108.13</li> <li>• Annexure A1</li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole activity. A template agreement is available on the Provider Portal for Providers to use. Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, the following clauses:</p> <p>'The Parties acknowledge and agree that the information contained in the attached risk assessment (Place) is true and correct at the time of signing this agreement.'</p> <p>and</p> <p><i>'The Host Organisation attests that:</i></p> <ul style="list-style-type: none"> <li>(a) <i>if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or</i></li> <li>(b) <i>no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</i></li> </ul> <p><i>The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:</i></p> <ul style="list-style-type: none"> <li>(a) <i>a participant undertaking tasks which would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of</i></li> </ul>

Process	Details
	<p><i>the Host Organisation; or</i></p> <p><i>(b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation, or a reduction in customary overtime of an existing employee.'</i></p> <p>and</p> <p><i>'The Host Organisation <b>must</b> immediately advise the Provider of any proposed changes to the circumstances or tasks being undertaken by the participant/s.'</i></p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> review the risk assessment (Place). The Lead Provider <b>must</b> confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

## Managing job seekers

Process	Details
<p><b>Managing job seekers undertaking Work for the Dole activities</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 106.1</b></li> <li>• <b>Clause 111</b></li> <li>• <b>Section B18</b></li> </ul>	<p>The Provider <b>must</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.</p> <p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that it can be confirmed whether a job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker's participation. For more information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity,</li> <li>• replace any participant who leaves a Work for the Dole Place within an Individual Hosted Activity early, and</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities,</li> <li>continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees (Provider)</b></p> <p>Deed clause reference: <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 108.5</li> <li>Clause 124</li> <li>Annexure A1</li> <li>Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Places will be funded on the basis that they are of six months continuous duration.</p> <p>However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>Unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers <b>must</b> be detailed in the Activity Host Organisation Agreement.</p> <p>A Provider <b>must</b> not use the Employment Fund for expenses related to the Work for the Dole Programme.</p> <p>Providers must not use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>management fees,</li> <li>administration fees, and</li> <li>handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Note: For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place (see <a href="#">Payments to Coordinators</a> below).</p>
<p><b>Individual Hosted</b></p>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual</p>

Process	Details
<p><b>Activities</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Pro-rata payments will be calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass agreed funds to the Host Organisation to cover the cost of the Place as negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rata amount of the fee will be paid to the Provider, resulting in a pro-rated amount of the agreed fee being passed on to the Host Organisation, unless the provider has sufficient funds from the Work for the Dole Fee to pass on the whole agreed amount.</p> <p>The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department. While the Host Organisation is not required to provide an itemised list, the items they are seeking payment for would be part of the negotiation with the Coordinator.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, national police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee. Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole activities. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity, depending on the budget of the activity. In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p>

Process	Details
<b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, police checks, safety equipment, required training).</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.</p> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> complete and submit their reimbursement Report in the Department's IT System within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.</p>

## Payments to Coordinators

Process	Details
<b>Establishment fee (Coordinator)</b>  <b>Deed clause references: jobactive Deed - Work for the Dole Coordinator</b>	<p>The establishment fee is a one-off payment that enables Coordinators to cover some of the costs related to commencement of the Services and is due within 14 days of the Deed Commencement Date.</p> <p>An establishment fee is payable for each of the Coordinator's Employment Regions.</p> <p>Once the Coordinator has confirmed the Deed Commencement Date with the</p>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Account Manager, the Coordinators <b>must</b> submit a Tax Invoice to the Department as per the Deed.</p> <p>Upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Service fee (Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>For each of the Coordinator's Employment Regions, a service fee will be paid for each Payment Period during the Term of the Deed and assists Coordinators in delivering the Services under the Deed. For each Payment Period, the Coordinator <b>must</b> submit a Tax Invoice to the Department. Subject to the terms of the Deed and upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Work for the Dole Place Fee</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Work for the Dole Place fees will be paid to the Coordinator in accordance with the Deed and upon the commencement of the first job seeker in the relevant Work for the Dole Place.</p> <p>Places will be funded on the basis that they are for six months duration. There will be some flexibility for short or longer Places where a six month is not suited to the Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>Subject to the requirements being met under the Deed, the payment of the Work for the Dole Place Fee will be automated. Only one Work for the Dole Place Fee will be paid for each Place when the first job seeker commences in that Place.</p> <p>Coordinators are not required to submit a Tax Invoice for the payment of the Work for the Dole Place Fee. A recipient created tax invoice will be generated by the Department's IT Systems when a job seeker commences in a Place sourced by the Coordinator.</p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Work for the Dole Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p>

## Monitoring and reporting

Process	Details
<p><b>Recording of information (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.13</li> <li>• Clause 114</li> <li>• Clause 120</li> </ul>	<p>The Department will use information entered into the Department's IT System on Work for the Dole activities for monitoring and reporting purposes.</p> <p><b>Work for the Dole activity information</b></p> <p>Either the Coordinator or the Provider (depending on who sourced the activity) <b>must</b> complete all mandatory fields as accurately and as soon as possible. Information to be provided includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>• the actual number of Work for the Dole Places available on each activity</li> <li>• details of each Work for the Dole Place and the tasks being undertaken</li> <li>• the type of activity (Individual Hosted Activity / Group Based Activity)</li> </ul>

Process	Details
<p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.9</li> </ul>	<ul style="list-style-type: none"> <li>the Host Organisation and Supervisor details</li> <li>the completion of risk assessments and Activity Host Organisation Agreements, and</li> </ul> <p>for Group Based Activities only:</p> <ul style="list-style-type: none"> <li>budget of activity, and</li> <li>acquittal of funds.</li> </ul> <p><b>Job seeker information</b></p> <p>Providers <b>must</b> manage and record job seekers' participation requirements against their Activities. Matters that <b>must</b> be managed and recorded include (but are not limited to):</p> <ul style="list-style-type: none"> <li>placing the job seeker in a suitable activity</li> <li>recording dates and times of when the job seeker is required to attend the activity</li> <li>monitoring job seeker attendance at the activity, and</li> <li>recording when the job seeker leaves the activity.</li> </ul> <p>Refer to the <a href="#">Activity Management Guideline</a> for further information.</p> <p>Providers and Coordinators <b>must</b> contribute to audit and assessment processes as required.</p>
<p><b>Reporting incidents (Coordinator or Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 69.6</li> <li>Clause 110.6</li> <li>Clause 110.7</li> <li>Clause 110.8</li> </ul>	<p>While Providers <b>must</b> manage and report any incidents involving job seekers, the Host Organisation may choose to liaise directly with the Coordinator either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help meet their needs and notify the Department where necessary.</p> <p>For additional information on reporting incidents, see the <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>
<p><b>Information provided by the Department (Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.5(i)</li> </ul>	<p>The Department will provide Coordinators with access to administrative, labour market and caseload data to support Coordinators in the monitoring and reporting of Work for the Dole Places they have sourced in the Employment Region(s).</p> <p>Data provided by the Department will help to inform Coordinators of the number of Work for the Dole Places unclaimed, the location of Places sourced and the projected demand of job seekers in the Employment Region(s).</p> <p>While the majority of quantitative information will be drawn from the Department's IT System, qualitative information on securing Work for the Dole Places, Host Organisations, incidents, emerging issues and best-practice approaches will also be required from Coordinators. This information will be captured in the Self-Assessment Quality Report, Progress Report and any ad-hoc Reports.</p> <p>Data provided by the Department cannot be used for external purposes without the permission of the Department.</p> <p>For further information on the Self-Assessment Quality Report, see the <a href="#">Performance Framework Guideline</a>.</p>

Process	Details
<p><b>Monitoring of distribution and filling of Work for the Dole Places (Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>
<p><b>Monitoring needs of Work for the Dole Host Organisations (Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.18 (c)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>As the key role for Coordinators is to secure sufficient suitable Work for the Dole Places, the importance of maintaining good working relationships with Host Organisations is critical, particularly to encourage repeat business where appropriate.</p> <p>Once each Work for the Dole Place has been filled by a job seeker, the Coordinator <b>must</b> maintain contact with the Host Organisation to ensure that its needs are met. This <b>should</b> be done in consultation with the Provider.</p> <p>Significant issues identified by the Coordinator, or brought to their attention, <b>must</b> be reported to the relevant Provider and if appropriate, the Department.</p>
<p><b>Best practice (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 47.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p>
<p><b>Six-monthly Progress Reports (Coordinator)</b></p>	<p>Coordinators <b>must</b> complete the Progress Report template on the Provider Portal and submit it to the Department every six months unless otherwise advised by the Department. As part of the Progress Report, Coordinators will be required to demonstrate how they have delivered servicing strategies as outlined in their tender response. Reports <b>must</b> be submitted to the nominated Account Manager by the</p>

Process	Details
<b>Deed clause references:</b> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Schedule 1 B.5(a)</li> </ul>	deadline, as determined by the Department.
<b>Ad-hoc reports (Coordinator)</b> <b>Deed clause references:</b> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Schedule 1 B.5(c)</li> </ul>	<p>The Department may also seek the assistance of Coordinators from time to time to conduct surveys and other information-gathering processes to supplement administrative and reporting data. If requested to do so, Coordinators <b>must</b> complete and submit these Reports as instructed by the Department.</p> <p>Coordinators and Providers <b>must</b> contribute to audit and assessment processes as required.</p>
<b>Quality of reports (Coordinator)</b> <b>Deed clause reference:</b> <b>jobactive Deed - Work for the Dole Coordinator</b> <b>Schedule 1 B.5(f)</b>	<p>The quality of reports will be measured by:</p> <ul style="list-style-type: none"> <li>the quality, accuracy and usefulness of information provided;</li> <li>the steps taken by the Coordinator to follow up on previously reported activities and issues;</li> <li>the level of detail provided for results and measureable outcomes from activities; and</li> <li>the timeliness of its submission.</li> </ul>

## Media and promotion

Process	Details
<b>Media and promotion (Coordinator)</b> <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>Clause 60</li> </ul> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Clause 49</li> <li>Schedule 1 B.3.13</li> </ul>	<p>Coordinators <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator relating to the Services outlined in the Deed, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>use badging and signage issued by the Department</li> <li>acknowledge the financial and other support the Coordinator has received from the Commonwealth, and</li> <li>provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

## Specified Personnel

Process	Details
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Process	Details
<p><b>Specified Personnel (Coordinator)</b></p> <p>Deed clause references: jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 B.6</li> <li>• Schedule 1 F</li> </ul>	<p>Coordinators <b>must</b> nominate Specified Personnel to be the day-to-day contacts for the Department. Coordinators <b>must</b> also arrange for any checks (such as criminal record checks or Working with Vulnerable People Checks) before the Specified Personnel carries out work on any Services.</p> <p>Coordinators <b>must</b> deliver the servicing strategies from the sites and locations outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department. It is expected that Specified Personnel will develop a constructive working relationship with their Account Manager to ensure an efficient and effective flow of information.</p> <p>Coordinators, including any Specified Personnel, <b>must</b> attend specific conferences and meetings and be available for any other purposes, including attending any induction or training, as specified by the Department.</p>
<p><b>Working hours and absences (Coordinator)</b></p> <p>Deed clause references: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 10</li> <li>• Clause 49</li> <li>• Schedule 1 – Item B.6</li> </ul>	<p>Coordinators, including any relevant Specified Personnel, <b>must</b> be available to provide any Services under the Deed during the Service Hours (9 am – 5 pm Monday to Friday excluding public holidays in the Employment Region(s) and any other time, including on weekends, as required) and maintain a physical presence in the Employment Region(s) during those hours.</p> <p>Where the Coordinator and any relevant Specified Personnel are unavailable to deliver Services or are physically outside of the Employment Region(s) during the Service Hours for:</p> <ul style="list-style-type: none"> <li>• 24 consecutive hours or longer, the Coordinator <b>must</b> seek written approval (in advance, where possible) from the relevant Account Manager</li> <li>• five or more calendar days consecutively, the Department may reduce the fees payable to the Coordinator.</li> </ul>

## Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase

### When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?

When a job seeker indicates they would like to undertake Work for the Dole activities in the Case Management Phase, participation in Work for the Dole needs to be negotiated and agreed between the job seeker and the Provider. In these cases, a Provider **should** only approve a period of Work for the Dole activities where they consider the activity will be of benefit to the job seeker in gaining employment and where a Work for the Dole Place is available.

Stream A and SPI job seekers **must** complete their six month Self Service and Job Activity Phase (Stream A) or Case Management Phase (SPI), followed by their six month Work for the Dole Phase before they are eligible to participate again in Work for the Dole. This means that where these job seekers participate early in Work for the Dole, they will do so prior to reaching their Work for the Dole Phase in each anniversary year.

In this case, any period of early participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** fully meet the job seeker's total AAR hours for that anniversary year (for example, 650 hours over six months) and the hours of participation **should** match those of the job seeker's Mutual Obligation Requirements (for example, 25 hours or 15 hours per week).

Stream B (non SPI) and Stream C job seekers **must** complete their first six months in Employment Services (in the Case Management Phase) before they participate early in Work for the Dole. From their second anniversary year\*, where these job seekers have already met their AAR in their Work for the Dole Phase and agree to subsequently participate in their Case Management Phase, any period of participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** be for a full Work for the Dole placement (for example, 650 hours over six months).

Providers **must** make it clear to the job seeker at the time of negotiating any period of participation to undertake Work for the Dole activities in the Case Management Phase that they **must** undertake an activity for the full Work for the Dole placement and that they cannot choose to cease their participation in Work for the Dole before completing this requirement. For further information refer to the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Providers **must** not approve job seekers to undertake a Work for the Dole activity where the period of participation is not for the full Work for the Dole placement. If agreed by the Provider and job seeker, any Work for the Dole activities outside of the job seeker's Work for the Dole Phase **must** be entered into the job seekers' Job Plan and will become a compulsory activity and subject to compliance action if not completed. Please see the diagram in [Attachment B](#) to this Guideline for an overview of participation in Work for the Dole outside of the Work for the Dole Phase.

### Do participation hours undertaken outside of the Work for the Dole Phase count towards the Annual Activity Requirement?

If the job seeker ceases the activity before fully completing their Work for the Dole placement or where an activity is not for sufficient hours to meet the job seeker's AAR, it will not count towards meeting any AAR.

Where job seekers undertake Work for the Dole activities outside their Work for the Dole Phase, the hours of participation can only count towards their AAR if they are undertaken in the same anniversary year and where the AAR has not already been met.

- *For example, given a Stream B/C Participant does not have an AAR until their second anniversary year\*, they will meet their AAR in the first six months of the second anniversary year with their compulsory participation in Work for the Dole activities. Therefore, if they undertake Work for the Dole activities outside of the Work for the Dole Phase in the second six months of the second anniversary year, it does not count towards their AAR, as it would have already been met.*

Where Stream A Participants undertake Work for the Dole activities in their Case Management Phase, they may end up completing their AAR before completing their time in the Work for the Dole Phase. In this instance,

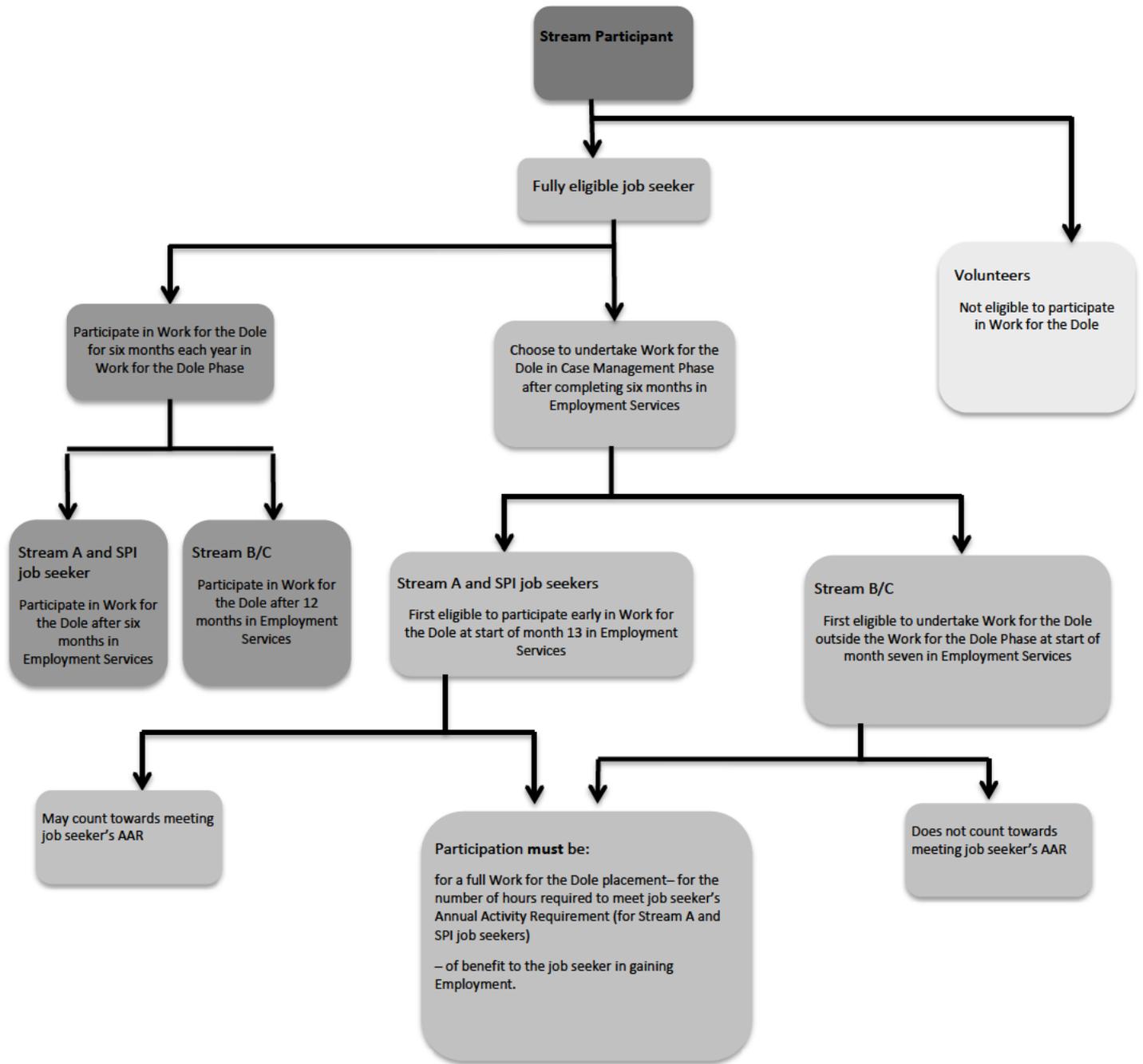
Providers **must** ensure that they provide Services to those job seekers in line with the relevant requirements in Attachment A of the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

- *For example, while the job seeker is undertaking Work for the Dole activities in the Case Management Phase, Providers will still need to provide Services to them in line with what would have been provided in the Work for the Dole Phase. If the job seeker completes the Work for the Dole activities and has time remaining in the Work for the Dole Phase, Providers will need to provide Services to them during this period in line with what their requirements would have been if they were in the Case Management Phase.*

For further information on when participation hours outside of the Work for the Dole Phase count towards a job seeker's AAR, refer to [Attachment B](#) to this Guideline.

\*Note: The 'anniversary year' is based on the date that the job seeker commenced in Employment Services.

# Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase



Note: This attachment must be read in conjunction with [Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase](#).

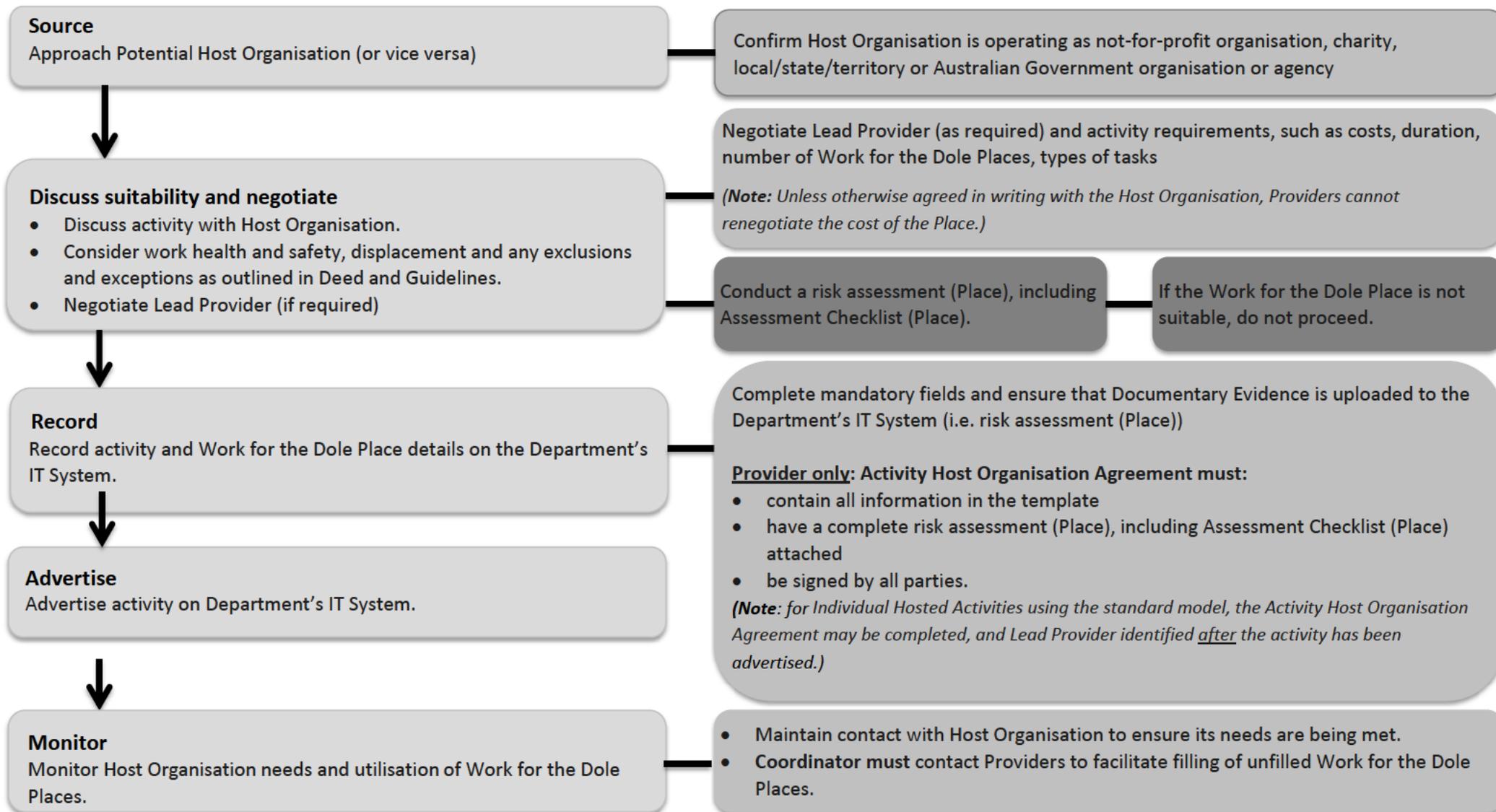
## Attachment B: Volunteering in Work for the Dole cont.

	Stream A job seekers (excluding Volunteers)	Stream A/B SPI job seekers	Stream B/C job seekers
Months 0—6	Self Service and Job Activity Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>
Months 7—12	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.</li> <li>Will not count towards job seeker's Annual Activity Requirement (AAR).</li> </ul>
Months 13—18	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>
Months 19—24	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13-18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13-18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. Will not count towards job seeker's AAR, as they have already met their AAR in the Work for the Dole phase in months 13-18.</li> </ul>

Note: Job seekers aged 50-59, job seekers with a Partial Capacity to Work or who are Principal Carer Parents have the same Employment Service Phases as other job seekers but Work for the Dole will not be mandatory.

Note: Job Seekers aged 60 years or over will not have an AAR and therefore do not enter the Work for the Dole Phase but may choose to volunteer for Work for the Dole.

## Attachment C: Sourcing and setting up Work for the Dole activities



## Attachment D: Additional Guidelines relating to Community Support Projects (CSPs)

### Objectives

Where a natural disaster has occurred, Work for the Dole activities **must**, if directed by the Department, assist with recovery as part of Community Support Projects (CSPs).

CSPs are: projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.

#### CSPs can:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators **must** continue to meet all other Deed and Guideline requirements.

Providers and Coordinators **must** submit a proposal for any CSPs to the Department for its approval.

To take advantage of these flexibilities, Providers or Coordinators **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

This means that Providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or

- would not normally be allowed because the activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators **should** consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Who can be the Host Organisation for CSPs?

CSPs **must** only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees

Work for the Dole Fees **must** not be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers **should** adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees **should** be used for.

### Approval of CSPs

On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

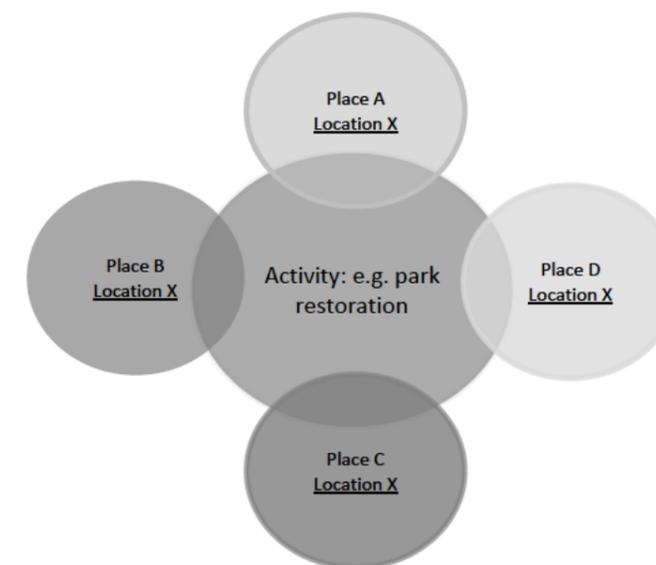
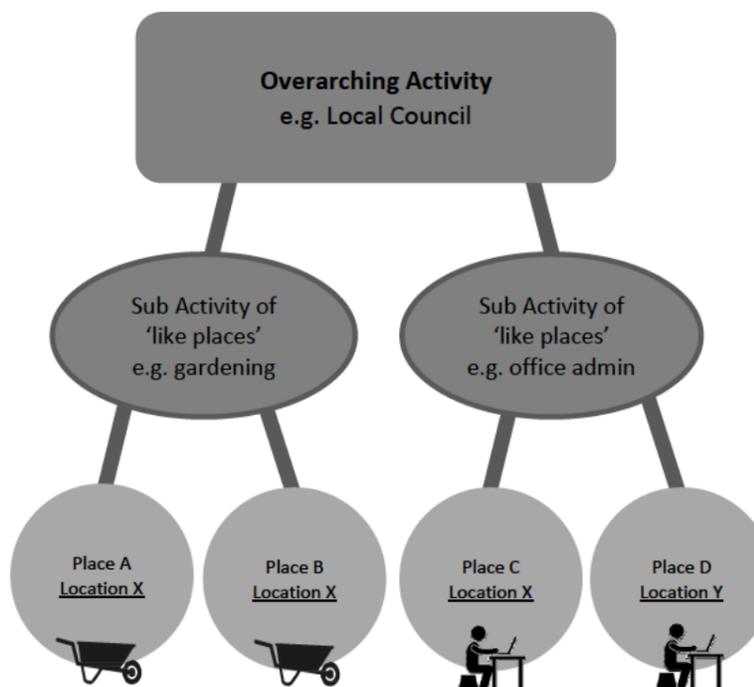
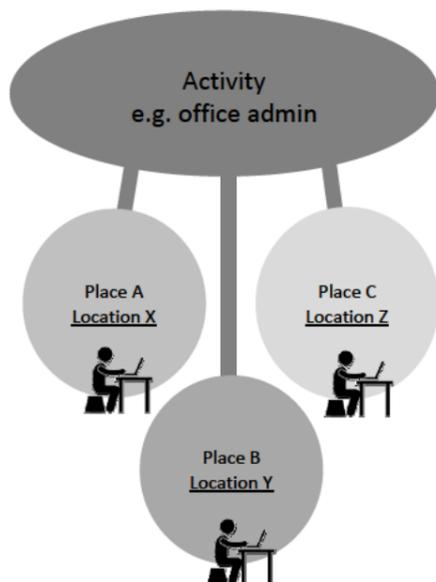
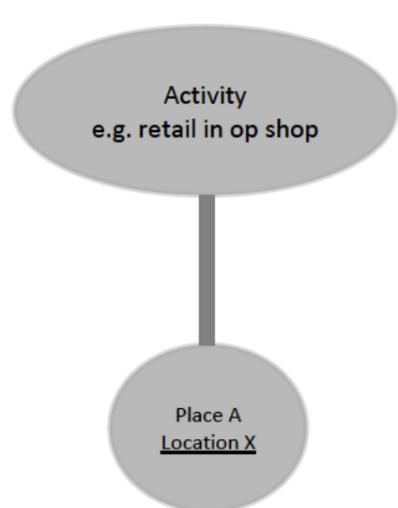
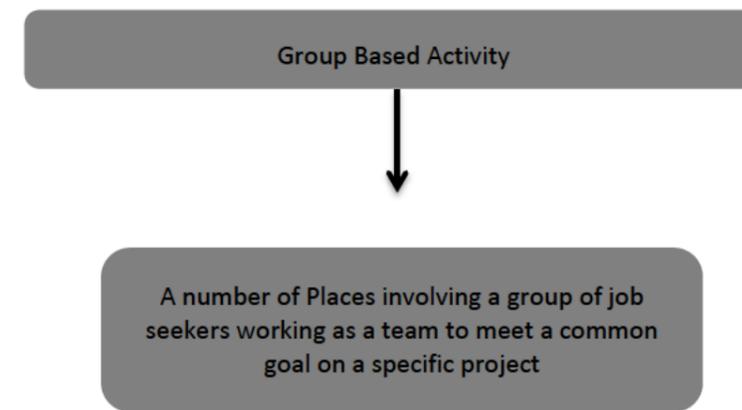
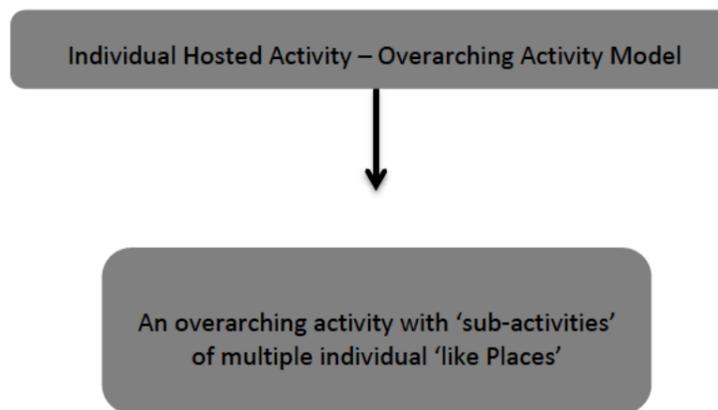
### Entering CSPs into the Department's IT System

When entering Work for the Dole CSPs into the Department's IT System, Providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select 'Community Support Project' as the subtype.

Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers or Coordinators to complete when proposing CSPs.

**Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity**



Prior to advertising in the Department's IT System it is mandatory to complete and upload the risk assessment (Place).

Prior to advertising, it is optional to complete:

- Lead Provider details
- Host Agreement

Prior to advertising in the Department's IT System it is mandatory to complete:

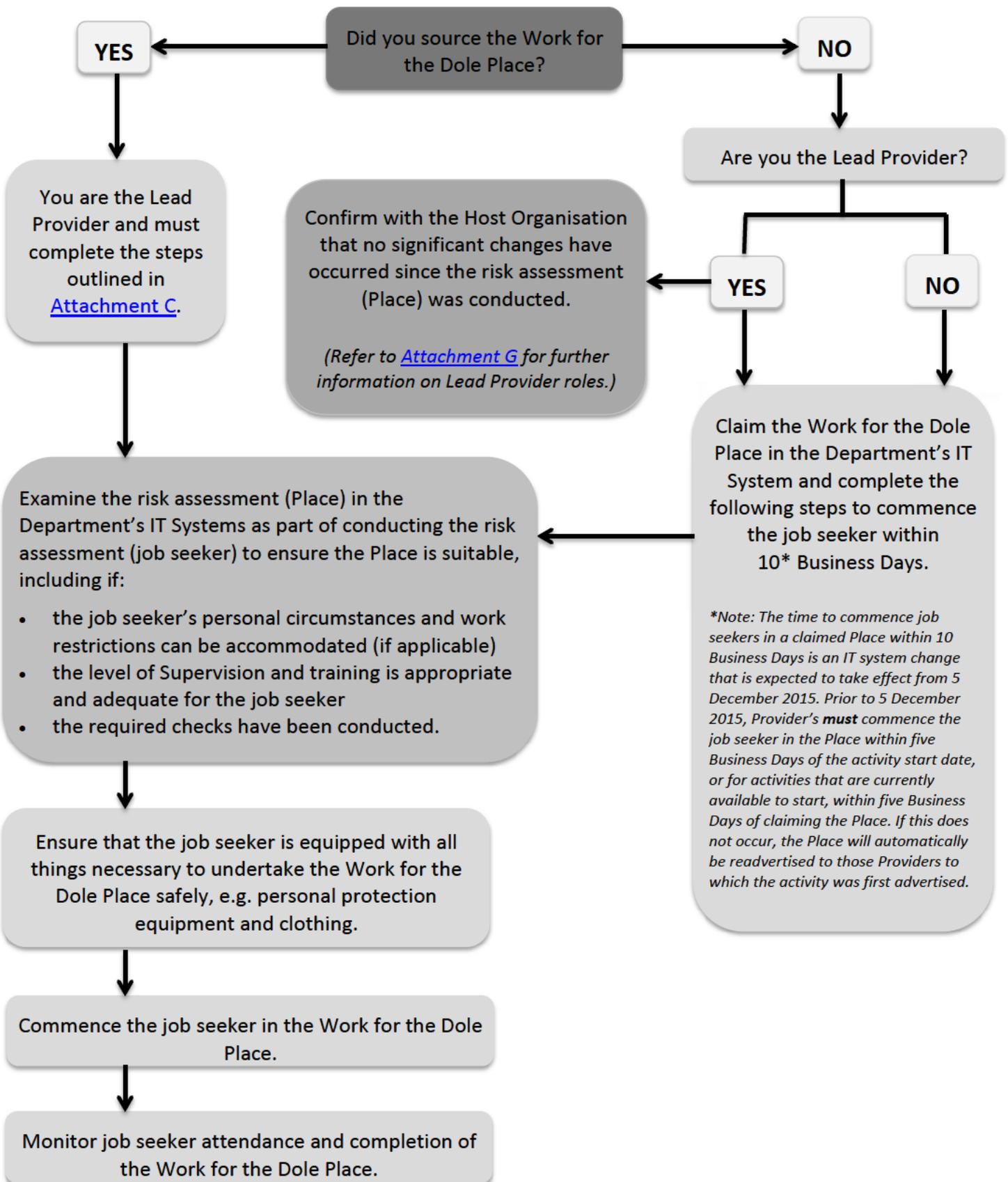
- Lead Provider details
- Host Agreement
- Risk assessment (Place) for each 'sub-activity' (*must be uploaded*)

NOTE: Each 'sub-activity' must be made up of one set of 'like Places'.

Prior to advertising in the Department's IT System it is mandatory to complete:

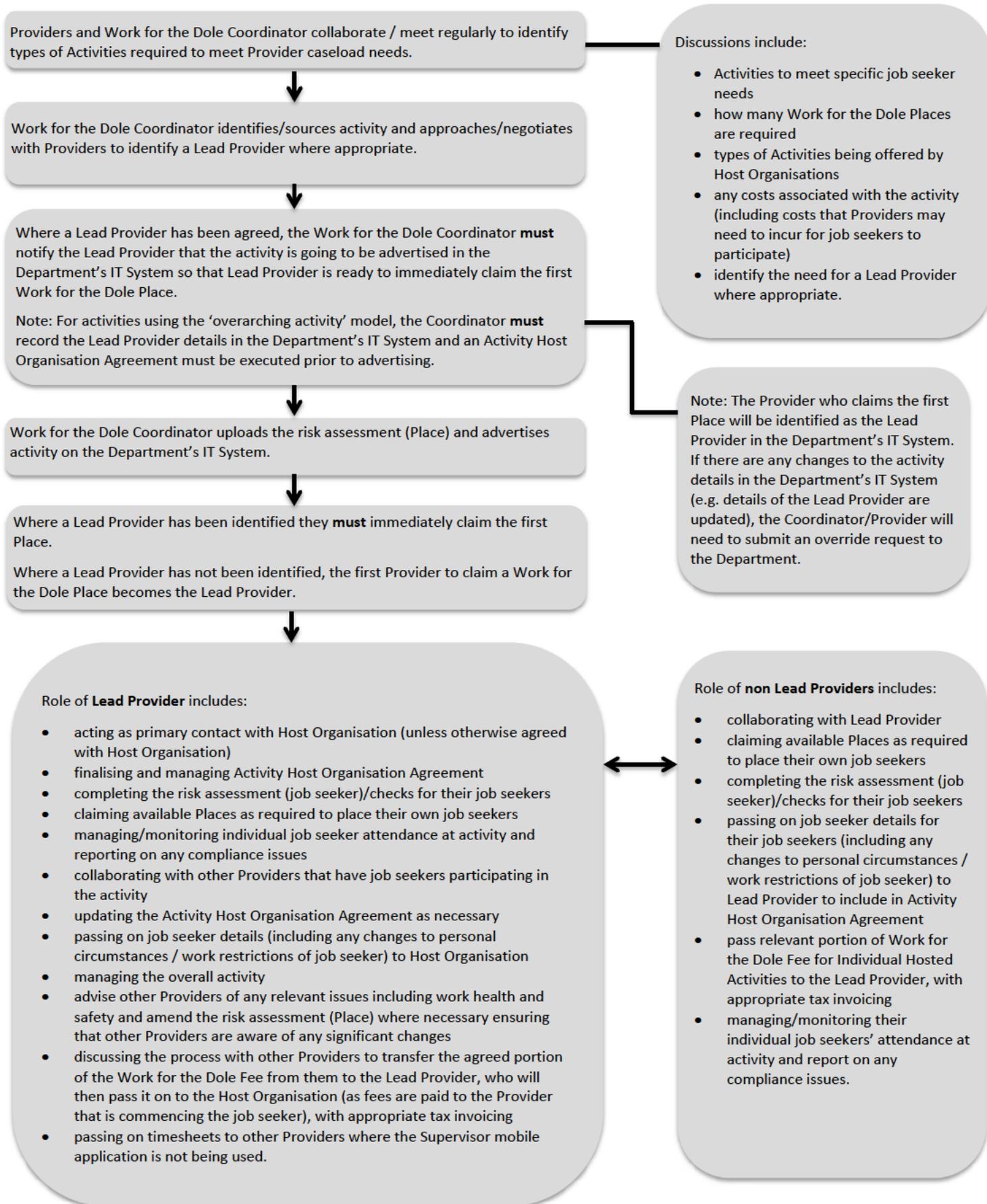
- Lead Provider details
- Host Agreement
- Risk assessment (Place) (*must be uploaded*)

## Attachment F: Commencing a job seeker in a Work for the Dole Place

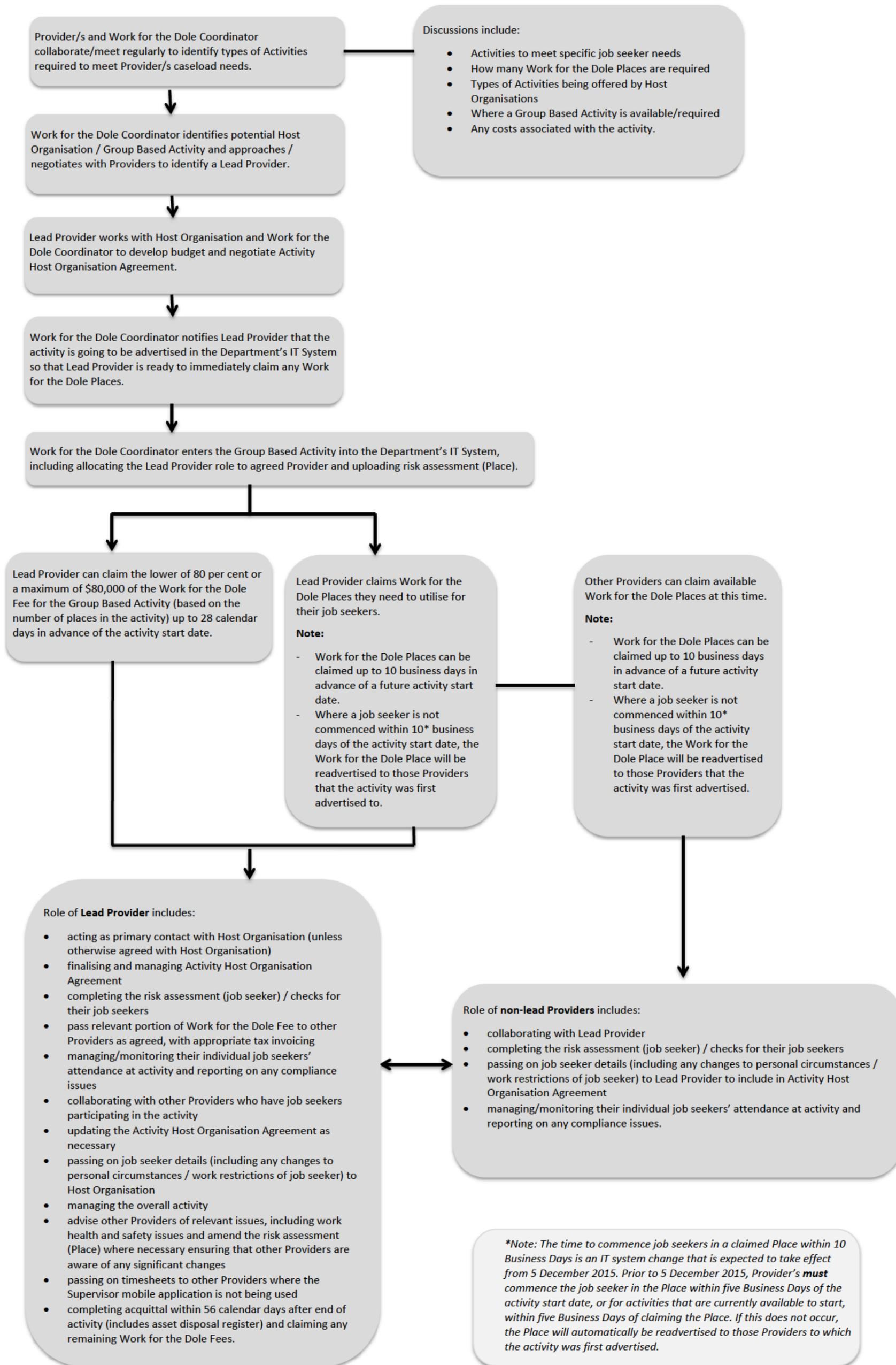


## Attachment G: Lead Providers

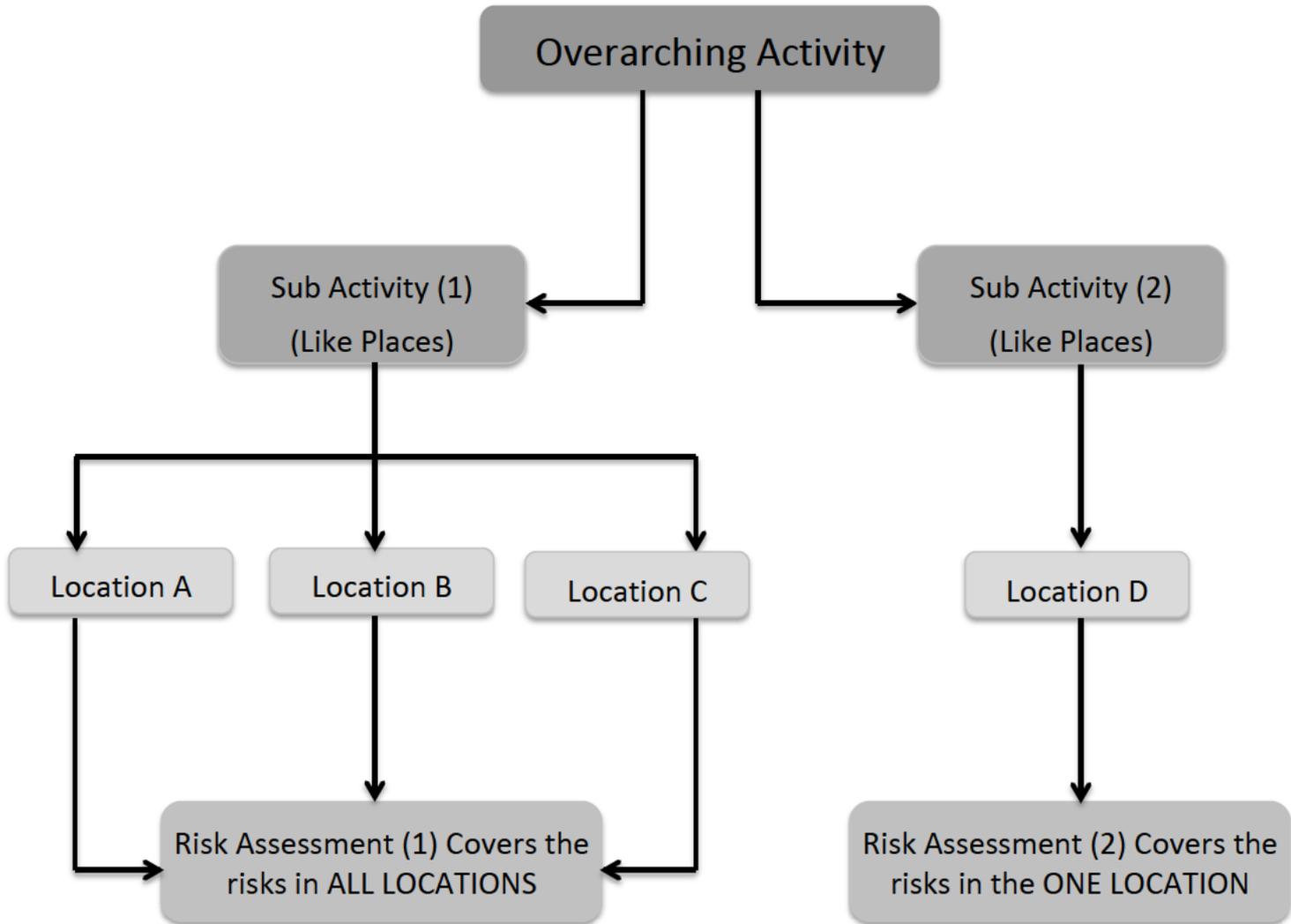
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Work for the Dole Coordinator



Lead Provider Model—Group Based Activity sourced by a Work for the Dole Coordinator



**Attachment H: Risk assessment (Place)—when sourcing an Individual Hosted Activity with multiple Work for the Dole Places, using the overarching activity model**





## Work for the Dole Guideline

### Document change history

Version	Effective date	End date	Change and location
1.5	01 03 16		Inclusion of Lead Provider Payment arrangements (pages 11, 22, 32 and 34). Removal of system update regarding change from 5 to 10 business days to claim a Work for the Dole place as no longer current (page 19) Use of the Employment Fund to pay for police checks (page 29) Return of unexpended funds from the Group Based Activity Work for the Dole Fee (page 34)
1.4	23 03 16	n/a	Version 1.5 replaces version 1.4. All changes incorporated into version 1.5.
1.3	07 12 15	29 02 16	Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and removed to be published directly to Provider Portal.
1.2	10 07 15	06 12 15	Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services
1.1	09 07 15	09 07 15	Insertion of logo on checklist and formatting
1.0	01 05 15	01 05 15	Original version of document

### Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice.

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The term 'job seeker' in this Guideline means an [eligible job seeker](#).

The terms 'Activity Host Organisation' and 'Work for the Dole Host Organisation' are abbreviated to 'Host Organisation'. The term 'Place' means 'Work for the Dole Place'.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers' obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline details the core elements and requirements for Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements will be required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR). Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole. Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities **must** focus on providing job seekers with Work-like Experiences that **should** include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken. Priority **should** be given to securing Individual Hosted Activities that are of six continuous month's duration.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Work for the Dole Coordinators (Coordinator) have been appointed for each Employment Region and will have a key role in securing appropriate Places.

Coordinators **must** identify Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations. Coordinators **must** promote the Work for the Dole Programme through stakeholder engagement and communication activities in the Employment Region(s) and work collaboratively with Providers, potential and participating Host Organisations and the Department of Employment (the Department) to ensure the effective delivery of the Work for the Dole Programme.

Coordinators **must** ensure that they have appropriate infrastructure in place in each Employment Region in which the Coordinator is contracted to deliver the Services in order to meet their obligations.

Note: It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers as a means of improving their job prospects and meeting their AAR while at the same time providing a benefit to

the local community. Information on AAR can be found in the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Collaboration between all parties is fundamental to the success of the Work for the Dole Programme. This means collaboration between Providers as well as between Providers and Coordinators.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the Deed) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)

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- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Community Support Projects: Concept Approval Template.](#)

## Key requirements

The key requirements that underpin the Work for the Dole Programme are as follows:

- Work for the Dole Places **must** provide job seekers with the opportunity to gain skills, experience and confidence to move from welfare to work while at the same time making a positive contribution to their local community
- Job seekers are required to undertake Work for the Dole or other approved Activities for six continuous months each year while they remain unemployed. )
- Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations, including conducting risk assessments and negotiating costs of the Work for the Dole Places
- Work for the Dole activities **must** not displace paid workers
- Providers **must** place eligible job seekers into Work for the Dole Places immediately on commencement of their Work for the Dole Phase and manage job seekers in their Activity to ensure they meet their AAR
- Providers and Coordinators **must** collaborate in order to ensure the successful implementation and delivery of the Work for the Dole Programme
- Risk assessments **must** be conducted for each Work for the Dole Place that is sourced, ensuring that a safe system of work is in place and that each Work for the Dole Place is suitable for the individual job seeker
- Providers **must** conduct a risk assessment for each job seeker placed into a Work for the Dole Place
- Providers **must** actively manage and ensure job seeker attendance in Work for the Dole Places, and
- Where a natural disaster has occurred, Work for the Dole activities **should** (and **must** if directed by the Department) assist with the recovery as part of a Community Support Project (CSP).

## Participation requirements

Process	Details
<p><b>Eligible job seeker</b></p> <p>Deed Clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1- Definitions</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> </ul>	<p>An eligible job seeker means any Fully Eligible Participant who is eligible to undertake Work for the Dole activities as detailed in the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 Work for the Dole Coordinator and any other person as determined by the Department from time to time.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved Activities for six months each anniversary year* while they remain unemployed. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p> <p>*Note: The ‘anniversary year’ is based on the commencement date of the job seeker into Employment Services.</p>
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject to SPI for Job Seekers under 30 measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase</b></p>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p>

Process	Details
<p><b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to.</p> <p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i>. Given that job seekers in different Streams have different Servicing requirements, this means that job seekers will become eligible to undertake Work for the Dole at different times in their Period of Service (see Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>).</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachments A</a> and <a href="#">Attachment B</a> to this Guideline.</p>
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>
<p><b>Disability Employment Services (DES)</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system from 31 August 2015. However, the Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow. The following outlines the process when DES Providers can claim a Work for the Dole Place.</p> <p><b><u>Claiming a Work for the Dole Place</u></b></p> <p>Before claiming a Place within any Work for the Dole activity, DES Providers <b>must</b> contact the relevant Work for the Dole Coordinator who will either source an activity for them or refer them to an Employment (jobactive) Lead Provider for an existing activity that has Places available for them to claim. DES Providers <b>must</b> collaborate and consult with the Work for the Dole Coordinator prior to claiming any Places.</p> <p>Where a jobactive Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must</b> not be the Lead Provider for any Work for the Dole activity, unless they are claiming all Places in a Work for the Dole activity. In this case jobactive Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Work for the Dole Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Work for the Dole Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider</p>

Process	Details
	<p>to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p> <p><b><u>Risk assessment (job seeker)</u></b></p> <p>Where the DES Provider is not the Lead Provider and is undertaking a risk assessment (job seeker), it <b>must</b> liaise with the jobactive Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole activity. The jobactive Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> below.</p> <p><b><u>Fees</u></b></p> <p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a jobactive Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Work for the Dole Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES Providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.</p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Work for the Dole Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p> <p><b><u>Recording attendance</u></b></p> <p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants must be done through timesheets provided to the Lead Provider and the DES Provider.</p>

## Role of stakeholders

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed – Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 19.5</b></li> <li>• <b>Clause 40</b></li> <li>• <b>Schedule 1 B.2</b></li> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.3</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.10</b></li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Coordinators have primary responsibility for sourcing Work for the Dole Places and potential Host Organisations. As part of securing Work for Dole Places, Coordinators <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments (Place). See <a href="#">Attachments C</a> and <a href="#">H</a> to this Guideline.</p> <p>The role of a Coordinator includes:</p> <ul style="list-style-type: none"> <li>• developing and maintaining good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>• working proactively and collaborating with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>• addressing the needs of Host Organisations and Providers in a timely manner</li> <li>• in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>• conducting risk assessments (Place), including completing the Assessment Checklist (Place) (<a href="#">see Work for the Dole Checklist (Place) in this Guideline</a>)</li> <li>• monitoring Work for the Dole Places across the Employment Region, including advertising Work for the Dole Places in the Department’s IT System and monitoring the number, nature, delivery and take-up of Work for the Dole Places to Providers</li> <li>• as part of conducting the risk assessment, ensure that Work for the Dole activities have a safe system of work in place and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• ensuring that the objectives and ‘key requirements’ of the Work for the Dole Programme are met</li> <li>• ensuring that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained, and</li> <li>• complying with all relevant Commonwealth, state, territory or local authority legislation and regulations.</li> </ul> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p> <p>Coordinators <b>must</b> retain documentation relating to each Work for the Dole Place they secure in accordance with the <a href="#">Documentary Evidence Guideline</a>. Coordinators <b>must</b> provide these Records to the Department upon request.</p>

Process	Details
<p><b>Employment Provider</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18(a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.</p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate the Activity Host Organisation Agreement in accordance with the Deed</li> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement) Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• ensure that the objectives and 'key requirements' of the Work for the Dole Programme are met</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• ensure that the safety of job seekers and the general public are protected</li> <li>• comply with processes outlined in the Insurance Readers Guide</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a>. Providers <b>must</b> provide these Records to the Department upon request.</p> <p>Providers may source Work for the Dole Places. In these instances, the Provider <b>must</b> identify the requirements of each Work for the Dole Place, including the cost, duration and location of each Work for the Dole Place, and conduct risk assessments.</p> <p>See <a href="#">Attachment C</a> to this Guideline for information on sourcing and setting up Work for the Dole activities.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>It is intended that Coordinators will be the first point of contact for potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places.</p> <p><b>Suitable Host Organisations</b></p> <p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including CSPs (See <a href="#">Attachment D</a> to this Guideline for more information on CSPs.)</p> <p>Each Work for the Dole activity can only have one Host Organisation.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker's skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place (for example, priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage Host Organisations to identify Work for the Dole Places that are suitable for a wide variety of job seekers with different characteristics, needs and limitations to meet the demand across the Employment Region, and</li> <li>• plan their activities according to caseload needs and advice from Providers and Host Organisations.</li> </ul> <p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>The types of tasks and associated skills and experience that job seekers will undertake</p>

Process	Details
	<p>and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past and that may be useful to inform consideration of future Work for the Dole Places include:</p> <ul style="list-style-type: none"> <li>• retail work in not-for-profit stores</li> <li>• administrative support in not-for-profit organisations</li> <li>• assisting in the operation of soup kitchens</li> <li>• warehousing duties in not-for-profit organisations</li> <li>• kitchen hand work in a not-for-profit organisation</li> <li>• rehabilitation works of public parks and roadways</li> <li>• work on environmental projects</li> <li>• beautifying or restoring community facilities</li> <li>• testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations</li> <li>• producing a publication that builds job seeker’s skills in desktop publishing and graphic arts</li> <li>• growing fresh produce at community market gardens, during which job seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery, and</li> <li>• gardening or maintenance activities.</li> </ul>
<p><b>Negotiating cost of Work for the Dole Places</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124.1</b></li> <li>• <b>Clause 124.2</b></li> </ul> <p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.6(k)</b></li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation. The Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation. The fee <b>should</b> also be negotiated bearing in mind the Lead Provider payment of up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee, for multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place.</p> <p>For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the fee paid to Providers will be pro-rated. Therefore, Coordinators, or Providers where they have sourced the Activity, <b>must</b> ensure that Host Organisations are made aware that any negotiated fee to be passed on by Providers is based on job seekers commencing in those Places at the start of the activity. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the amount of the agreed fee that will be passed on to the Host Organisation will also be pro-rated, unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount. For further information refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p>

Process	Details
	<p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop a suitable arrangement to support the collaboration between multiple Providers and the Host Organisation for large activities involving multiple Work for the Dole Places</li> <li>• consult with Providers to ensure that these activities are manageable and able to be utilised by Providers to meet their caseload needs, and</li> <li>• include Lead Providers in the negotiation of Group Based Activity Budgets.</li> </ul>
<p><b>Vulnerable cohorts</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1(b)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(d)(e)</li> <li>• Schedule 1 B.3.6(f)(h)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole activity involving vulnerable cohorts, Coordinators and Providers <b>must</b> apply the principles set out below when determining the suitability of a Work for the Dole activity and/or the placement of a job seeker:</p> <ul style="list-style-type: none"> <li>• Providers <b>must</b> exercise care and judgment when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. In particular, Coordinators and Providers <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place, and</li> <li>• Providers and Coordinators <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts. They <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• migrants who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the Activity.</p>
<p><b>Activity types</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers.</p>

Process	Details
<p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4(b) (d)</b></li> <li>• <b>Schedule 1 B.3.6(g)(h)(j)</b></li> </ul>	<p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or '<a href="#">overarching activity</a>' model. The 'overarching model' allows an activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model;</li> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-activities' of individual 'like Places', this activity would be entered into the system using the 'overarching activity' model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>• retail tasks in a charity shopfront</li> <li>• warehousing</li> <li>• sorting of goods such as clothing or electrical items</li> <li>• cleaning</li> <li>• mowing lawns</li> <li>• weeding</li> <li>• rubbish collection</li> <li>• maintaining and tending a community garden</li> <li>• administration tasks such as filing</li> <li>• reception or customer service</li> <li>• on-going work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>• assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months. The project may be longer than six months but have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul>

Process	Details
	<p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the purchase of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>• building garden beds for a community garden</li> <li>• helping to establish a social enterprise</li> <li>• designing and preparing a Cultural Festival</li> <li>• construction of a bus shelter</li> <li>• renovating a Community Hall</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul> <p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>Group Based Activities are primarily to be reserved for Stream C Participants. Providers may use their discretion to determine the most appropriate type of Place for Stream C Participants depending on their capacity and readiness.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Exclusions and exceptions</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker's own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department's prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the</p>

Process	Details
	<p>Dole activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician’s licence or a bus driver’s licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must</b> not be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.9</li> <li>• Clause 108.1(j)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(j)</li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must</b> not displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must</b> not:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must</b> not proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p> <p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.1(a)</li> <li>• Clause 108.1(b)</li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5(a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must</b> not secure a Work for the Dole activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, unless the Department agrees otherwise in writing. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department’s agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p>Note: The term ‘private property’ means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term ‘private homes’ means places of residence where individuals live and the ‘grounds’ to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or</p>

Process	Details
<p><b>Requesting permission for activities on private property</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.21</b></li> <li>• <b>Clause 108.22</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 111.1</b></li> <li>• <b>Clause 111.2</b></li> </ul> <p><b>jobactive Deed-Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>balconies that are attached to the main dwelling and privately occupied.</p> <p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies</li> <li>• confirmation that all required checks will be completed for any job seeker that the Provider is considering placing in the activity, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p>
<p><b>Refusing or granting permission</b></p>	<p>The Department will consider each request for Work for the Dole activities involving working on private property or entry to private homes or grounds on a case-by-case basis. The Department may agree, or refuse to agree, at its absolute discretion and on any terms and conditions it sees fit. The Department will provide an acknowledgement of receipt within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole activity (the frequency of these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</li> <li>• advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>

Process	Details
<p><b>Provision of training (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.16</li> <li>• Clause 110.5(c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(j)</li> </ul>	<p>Training within a Work for the Dole activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole activity. Training <b>must</b> not be the primary element of a Work for the Dole activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>• work health and safety training</li> <li>• 'on the job' training related to the placement, and</li> <li>• use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or part time study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(h)</li> </ul>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators <b>must</b> carefully consider these requirements when securing Places and determining the costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Providers <b>must</b> ensure that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity</p>

Process	Details
	<p>Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be in the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.17</li> <li>• Clause 108.18</li> <li>• Clause 110.2</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1(c)</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.9</li> </ul>	<p><b>Coordinators</b></p> <p>Where the Coordinator sources the Place, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>• engage in ongoing discussion with Providers in the Employment Region to ensure that the Work for the Dole Places they source will meet caseload needs and be filled by Providers</li> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs, noting that Coordinators <b>must</b> include Lead Providers in determining Group Based Activity Budgets</li> <li>• undertake risk assessments (Place)</li> <li>• record the activity and Place details on the Department's IT System for advertising, and</li> <li>• assign any Group Based Activity or Individual Hosted Activity using the overarching activity model, to a Lead Provider (see <a href="#">Lead Providers</a> below and <a href="#">Attachment G</a> to this Guideline).</li> </ul> <p>Coordinators can advertise activities well in advance of an activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Work for the Dole Places across each Employment Region to ensure that it is fair based on caseload needs and job seeker location.</p> <p><b>Providers</b></p> <p>Where the Provider sources the Place, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• develop the Work for the Dole activity with the Host Organisation, including negotiating costs,</li> <li>• undertake a risk assessment (Place), and</li> <li>• record the activity and Place details on the Department's IT System.</li> </ul> <p><b>Providers and Coordinators</b></p> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each.</p> <p>As part of sourcing Work for the Dole Place(s), Coordinators (or Providers where they</p>

Process	Details
	<p>have sourced the Place) <b>must</b> perform the necessary risk assessments and other checks as outlined in <a href="#">Work health and safety</a> below, as well as identify with the Host Organisation the requirements of each Work for the Dole Place, including the number of Work for the Dole Places; the cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places. Once the Coordinator (or Provider where it has sourced the Place) decides that a Work for the Dole Place is appropriate, they will record these details in the Department's IT System. For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p> <p>Once the Coordinator advertises an activity on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and will be managed on a 'first come, first served' basis. Providers <b>should</b> work closely with their Coordinator and plan Work for the Dole activities well in advance of their job seekers reaching their Work for the Dole Phase.</p> <p>Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>When advertising an activity on the Department's IT System, Coordinators and Providers may choose the State, Region, Organisation and Site level to which the activity is advertised. Where a Place is claimed, but not commenced, it will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Claiming a Work for the Dole Place</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.7</b></li> <li>• <b>Clause 108.8</b></li> </ul>	<p>Providers will be able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole activity. When claiming the Place, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they <b>must</b> utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>

Process	Details
<p><b>Commencing a job seeker in a Work for the Dole Place</b> <b>(Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.13</li> <li>• Clause 108.14</li> <li>• Clause 108.15</li> <li>• Clause 108.14</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> below).</li> </ul> <p>Providers <b>should</b> consider a job seeker’s background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and skills of the job seeker.</p> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements (including Annual Activity Requirement Guideline)</a>). Work for the Dole Places <b>must</b> be a minimum of 15 hours per week in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group-based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>
<p><b>Work for the Dole activities involving multiple ‘like Places’ in an Individual Hosted Activity</b> <b>(Coordinator or Provider)</b></p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of ‘like Places’, this activity can be entered into the Department’s IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple ‘like Places’ of only one type (the standard model), or</li> <li>• an ‘overarching activity’. An ‘overarching activity’ will be made up of ‘sub-activities’ of ‘like Places’ and risk assessments (Place) are to be completed for each ‘sub-activity’.</li> </ul> <p>Under an ‘overarching activity’ model, Work for the Dole Places will be grouped into ‘sub-activities’ for each set of ‘like Places’. A ‘sub-activity’ can have a different start and end date within the time period of the ‘overarching activity’. This will allow for</p>

Process	Details
	<p>Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) must:</p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields,</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul> <div data-bbox="512 797 1513 1294" style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff;"> </div> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Lead Providers (Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> <li>• Clause 124.7</li> <li>• Clause 124.8</li> <li>• Clause 124.9</li> <li>• Clause 124.14</li> </ul>	<p>It is important that Host Organisations need only deal with one Provider unless otherwise agreed by the Host Organisation. In order to facilitate this, a Lead Provider must be identified for each activity. The Lead Provider must:</p> <ul style="list-style-type: none"> <li>• be the primary point of contact with the Host Organisation, and</li> <li>• finalise and manage the Activity Host Organisation Agreement, which will cover the entire activity.</li> </ul> <p>All other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.</p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p>

Process	Details
<ul style="list-style-type: none"> <li>• Clause 124.16</li> <li>• Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.2 (c )</li> <li>• Schedule 1 B.3.9 (b)</li> </ul>	<p><b>Lead Provider Payment</b></p> <p>Lead Providers will receive a payment from the Work for the Dole Fee in recognition of the role performed when managing non-Lead Provider job seekers in Work for the Dole activities. This applies to both Individual Hosted Activities and Group Based Activities with multiple Places.</p> <p>This is detailed further in the Work for the Dole Fees section of this Guideline.</p> <p><b>Individual Hosted Activities</b></p> <p><b>Standard model</b></p> <p>As part of sourcing an Individual Hosted Activity with multiple Places, the Coordinator <b>should</b> collaborate with Providers in their Employment Region to identify a suitable Lead Provider where this is appropriate (see <a href="#">Attachment G</a> for an overview of the Lead Provider model).</p> <p>If a Lead Provider <i>is not identified</i> before the activity is advertised in the Department’s IT System, the first Provider to ‘claim’ a Place will take on the role of the Lead Provider.</p> <p>Where a Lead Provider <i>is identified</i>, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Overarching activity model</b></p> <p>When establishing an Individual Hosted Activity with ‘sub-activities’ of ‘like Places’, the Coordinator <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider and enter these details into the Department’s IT System. The Lead Provider <b>must</b> then negotiate and execute the Activity Host Organisation Agreement, <i>before the activity can be advertised</i> on the Department’s IT System.</p> <p>The Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised in the Department’s IT System so that the Lead Provider is ready to immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p><b>Group Based Activities</b></p> <p>Where a Coordinator sources a Place in a Group Based Activity, they <b>must</b> collaborate with Providers in their Employment Region to identify a Lead Provider. They <b>must</b> also work with the Lead Provider and the Host Organisation to develop the activity, including the budget. The Lead Provider will negotiate the Activity Host Organisation Agreement with the Host Organisation. Suitability, risk assessments (Place) and checks <b>must</b> be undertaken as set out above.</p> <p>In the case of Group Based Activities sourced by a Coordinator, the Coordinator <b>must</b> advertise the Place on the Department’s IT System once negotiations are finalised. Upon advertising the activity, the Coordinator <b>must</b> notify the Lead Provider, which <b>should</b> be ready to immediately claim any Places they wish to use for their job seekers. The same time limits would then apply to all Places that the Lead Provider</p>

Process	Details
	<p>claims, as set out in <a href="#">Individual Hosted Activities and Group Based Activities</a> above— that is, if the Lead Provider does not commence their job seeker within the required timeframe, the Place will be readvertised to those Providers to which the activity was first advertised.</p> <p><b>Group Based Activities or Individual Hosted Activities with multiple Places</b></p> <p>For Work for the Dole Places in Group Based Activities or multiple Work for the Dole Places in an Individual Hosted Activity, the Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• appropriately manage the overall activity</li> <li>• collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>• advise other Providers of any relevant issues, including work health and safety and amend the risk assessment (Place) where necessary ensuring that other Providers are aware of any significant changes</li> <li>• negotiate or update the Activity Host Organisation Agreement for the Activity</li> <li>• collect relevant portion of Work for the Dole Fee for Individual Hosted Activities from other Providers and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), with appropriate tax invoicing,</li> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed, with appropriate tax invoicing.</li> </ul> <p>Where other Providers (not the Lead Provider) commence a job seeker into the activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• pass relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider with appropriate tax invoicing</li> <li>• monitor and manage the job seeker to ensure participation and compliance, and</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained.</li> </ul> <p>Where a Provider sources either a Group Based Activity or an Individual Hosted Activity with multiple Places, they will automatically take on the role of Lead Provider.</p> <p>Note: If there are changes to the activity after either an Individual Hosted Activity or Group Based Activity has been advertised (for example, to update details of the Lead Provider or the apportionment of the Work for the Dole Fee to the Host Organisation), the Coordinator or Provider will need to submit an override request to</p>

Process	Details
	<p>the relevant Contract Manager for processing.</p> <p>Refer to <a href="#">Attachments C, E, F and H</a> to this Guideline for further information.</p> <p>Where necessary, Lead Providers <b>must</b> also collaborate with DES Providers wishing to commence DES Participants into Work for the Dole activities.</p>
<p><b>Record Activity on the Department's IT System (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details, an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Police Checks and/or Working with Vulnerable People Checks), as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place/s</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p>

## Work health and safety

Providers **must** ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers **must** consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

Process	Details
<p><b>Competent Person (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b>  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.4</b></li> <li>• <b>Annexure A1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose. A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks.</p>
<p><b>Risk assessment (Coordinator or</b></p>	<p>Risk assessments <b>must</b> be conducted and recorded for Work for the Dole Places and for each job seeker placed in a Work for the Dole Place.</p>

Process	Details
<p><b>Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 108.12</li> <li>• Clause 110.2</li> <li>• Clause 110.5</li> </ul> <p><b>jobactive - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>The risk assessment:</p> <ul style="list-style-type: none"> <li>• Place: <b>must</b> identify any work health and safety concerns with the potential Work for the Dole Place and <b>must</b> be completed by the party (Coordinator or Provider) that secures the Work for the Dole Place. It <b>must</b> also include the <a href="#">Assessment Checklist (Place)</a></li> <li>• Job seeker: <b>must</b> identify if the Work for the Dole Place is suitable for the relevant job seeker/s and <b>must</b> be completed by the Provider.</li> </ul>
<p><b>Risk assessment (Place)</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 110.5</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.11</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record any work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, any hazards or risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces)</li> <li>• chemical (acids, poisons, asbestos, flammable substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker’s Provider</li> <li>• whether the activity will involve close proximity to Children, the elderly or other <a href="#">vulnerable cohorts</a> and whether relevant checks <b>should</b> be undertaken</li> <li>• the Supervision arrangements, such as the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience,</li> </ul>

Process	Details
	<p>skills and knowledge of the Supervisor(s)</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place (see <a href="#">Insurance</a> below)</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> </li> </ul> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p>Where there are multiple Work for the Dole Places in an Individual Hosted Activity that are across different locations, the risk assessment (Place) <b>must</b> cover risks at all locations (please see the diagram at <a href="#">Attachment H</a> to this Guideline for an overview of this model.)</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must</b> not be considered a suitable Work for the Dole Place.</p> <p>Where the Provider claims a Work for the Dole Place that has been sourced by a Coordinator then, before commencing a job seeker in the activity, the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• examine the risk assessment (Place) as part of conducting the risk assessment (job seeker) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised (refer to <a href="#">Checks</a> below).</li> </ul> <p><b>Updating the risk assessment (Place)</b></p> <p>Where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Place or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>If the proposed changes include risks that cannot be mitigated or adequately</p>

Process	Details
	managed by the Provider and/or the Host Organisation, the Lead Provider <b>must cease the activity and notify the Host Organisation, other Providers and Departmental Account Manager.</b>
<p><b>Assessment Checklist (Place)</b></p> <p><b>Deed clause references: jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed in the format provided and the content <b>must not</b> be altered.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Department's IT System will only display the latest version of the risk assessment (Place) that is uploaded. In cases where changes to a risk assessment (Place) have been made, the Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker) (Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.5</b></li> <li>• <b>Clause 111</b></li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.</p> <p>The risk assessment (job seeker) <b>must</b> cover:</p> <ul style="list-style-type: none"> <li>• any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> <li>• any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>• that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>• that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>• that the job seeker has been advised of the work health and safety reporting and escalation processes</li> <li>• that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a>, and</li> <li>• any checks required have been completed (for example, National Police</li> </ul>

Process	Details
	<p>Checks and/or Working with Vulnerable People/Children Checks—see <a href="#">Checks</a> below).</p> <p>In assessing the suitability of Work for the Dole Places, the Provider <b>must</b> also take into consideration and record the job seeker’s personal circumstances and work restrictions. For example, this could include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• working capabilities and capacity,</li> <li>• transport restrictions,</li> <li>• carer responsibilities,</li> <li>• specific injuries,</li> <li>• pregnancy,</li> <li>• allergies, and</li> <li>• history of aggressive behaviour.</li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole place will be suitable.</p>
<p><b>Insurance</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5(g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6(c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <ul style="list-style-type: none"> <li>• The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions. For further information on the insurance policies, please refer to the <i>Insurance Readers Guide</i>, which is available on the Provider Portal. The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</li> </ul>

## Checks

Process	Details
<p><b>Checks</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111.2</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Police Check and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department’s IT System as part of advertising the Work for the Dole Place.</p> <p>Where a check is required, the Provider <b>must</b> arrange and pay for all the checks to be</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 111.3</b></li> </ul> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6(k)</b></li> <li>• <b>Schedule 1 B.3.9(a)</b></li> </ul>	<p>completed before allowing the job seeker to participate in that activity (as per the Deed). The Employment Fund General Account may be used to pay for Police Checks for job seekers as outlined in the <a href="#">Employment Fund General Account Guideline</a>. The Work for the Dole Fee may be used by the Provider to pay for any other checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check/s have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed and the <a href="#">Activity Management Guideline</a>.</p>

### Activity Host Organisation Agreements

Process	Details
<b>Activity Host Organisation Agreement (Provider)</b> <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole activity. A template agreement is available on the Provider Portal for Providers to use. Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, the following clauses:</p> <p>'The Parties acknowledge and agree that the information contained in the attached risk assessment (Place) is true and correct at the time of signing this agreement.'</p> <p>and</p> <p><i>'The Host Organisation attests that:</i></p> <p><i>(a) if it has downsized its workforce in the previous 12 months, including through redundancies or termination, the place(s) that are being proposed are not doing the same tasks as those roles made redundant; and/or</i></p> <p><i>(b) no place is being used as a stop-gap measure while the organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</i></p> <p><i>The Host Organisation warrants that the placement of any participant(s) in the Activity will not result in:</i></p> <p><i>(a) a participant undertaking tasks which would normally and otherwise be completed by a paid worker, including a casual or part-time paid employee of the Host Organisation; or</i></p> <p><i>(b) a reduction in the number of hours usually worked by a paid worker of the Host Organisation, or a reduction in customary overtime of an existing employee.'</i></p> <p>and</p>



Process	Details
	<ul style="list-style-type: none"> <li>maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities,</li> <li>continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees (Provider)</b></p> <p><b>Deed clause reference: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 108.5</li> <li>Clause 124</li> <li>Annexure A1</li> <li>Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Places will be funded on the basis that they are of six months continuous duration.</p> <p>However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>Unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers <b>must</b> be detailed in the Activity Host Organisation Agreement.</p> <p>A Provider <b>must</b> not use the Employment Fund for expenses related to the Work for the Dole Programme.</p> <p>Providers must not use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>management fees,</li> <li>administration fees, and</li> <li>handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Note: For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place (see <a href="#">Payments to Coordinators</a> below).</p>
<p><b>Individual Hosted Activities (Coordinator or</b></p>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Pro-rata payments will be calculated on the basis of the duration of each Place,</p>

Process	Details
<p><b>Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass agreed funds to the Host Organisation to cover the cost of the Place as negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rata amount of the fee will be paid to the Provider, resulting in a pro-rated amount of the agreed fee being passed on to the Host Organisation, unless the provider has sufficient funds from the Work for the Dole Fee to pass on the whole agreed amount.</p> <p>The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department. While the Host Organisation is not required to provide an itemised list, the items they are seeking payment for would be part of the negotiation with the Coordinator.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>When sourcing activities, Coordinators (and Providers where they source Places) should also keep in mind that the Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This <b>should</b> be factored into the activity's agreed costs. For Places that are less than six months in length, the Lead Provider payment will be pro-rated. Two generic examples are detailed below, noting the IT system calculates pro-rata payments on a monthly basis which may vary the amounts shown below.</p>

Process	Details									
	<p>An example of the calculation is set out below:</p> <table border="1" data-bbox="632 264 1295 651"> <thead> <tr> <th data-bbox="632 264 847 367">Activity Length</th> <th data-bbox="847 264 1062 367">Lead Provider payment</th> <th data-bbox="1062 264 1295 367">Individual Host Activity</th> </tr> </thead> <tbody> <tr> <td data-bbox="632 367 847 510">6 month activity</td> <td data-bbox="847 367 1062 510">Eligible for up to \$100 per Place</td> <td data-bbox="1062 367 1295 510">Up to \$900 per Place</td> </tr> <tr> <td data-bbox="632 510 847 651">3 month activity</td> <td data-bbox="847 510 1062 651">Eligible for up to \$50 per Place</td> <td data-bbox="1062 510 1295 651">Up to \$450 per Place</td> </tr> </tbody> </table> <p>Please note the Work for the Dole Fee will also have pro rata rules applied. Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee. Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole activities. These funds do not need to be acquitted.</p>	Activity Length	Lead Provider payment	Individual Host Activity	6 month activity	Eligible for up to \$100 per Place	Up to \$900 per Place	3 month activity	Eligible for up to \$50 per Place	Up to \$450 per Place
Activity Length	Lead Provider payment	Individual Host Activity								
6 month activity	Eligible for up to \$100 per Place	Up to \$900 per Place								
3 month activity	Eligible for up to \$50 per Place	Up to \$450 per Place								
<p><b>Group Based Activities (Coordinator or Provider)</b></p> <p><b>Deed clause references: jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity, depending on the budget of the activity. In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, police checks, safety equipment, required training).</p> <p>When sourcing activities, Coordinators (and Providers where they source Places) should also keep in mind that the Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This <b>should</b> be factored into the activity's agreed costs. For Places that are less than six months in length, the Lead Provider payment will be pro-rated. Two generic examples are detailed below, noting the IT system calculates pro-rata payments on a monthly basis which may vary the amounts shown below.</p>									

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Process	Details
	<p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> complete and submit their reimbursement Report in the Department's IT System within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.</p>

## Payments to Coordinators

Process	Details
<p><b>Establishment fee (Coordinator)</b></p> <p><b>Deed clause references: jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>The establishment fee is a one-off payment that enables Coordinators to cover some of the costs related to commencement of the Services and is due within 14 days of the Deed Commencement Date.</p> <p>An establishment fee is payable for each of the Coordinator's Employment Regions.</p> <p>Once the Coordinator has confirmed the Deed Commencement Date with the Account Manager, the Coordinators <b>must</b> submit a Tax Invoice to the Department as per the Deed.</p> <p>Upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Service fee (Coordinator)</b></p> <p><b>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>For each of the Coordinator's Employment Regions, a service fee will be paid for each Payment Period during the Term of the Deed and assists Coordinators in delivering the Services under the Deed. For each Payment Period, the Coordinator <b>must</b> submit a Tax Invoice to the Department. Subject to the terms of the Deed and upon receipt of a satisfactory Tax Invoice, the Department will process the claim.</p>
<p><b>Work for the Dole Place Fee</b></p> <p><b>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 4</li> <li>• Clause 49</li> <li>• Schedule 1 C</li> <li>• Schedule 2 AA</li> </ul>	<p>Work for the Dole Place fees will be paid to the Coordinator in accordance with the Deed and upon the commencement of the first job seeker in the relevant Work for the Dole Place.</p> <p>Places will be funded on the basis that they are for six months duration. There will be some flexibility for short or longer Places where a six month is not suited to the Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>Subject to the requirements being met under the Deed, the payment of the Work for the Dole Place Fee will be automated. Only one Work for the Dole Place Fee will be paid for each Place when the first job seeker commences in that Place.</p> <p>Coordinators are not required to submit a Tax Invoice for the payment of the Work for the Dole Place Fee. A recipient created tax invoice will be generated by the Department's IT Systems when a job seeker commences in a Place sourced by the Coordinator.</p>



Process	Details
<p><b>Reporting incidents</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>While Providers <b>must</b> manage and report any incidents involving job seekers, the Host Organisation may choose to liaise directly with the Coordinator either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help meet their needs and notify the Department where necessary.</p> <p>For additional information on reporting incidents, see the <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>
<p><b>Information provided by the Department</b> <b>(Coordinator)</b></p> <p>Deed clause reference: jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(i)</li> </ul>	<p>The Department will provide Coordinators with access to administrative, labour market and caseload data to support Coordinators in the monitoring and reporting of Work for the Dole Places they have sourced in the Employment Region(s).</p> <p>Data provided by the Department will help to inform Coordinators of the number of Work for the Dole Places unclaimed, the location of Places sourced and the projected demand of job seekers in the Employment Region(s).</p> <p>While the majority of quantitative information will be drawn from the Department's IT System, qualitative information on securing Work for the Dole Places, Host Organisations, incidents, emerging issues and best-practice approaches will also be required from Coordinators. This information will be captured in the Self-Assessment Quality Report, Progress Report and any ad-hoc Reports.</p> <p>Data provided by the Department cannot be used for external purposes without the permission of the Department.</p> <p>For further information on the Self-Assessment Quality Report, see the <a href="#">Performance Framework Guideline</a>.</p>
<p><b>Monitoring of distribution and filling of Work for the Dole Places</b> <b>(Coordinator or Provider)</b></p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>
<p><b>Monitoring needs of Work for the Dole Host Organisations</b></p>	<p>As the key role for Coordinators is to secure sufficient suitable Work for the Dole Places, the importance of maintaining good working relationships with Host Organisations is critical, particularly to encourage repeat business where appropriate.</p> <p>Once each Work for the Dole Place has been filled by a job seeker, the Coordinator</p>

Process	Details
<p><b>(Coordinator or Provider)</b></p> <p>Deed clause references:  <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 108.18 (c)</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.10</li> </ul>	<p><b>must</b> maintain contact with the Host Organisation to ensure that its needs are met. This <b>should</b> be done in consultation with the Provider.</p> <p>Significant issues identified by the Coordinator, or brought to their attention, <b>must</b> be reported to the relevant Provider and if appropriate, the Department.</p>
<p><b>Best practice (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Clause 47.2</li> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p>
<p><b>Six-monthly Progress Reports (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(a)</li> </ul>	<p>Coordinators <b>must</b> complete the Progress Report template on the Provider Portal and submit it to the Department every six months unless otherwise advised by the Department. As part of the Progress Report, Coordinators will be required to demonstrate how they have delivered servicing strategies as outlined in their tender response. Reports <b>must</b> be submitted to the nominated Account Manager by the deadline, as determined by the Department.</p>
<p><b>Ad-hoc reports (Coordinator)</b></p> <p>Deed clause references:  <b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.5(c)</li> </ul>	<p>The Department may also seek the assistance of Coordinators from time to time to conduct surveys and other information-gathering processes to supplement administrative and reporting data. If requested to do so, Coordinators <b>must</b> complete and submit these Reports as instructed by the Department.</p> <p>Coordinators and Providers <b>must</b> contribute to audit and assessment processes as required.</p>

Process	Details
<b>Quality of reports</b> <b>(Coordinator)</b> <b>Deed clause reference:</b> <b>jobactive Deed - Work for the Dole Coordinator</b> <b>Schedule 1 B.5(f)</b>	<p>The quality of reports will be measured by:</p> <ul style="list-style-type: none"> <li>the quality, accuracy and usefulness of information provided;</li> <li>the steps taken by the Coordinator to follow up on previously reported activities and issues;</li> <li>the level of detail provided for results and measureable outcomes from activities; and</li> <li>the timeliness of its submission.</li> </ul>

## Media and promotion

Process	Details
<b>Media and promotion</b> <b>(Coordinator)</b> <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>Clause 60</li> </ul> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Clause 49</li> <li>Schedule 1 B.3.13</li> </ul>	<p>Coordinators <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator relating to the Services outlined in the Deed, the Coordinator <b>must</b>:</p> <ul style="list-style-type: none"> <li>comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>use badging and signage issued by the Department</li> <li>acknowledge the financial and other support the Coordinator has received from the Commonwealth, and</li> <li>provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

## Specified Personnel

Process	Details
<b>Specified Personnel</b> <b>(Coordinator)</b> <b>Deed clause references:</b> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>Clause 10</li> <li>Clause 49</li> <li>Schedule 1 B.6</li> </ul>	<p>Coordinators <b>must</b> nominate Specified Personnel to be the day-to-day contacts for the Department. Coordinators <b>must</b> also arrange for any checks (such as criminal record checks or Working with Vulnerable People Checks) before the Specified Personnel carries out work on any Services.</p> <p>Coordinators <b>must</b> deliver the servicing strategies from the sites and locations outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department. It is expected that Specified Personnel will develop a constructive working relationship with their Account Manager to ensure an</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Schedule 1 F</b></li> </ul>	<p>efficient and effective flow of information.</p> <p>Coordinators, including any Specified Personnel, <b>must</b> attend specific conferences and meetings and be available for any other purposes, including attending any induction or training, as specified by the Department.</p>
<p><b>Working hours and absences</b></p> <p><b>(Coordinator)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 10</b></li> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 – Item B.6</b></li> </ul>	<p>Coordinators, including any relevant Specified Personnel, <b>must</b> be available to provide any Services under the Deed during the Service Hours (9 am – 5 pm Monday to Friday excluding public holidays in the Employment Region(s) and any other time, including on weekends, as required) and maintain a physical presence in the Employment Region(s) during those hours.</p> <p>Where the Coordinator and any relevant Specified Personnel are unavailable to deliver Services or are physically outside of the Employment Region(s) during the Service Hours for:</p> <ul style="list-style-type: none"> <li>• 24 consecutive hours or longer, the Coordinator <b>must</b> seek written approval (in advance, where possible) from the relevant Account Manager</li> <li>• five or more calendar days consecutively, the Department may reduce the fees payable to the Coordinator.</li> </ul>

## Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase

### When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?

When a job seeker indicates they would like to undertake Work for the Dole activities in the Case Management Phase, participation in Work for the Dole needs to be negotiated and agreed between the job seeker and the Provider. In these cases, a Provider **should** only approve a period of Work for the Dole activities where they consider the activity will be of benefit to the job seeker in gaining employment and where a Work for the Dole Place is available.

Stream A and SPI job seekers **must** complete their six month Self Service and Job Activity Phase (Stream A) or Case Management Phase (SPI), followed by their six month Work for the Dole Phase before they are eligible to participate again in Work for the Dole. This means that where these job seekers participate early in Work for the Dole, they will do so prior to reaching their Work for the Dole Phase in each anniversary year.

In this case, any period of early participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** fully meet the job seeker's total AAR hours for that anniversary year (for example, 650 hours over six months) and the hours of participation **should** match those of the job seeker's Mutual Obligation Requirements (for example, 25 hours or 15 hours per week).

Stream B (non SPI) and Stream C job seekers **must** complete their first six months in Employment Services (in the Case Management Phase) before they participate early in Work for the Dole. From their second anniversary year\*, where these job seekers have already met their AAR in their Work for the Dole Phase and agree to subsequently participate in their Case Management Phase, any period of participation and subsequent participation in their next adjoining Work for the Dole Phase, where relevant, **must** be for a full Work for the Dole placement (for example, 650 hours over six months).

Providers **must** make it clear to the job seeker at the time of negotiating any period of participation to undertake Work for the Dole activities in the Case Management Phase that they **must** undertake an activity for the full Work for the Dole placement and that they cannot choose to cease their participation in Work for the Dole before completing this requirement. For further information refer to the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

Providers **must** not approve job seekers to undertake a Work for the Dole activity where the period of participation is not for the full Work for the Dole placement. If agreed by the Provider and job seeker, any Work for the Dole activities outside of the job seeker's Work for the Dole Phase **must** be entered into the job seekers' Job Plan and will become a compulsory activity and subject to compliance action if not completed. Please see the diagram in [Attachment B](#) to this Guideline for an overview of participation in Work for the Dole outside of the Work for the Dole Phase.

### Do participation hours undertaken outside of the Work for the Dole Phase count towards the Annual Activity Requirement?

If the job seeker ceases the activity before fully completing their Work for the Dole placement or where an activity is not for sufficient hours to meet the job seeker's AAR, it will not count towards meeting any AAR.

Where job seekers undertake Work for the Dole activities outside their Work for the Dole Phase, the hours of participation can only count towards their AAR if they are undertaken in the same anniversary year and where the AAR has not already been met.

- *For example, given a Stream B/C Participant does not have an AAR until their second anniversary year\*, they will meet their AAR in the first six months of the second anniversary year with their compulsory participation in Work for the Dole activities. Therefore, if they undertake Work for the Dole activities outside of the Work for the Dole Phase in the second six months of the second anniversary year, it does not count towards their AAR, as it would have already been met.*

Where Stream A Participants undertake Work for the Dole activities in their Case Management Phase, they may end up completing their AAR before completing their time in the Work for the Dole Phase. In this instance,

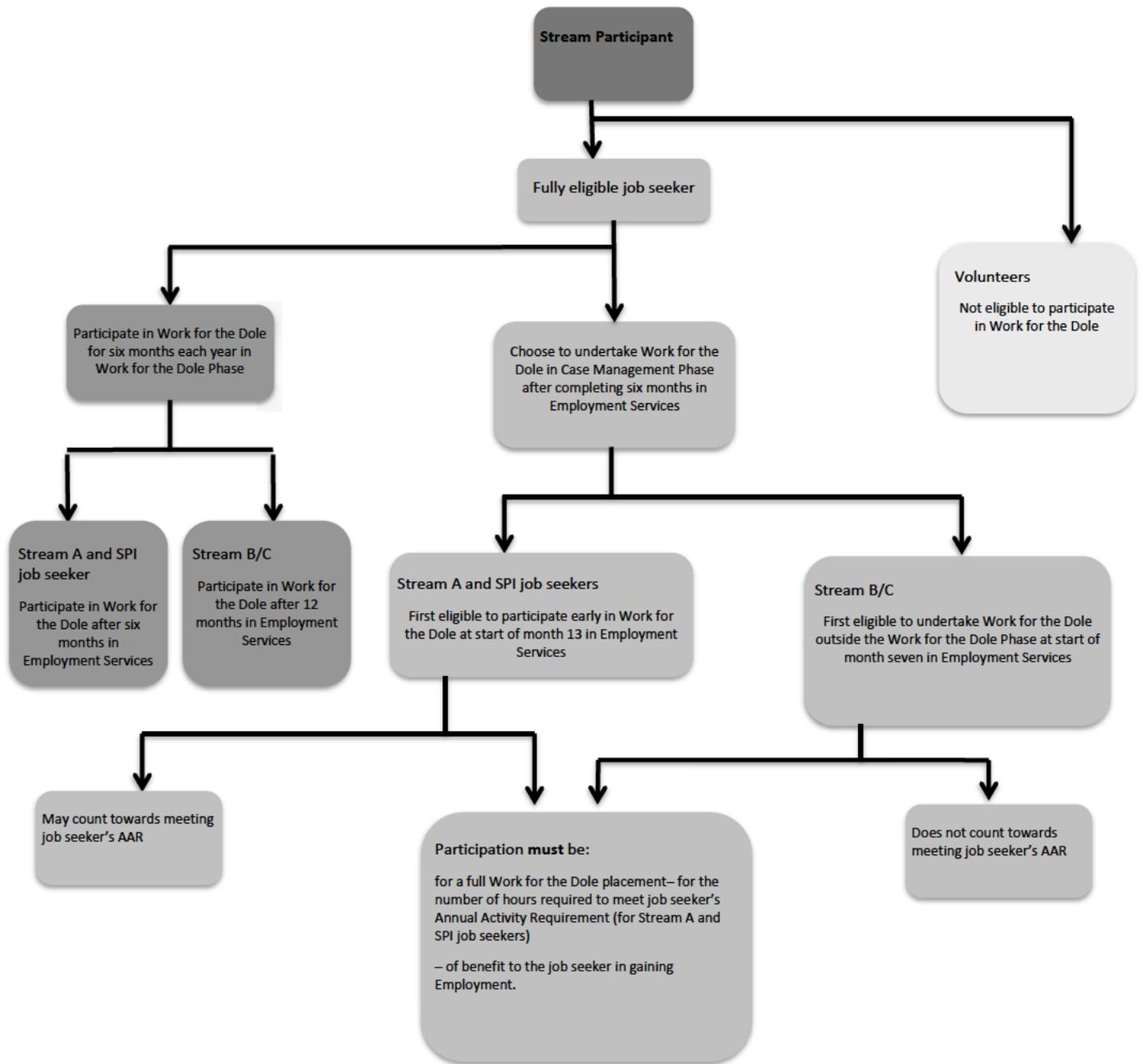
Providers **must** ensure that they provide Services to those job seekers in line with the relevant requirements in Attachment A of the [Mutual Obligation Requirements \(including Annual Activity Requirement\) Guideline](#).

- *For example, while the job seeker is undertaking Work for the Dole activities in the Case Management Phase, Providers will still need to provide Services to them in line with what would have been provided in the Work for the Dole Phase. If the job seeker completes the Work for the Dole activities and has time remaining in the Work for the Dole Phase, Providers will need to provide Services to them during this period in line with what their requirements would have been if they were in the Case Management Phase.*

For further information on when participation hours outside of the Work for the Dole Phase count towards a job seeker's AAR, refer to [Attachment B](#) to this Guideline.

\*Note: The 'anniversary year' is based on the date that the job seeker commenced in Employment Services.

**Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase**



Note: This attachment must be read in conjunction with [Attachment A: Participation in Work for the Dole outside the Work for the Dole Phase](#).

## Attachment B: Volunteering in Work for the Dole cont.

	Stream A job seekers (excluding Volunteers)	Stream A/B SPI job seekers	Stream B/C job seekers
Months 0—6	Self Service and Job Activity Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>Cannot participate in Work for the Dole.</li> </ul>
Months 7—12	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.</li> <li>Will not count towards job seeker's Annual Activity Requirement (AAR).</li> </ul>
Months 13—18	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.               <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole.               <ul style="list-style-type: none"> <li>May count towards job seeker's AAR if the volunteering satisfactorily meets the Guideline requirements.</li> </ul> </li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity.</li> </ul>
Months 19—24	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13–18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Work for the Dole Phase <ul style="list-style-type: none"> <li>Participation in Work for the Dole or another approved activity if job seeker did not <i>satisfactorily</i> complete Work for the Dole by volunteering in months 13-18.</li> <li>If job seeker <i>satisfactorily</i> volunteered for Work for the Dole in months 13–18 to meet their AAR, they would not be required to undertake a further period of Work for the Dole.</li> </ul>	Case Management Phase <ul style="list-style-type: none"> <li>May choose to volunteer for Work for the Dole. Will not count towards job seeker's AAR, as they have already met their AAR in the Work for the Dole phase in months 13–18.</li> </ul>

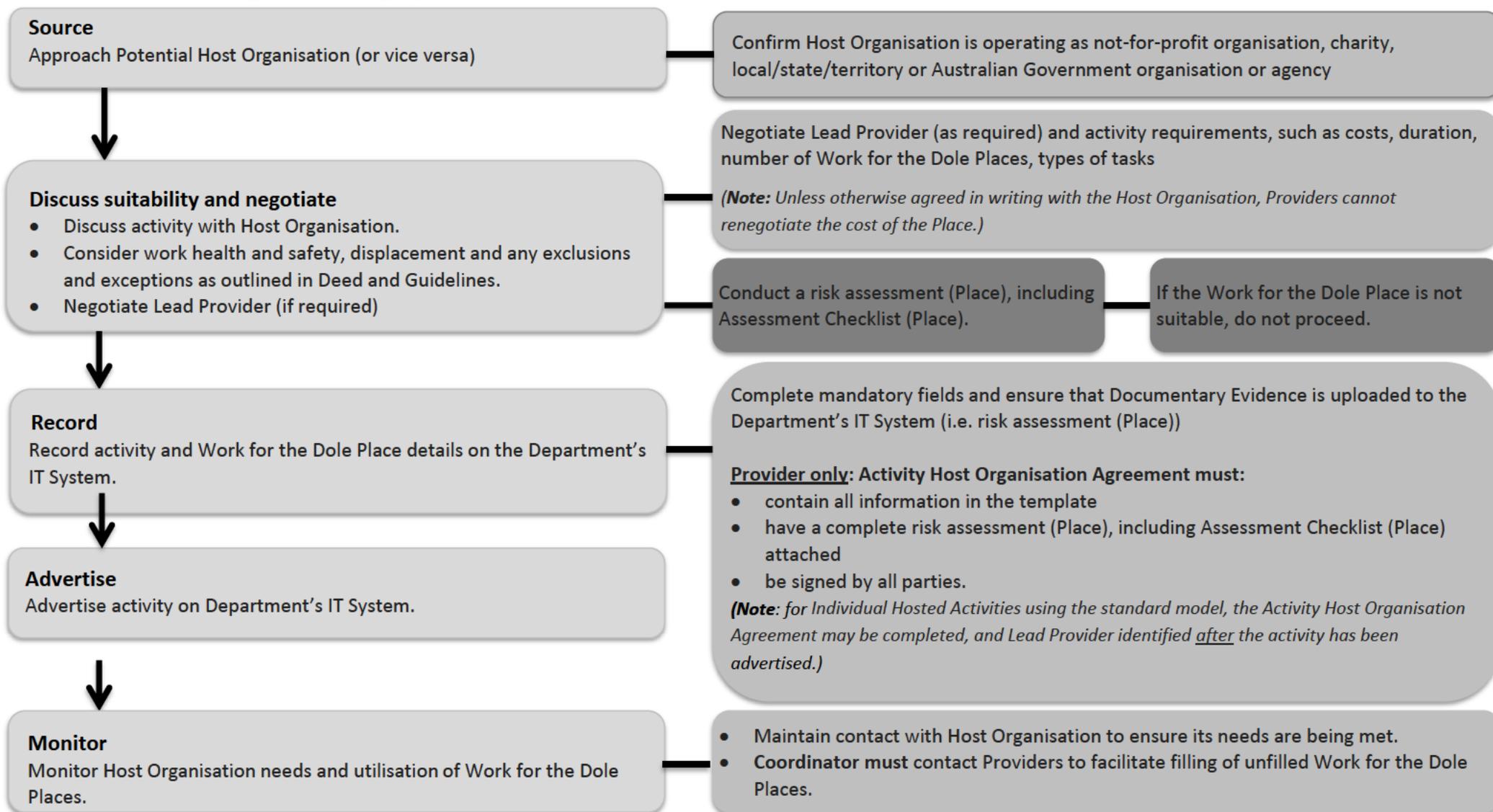
Note: Job seekers aged 50-59, job seekers with a Partial Capacity to Work or who are Principal Carer Parents have the same Employment Service Phases as other job seekers but Work for the Dole will not be mandatory.

Note: Job Seekers aged 60 years or over will not have an AAR and therefore do not enter the Work for the Dole Phase but may choose to volunteer for Work for the Dole.

jobactive - Work for the Dole Guideline  
D16/327823

Effective Date: 1 March 2016

## Attachment C: Sourcing and setting up Work for the Dole activities



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D16/327823

Effective Date: 1 March 2016

## Attachment D: Additional Guidelines relating to Community Support Projects (CSPs)

### Objectives

Where a natural disaster has occurred, Work for the Dole activities **must**, if directed by the Department, assist with recovery as part of Community Support Projects (CSPs).

CSPs are: projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.

#### CSPs can:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators **must** continue to meet all other Deed and Guideline requirements.

Providers and Coordinators **must** submit a proposal for any CSPs to the Department for its approval.

To take advantage of these flexibilities, Providers or Coordinators **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

This means that Providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or

- would not normally be allowed because the activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators **should** consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Who can be the Host Organisation for CSPs?

CSPs **must** only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees

Work for the Dole Fees **must** not be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers **should** adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees **should** be used for.

### Approval of CSPs

On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

### **Entering CSPs into the Department's IT System**

When entering Work for the Dole CSPs into the Department's IT System, Providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select 'Community Support Project' as the subtype.

Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.

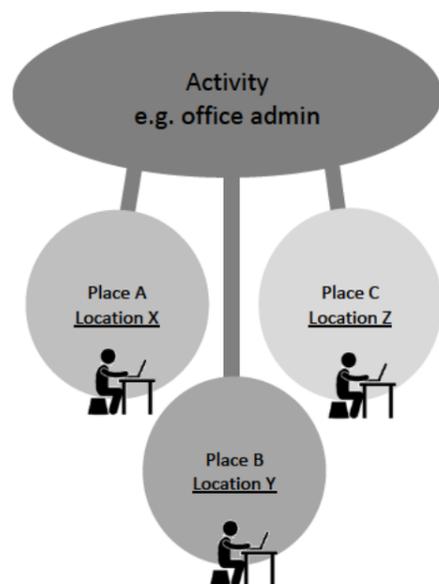
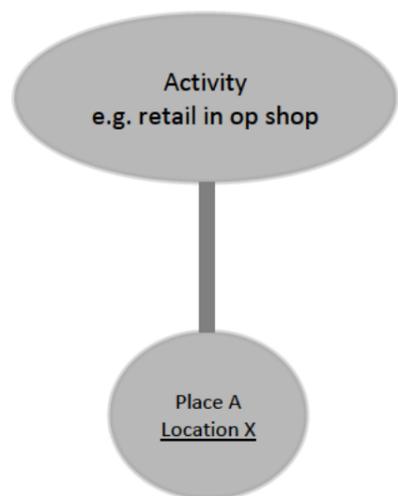
A form is available on the Provider Portal for Providers or Coordinators to complete when proposing CSPs.

**Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity**

Individual Hosted Activity – Standard Model

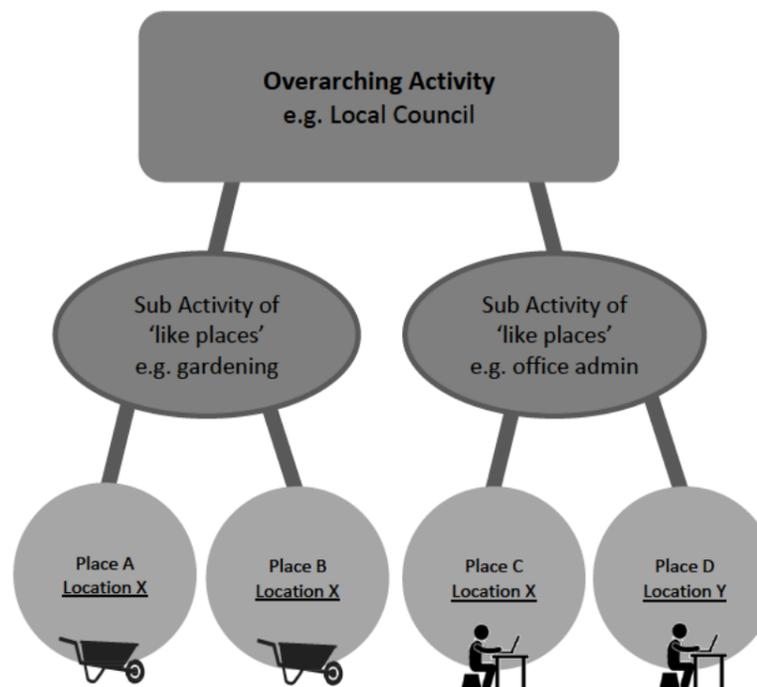
Only one Place at any one time

Multiple 'like Places' of only one type



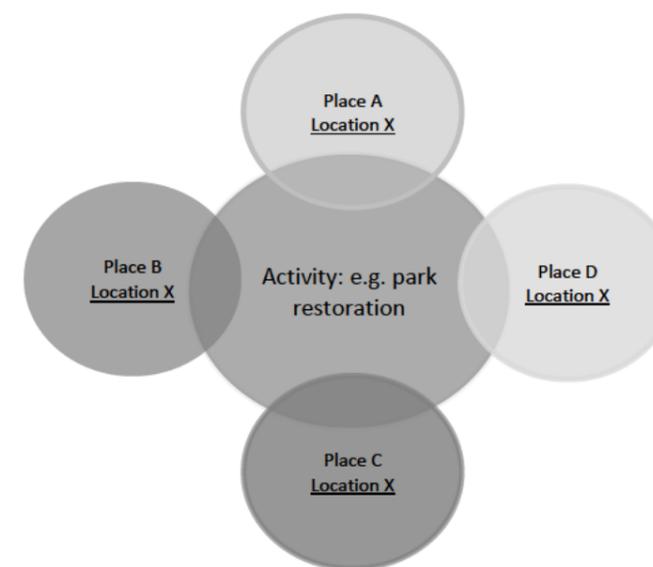
Individual Hosted Activity – Overarching Activity Model

An overarching activity with 'sub-activities' of multiple individual 'like Places'



Group Based Activity

A number of Places involving a group of job seekers working as a team to meet a common goal on a specific project



Prior to advertising in the Department's IT System it is mandatory to complete and upload the risk assessment (Place).

Prior to advertising, it is optional to complete:

- Lead Provider details
- Host Agreement

Prior to advertising in the Department's IT System it is mandatory to complete:

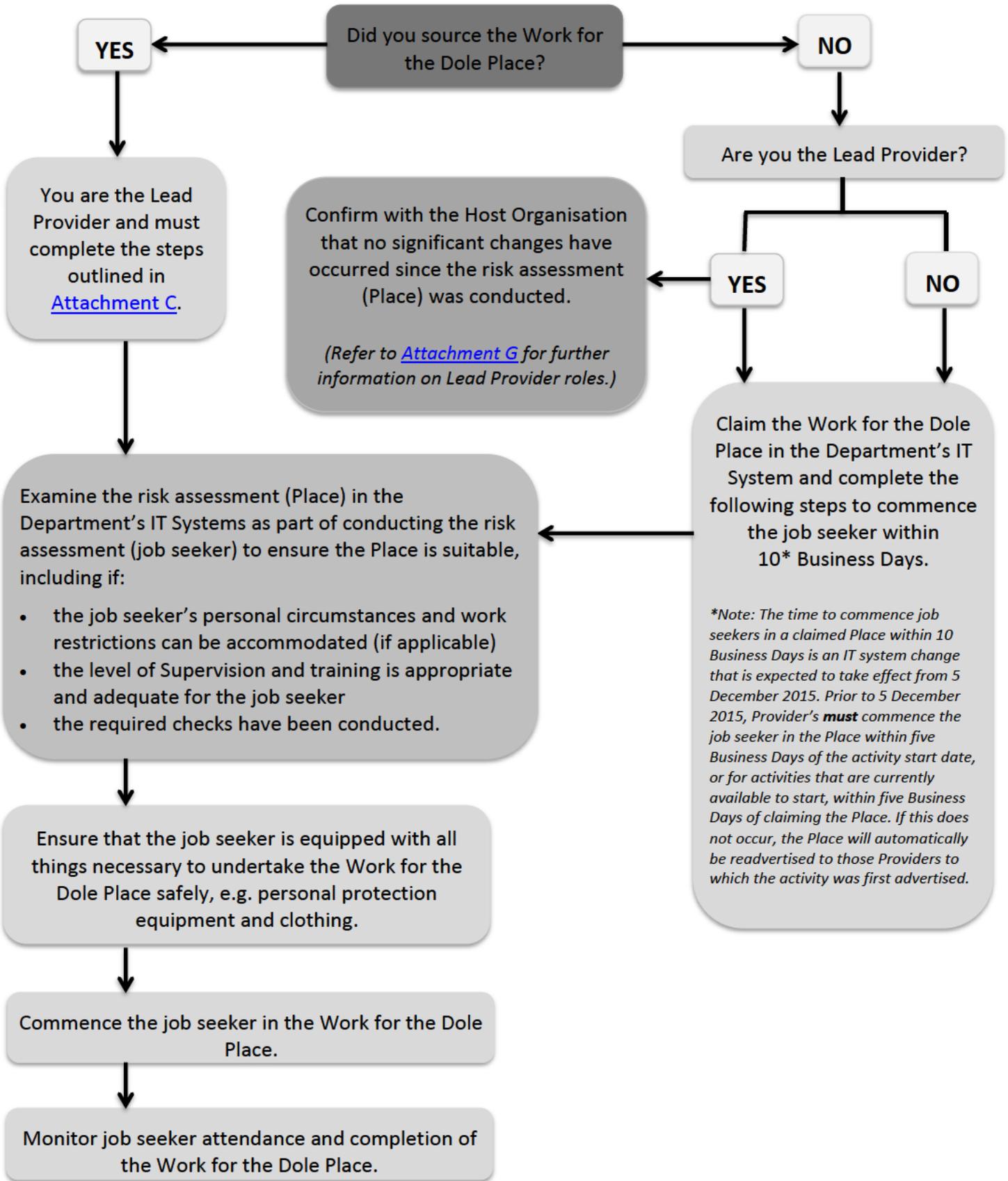
- Lead Provider details
- Host Agreement
- Risk assessment (Place) for each 'sub-activity' (*must be uploaded*)

NOTE: Each 'sub-activity' must be made up of one set of 'like Places'.

Prior to advertising in the Department's IT System it is mandatory to complete:

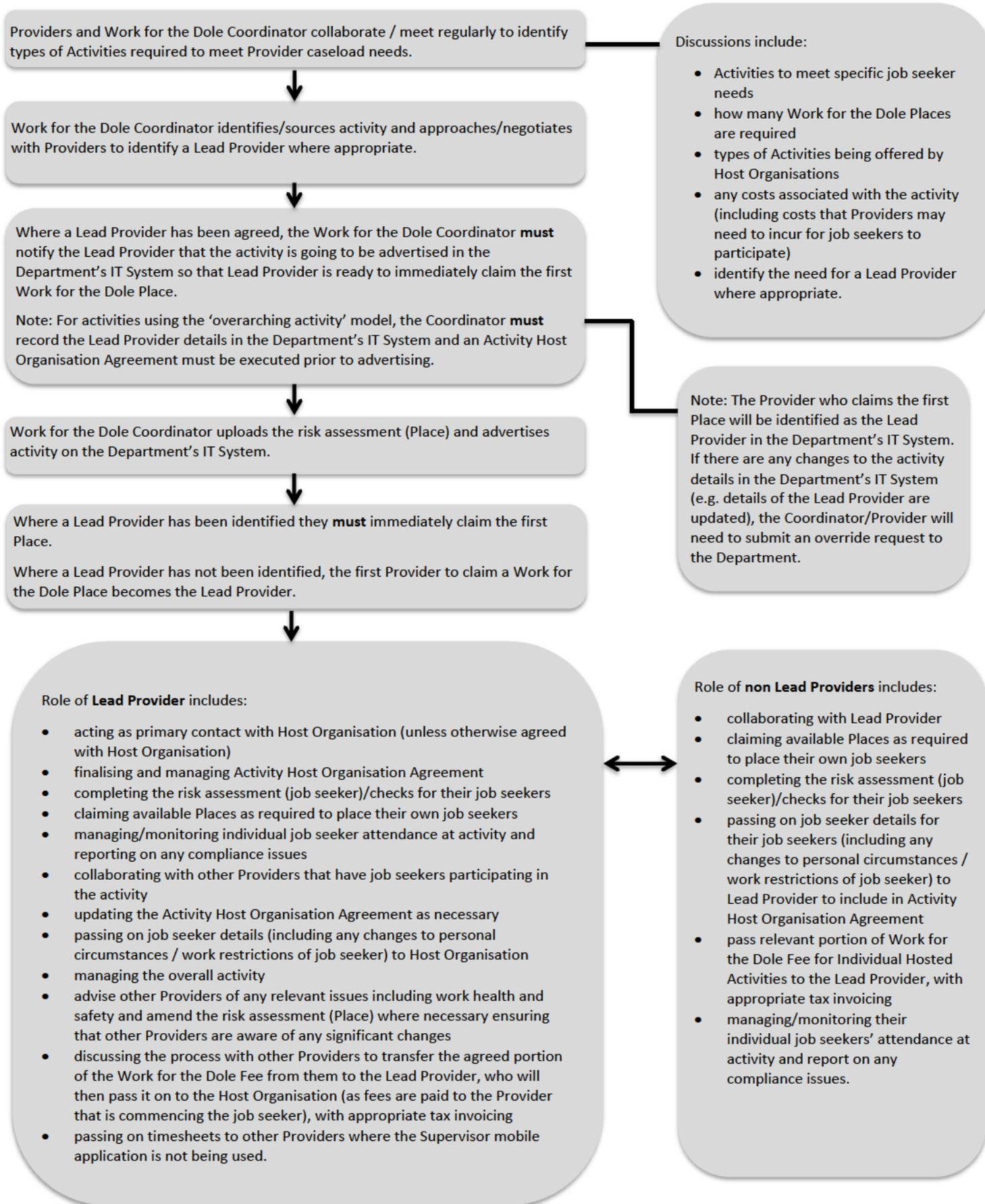
- Lead Provider details
- Host Agreement
- Risk assessment (Place) (*must be uploaded*)

## Attachment F: Commencing a job seeker in a Work for the Dole Place

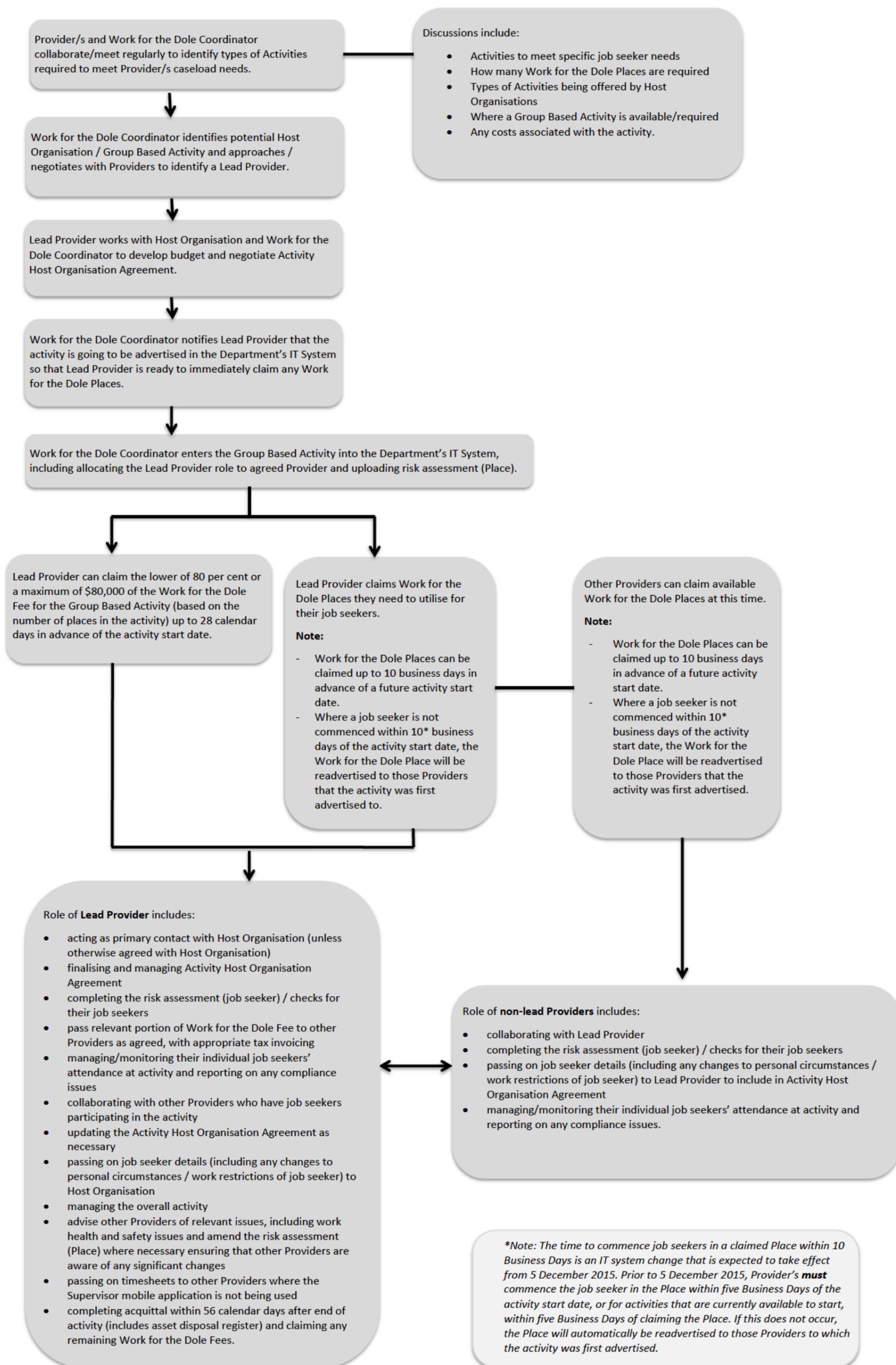


## Attachment G: Lead Providers

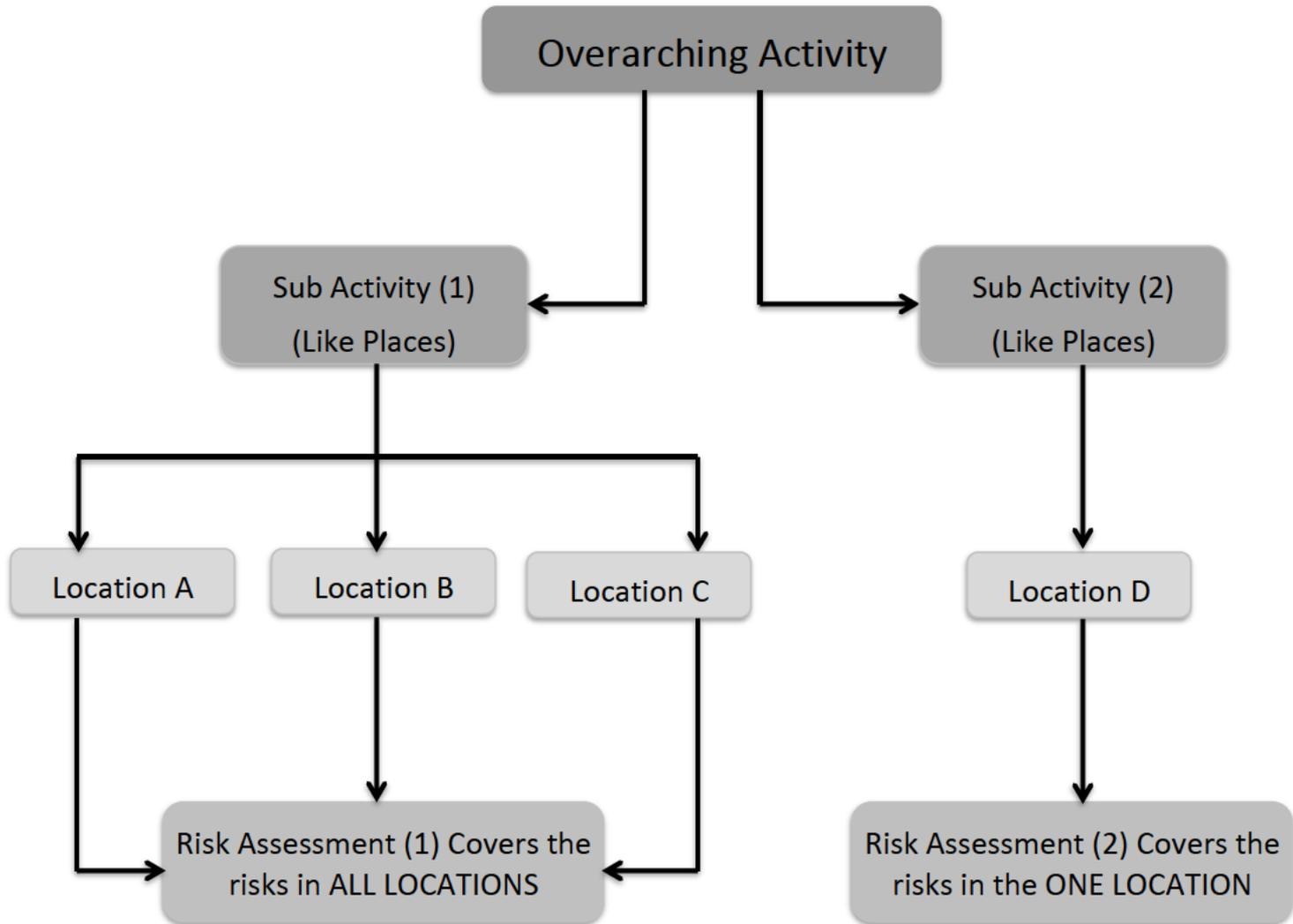
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Work for the Dole Coordinator



### Lead Provider Model—Group Based Activity sourced by a Work for the Dole Coordinator



**Attachment H: Risk assessment (Place)—when sourcing an Individual Hosted Activity with multiple Work for the Dole Places, using the overarching activity model**



# Work for the Dole Guideline

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.6	10 09 2016	12 09 2016		<p>Removal of key requirements section from the document as these are outlined throughout.</p> <p>Inclusion of a list of relevant reports from the Employment and Community Services Network (ECSN).</p> <p>Movement of sections within the document to improve the flow.</p> <p>Removal of previous Attachment A (Participation in Work for the Dole outside the Work for the Dole Phase).</p> <p>Moved detail of Disability Employment Services to Attachment A.</p> <p>Removal of Attachment H (Risk Assessment Place).</p> <p>Previous Attachment G (Lead Providers) to Attachment D.</p> <p>Inclusion of Invoicing flow chart at Attachment G.</p>
1.5		01 03 16	11 09 16	<p>Inclusion of Lead Provider Payment arrangements (pages 11, 22, 32 and 34).</p> <p>Removal of system update regarding change from 5 to 10 business days to claim a Work for the Dole Place as no longer current (page 19).</p> <p>Use of the Employment Fund to pay for criminal records (page 29).</p> <p>Return of unexpended funds from the Group Based Activity Work for the Dole Fee (page 34).</p>
1.4		23 03 16	n/a	Version 1.5 replaces version 1.4. All changes incorporated into version 1.5.
1.3		07 12 15	29 02 16	<p>Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and removed to be published directly to Provider Portal.</p>
1.2		10 07 15	06 12 15	<p>Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of</p>

Version	Start Date	Effective date	End date	Change and location
				information relating to Disability Employment Services.
1.1		09 07 15	09 07 15	Insertion of logo on checklist and formatting.
1.0		01 05 15	01 05 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an eligible job seeker.

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline sets out the roles and responsibilities of Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements are required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR).

Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole.

Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements and Job Plan Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities focus on providing job seekers with Work-like Experiences that include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Coordinators have been appointed for each Employment Region and will have a key role in securing appropriate Places.

It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider if necessary.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers to improve their job readiness and employability skills, while at the same time benefiting the local community.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the jobactive Deed – Work for the Dole Coordinator) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the job active Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements and Job Plan Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)

- [Expenditure Guide](#)
- [Community Support Projects: Concept Approval Template.](#)

Employment and Community Services Network (ECSN) Reports include:

- AM001 – jobactive Activity Management Report
- AM004 – WfD Phase Forecasting Report
- AM003 – WfD Phase Caseload Management
- AM002 – Activity Placement Report
- WDC04 – Coordinator Forecasting Report
- WDC01 – Coordinator Activity Management Report
- SUB122 – Jobactive Caseload Report
- CLMS010 – WfD Coordinator Claims
- CLMS011 – WfD Coordinator Remittance Advice
- CLMS012 – WfD Coordinator Adjustment Note
- Sub205 – WfD Coordinator Claims All
- SUB216 – CDP Job Plan Activity Monitoring

**Participation requirements**

Process	Details
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved activities for six months each anniversary year. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject the SPI measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase (Provider)</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to.</p> <p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i> (see Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>).</p> <p>All Work for the Dole Activities, whether undertaken outside or during the Work for the Dole Phase <b>must</b> be added into the job seeker’s Job Plan and will become a compulsory activity subject to compliance action if not completed.</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachment B</a> of this Guideline.</p>

Process	Details
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>

## Disability Employment Services

Process	Details
<p><b>DES participants in Work for the Dole</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system. The Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow.</p> <p>For more information in relation to DES participants in Work for the Dole refer to <a href="#">Attachment A</a> in this Guideline.</p>

## Role of stakeholders

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p>Deed clause references:</p> <p>jobactive Deed – Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Clause 19.5</li> <li>Clause 40</li> <li>Schedule 1 B.2</li> <li>Schedule 1 B.3.1</li> <li>Schedule 1 B.3.2</li> <li>Schedule 1 B.3.3</li> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.10</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p><b>Role of the Coordinator</b></p> <p>The primary role of Coordinators is to source sufficient, suitable Work for the Dole Places by engaging with existing and potential Host Organisations. Coordinators <b>must</b> identify suitable Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations.</p> <p><b>Responsibilities of the Coordinator</b></p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>develop and maintain good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>work proactively and collaborate with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>comply with all relevant Commonwealth, state, territory or local authority</li> </ul>

Process	Details
	<p>legislation and regulations, including work health and safety</p> <ul style="list-style-type: none"> <li>• ensure that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained</li> <li>• monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the nature of places is appropriate and that Providers are taking up places, and</li> <li>• report significant issues they identify or that are brought to their attention to the relevant Provider and if appropriate, the Department.</li> </ul> <p><b>Sourcing Places</b></p> <p>As part of securing Work for Dole Places, Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities in consultation with Providers and Host Organisations</li> <li>• ensure Host Organisations understand program requirements</li> <li>• identify the requirements of each Work for the Dole Place</li> <li>• conduct risk assessments and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• retain documentation relating to each Work for the Dole Place they secure</li> <li>• advertise Work for the Dole Places in the Department's IT System, and</li> <li>• maintain contact with Host Organisations.</li> </ul> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole Activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p> <p><b>Collaboration</b></p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety</li> <li>• helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless</p>

Process	Details
<ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18 (a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>otherwise agreed with the Department.</p> <p><b>Responsibilities of the Provider</b></p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <p><b>Managerial</b></p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate, execute and update as necessary, the Activity Host Organisation Agreement in accordance with the Deed <ul style="list-style-type: none"> <li>○ unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</li> </ul> </li> <li>• as the Lead Provider, liaise regularly with the Host Organisation and other Providers (as necessary) to ensure the activity is delivered as agreed</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained, and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations, including work health and safety.</li> </ul> <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• check the Risk Assessment (Place) that has been completed by the Coordinator update it if necessary and take all reasonable steps to ensure that the safety of job seekers and the general public are protected</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure all job seekers referred to a Work for the Dole Place has a current Risk Assessment (Job Seeker)</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• comply with processes outlined in the <a href="#">Insurance Readers Guide</a>, and</li> <li>• act as the Lead Provider where the Provider offers to do so or where the Provider takes the first Place in an Activity.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a> at the back of this Guideline. Providers <b>must</b> provide these Records to the Department upon request.</p> <p><b>Sourcing Places</b></p> <p>It is the primary role of the Coordinator to source places. However, <b>if a Provider sources a Work for the Dole Place(s), the Provider must undertake all of the functions which would have been done by the Coordinator including but not limited</b></p>

Process	Details
	<p><b>to:</b></p> <ul style="list-style-type: none"> <li>planning their activities and ensuring Host Organisations understand program requirements</li> <li>identifying the requirements of each Work for the Dole Place</li> <li>conducting risk assessments and complying with relevant laws and Department policies and procedures on work, health and safety, and</li> <li>maintaining contact with the Host Organisation.</li> </ul> <p>Where the Provider sources the Work for the Dole Activity they will be the Lead Provider for the Activity.</p> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p>
<p><b>Lead Providers</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 110.2</li> <li>Clause 110.3</li> <li>Clause 110.5</li> <li>Clause 124.7</li> <li>Clause 124.8</li> <li>Clause 124.9</li> <li>Clause 124.14</li> <li>Clause 124.16</li> <li>Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.2 (c)</li> <li>Schedule 1 B.3.9 (b)</li> </ul>	<p>Host Organisations <b>should</b> only need to deal with one Provider unless otherwise agreed by the Host Organisation. The Lead Provider is the Provider that has the Activity Host Agreement with the Host Organisation. In order to facilitate this, a Lead Provider <b>must</b> be identified for each activity.</p> <p>Lead Providers are identified one of three ways:</p> <ul style="list-style-type: none"> <li>the Provider has sourced the Work for the Dole Activity</li> <li>the Coordinator has sourced the Place and collaborated with Providers in their Employment Region to identify a suitable Lead Provider before the Activity is advertised on the Department's IT system, or</li> <li>the Coordinator has sourced the Place and the first Provider to claim a Place on the Department's IT system becomes the Lead Provider.</li> </ul> <p>Where a Lead Provider is identified before the Activity is advertised on the Department's IT system, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised so the Lead Provider can immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p>All other Providers that commence a job seeker in a Work for the Dole Place <b>must</b> collaborate with the Lead Provider.</p> <p><b>Lead Provider Payment</b></p> <p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This applies to both Individual Hosted Activities and Group Based Activities.</p> <p>This is detailed further in the <a href="#">Work for the Dole Fees</a> section of this Guideline.</p> <p><b>Responsibilities of the Lead Provider</b></p> <p>The Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>ensure the Host Organisation is aware of program requirements including acquittal requirements prior to finalising the Host Agreement</li> <li>execute or update the Activity Host Organisation Agreement for the Activity,</li> <li>appropriately manage the overall activity and ensure it is delivered as agreed,</li> <li>collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>advise other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/activity tasks</li> <li>amend the risk assessment (Place) and the risk assessment (Job Seeker) where</li> </ul>

Process	Details
	<p>necessary</p> <ul style="list-style-type: none"> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them)</li> <li>• invoice other Providers with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Individual Hosted Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines</li> <li>• pay the relevant Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed.</li> </ul> <p><b>Responsibilities of non-Lead Providers</b></p> <p>Where other Providers (not the Lead Provider) commence a job seeker into an activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• check the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• update the risk assessment (job seeker) as necessary;</li> <li>• pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• monitor and manage the job seeker to ensure participation and compliance</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained; pass the relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider; and invoice the Lead Provider with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Group Based Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines.</li> </ul> <p>Refer to <a href="#">Attachments C, E</a> and <a href="#">F</a> to this Guideline for further information.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul>	<p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>Coordinators <b>should</b> be the first point of contact for existing and potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places if necessary.</p> <p><b>Suitable Host Organisations</b></p>

Process	Details
<p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including Community Support Projects (See Community Support Projects in this Guideline for more information).</p> <p>Coordinators and Providers <b>must</b> satisfy themselves of each Host Organisation’s bona fides. That is, they are of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily.</p> <p>Each Work for the Dole Activity can only have one Host Organisation.</p> <p>When setting up Work for the Dole activities, Work for the Dole Coordinators (and Providers where they source activities) <b>must</b> ensure the eligibility of Host Organisations and advise them of program requirements including the types of documentary evidence that may be required to support any funding received. Work for the Dole Coordinators and Providers <b>should</b> also take into consideration the types of activities undertaken by a Host Organisation to ensure that Work for the Dole activities meet program requirements and does not bring the Commonwealth into disrepute.</p> <p><b>Third Party Intermediaries</b></p> <p>Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations.</p> <p>Coordinators and Providers <b>must</b> exercise due diligence when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the <i>jobactive</i> Deed and these Guidelines.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker’s skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place ( Priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p><b>Work for the Dole activities outside normal business hours</b></p> <p>Job seekers may participate in Work for the Dole activities outside of core business hours. However, the job seeker will also need to agree to the activity before-hand and inform the Provider if there are barriers to their participation, such as transport or</p>

Process	Details
	<p>caring responsibilities.</p> <p>If the job seeker does not agree to the activity, then the Provider <b>must</b> consider putting the job seeker in an activity they were likely to be able to comply with, such as the same Activity being undertaken during core business hours or a different Activity being done during core business hours.</p>
<p><b>Vulnerable cohorts</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1 (b)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (d)(e)</li> <li>• Schedule 1 B.3.6 (f)(h)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable cohorts, Coordinators and Providers:</p> <ul style="list-style-type: none"> <li>• <b>must</b> ensure activities are fit for purpose (that is, appropriate to achieving the program objectives)</li> <li>• <b>must</b> exercise care and judgement when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. Consideration <b>should</b> be given to the type of interaction that is likely to take place in the Activity. For example, some activities may involve working directly with vulnerable cohorts (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)</li> <li>• <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place</li> <li>• <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts, and</li> <li>• <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• people who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be with or alongside the Supervisor or within the Supervisor’s line of sight at all times while undertaking the Activity.</p>
<p><b>Negotiating cost of Work for the Dole Places</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that:</p> <ul style="list-style-type: none"> <li>• the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation</li> <li>• Work for the Dole Fees are not a grant and there is no guarantee of re-current funding</li> <li>• Host Organisations <b>should not</b> rely on Work for the Dole funding to support their operations</li> <li>• The Work for the Dole Fee will need to cover the duration of the Place, regardless</li> </ul>

Process	Details
<p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6 (k)</li> </ul>	<p>of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)</p> <ul style="list-style-type: none"> <li>• for Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the fee paid to Providers and the Host Organisation (unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount) will be pro-rated.</li> </ul> <p><i>An example of a pro-rated fee would be if an individual activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).</i></p> <p>Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the place/activity remains unchanged</p> <ul style="list-style-type: none"> <li>• the Lead Provider of the Activity will be paid up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee (for those job seekers referred by a non-Lead Provider and is the first to commence in the place).</li> </ul> <p><b>Coordinators negotiating the Work for the Dole Fee</b></p> <p>When determining the indicative amount of the Work for the Dole Fee that is to be passed on to the Host Organisation, Coordinators <b>should</b> keep in mind:</p> <ul style="list-style-type: none"> <li>• any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police and other checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation</li> <li>• the Lead Provider payment of up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee, for multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place.</li> </ul> <p>Wherever possible Coordinators <b>must</b> include Lead Providers in the negotiation of Group Based Activity Budgets.</p>
<p><b>Activity types (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.4 (b)(d)</li> <li>• Schedule 1 B.3.6 (g)(h)(j)</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or '<a href="#">overarching activity</a>' model. The 'overarching model' allows an activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into ‘sub-activities’ of individual ‘like Places’, this activity would be entered into the system using the ‘overarching activity’ model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>• retail tasks in a charity shopfront</li> <li>• warehousing</li> <li>• sorting of goods such as clothing or electrical items</li> <li>• cleaning</li> <li>• mowing lawns</li> <li>• weeding</li> <li>• rubbish collection</li> <li>• maintaining and tending a community garden</li> <li>• administration tasks such as filing</li> <li>• ongoing work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>• assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Host Activity Agreement and Risk Assessment (Place) <b>must</b> be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul> <p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>• building garden beds for a community garden</li> <li>• helping to establish a social enterprise</li> <li>• archiving hard copy files to an electronic system</li> <li>• establishing a community news letter</li> <li>• designing and preparing a Cultural Festival</li> <li>• construction of a bus shelter</li> <li>• renovating a Community Hall</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• setting up a database</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul> <p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>While Group Based Activities are primarily to be reserved for Stream C Participants there is some flexibility for participants from Stream A or B to be placed in Group Based Activities. For example, where there are insufficient Stream C participants available to support the needs of the Host Organisation.</p> <p><i>For example, a group activity in a small rural location could include a mixture of Stream A, B and C job seekers where:</i></p> <ul style="list-style-type: none"> <li>• <i>they are the only job seekers available in the location (subject to the Activity being suitable for the job seeker)</i></li> <li>• <i>the only Work for the Dole Activity available in the area at the time is a Group Based Activity.</i></li> </ul> <p>While the priority is on securing Individual Hosted Activities, there will also be circumstances where Group Based Activities are the most appropriate. For example, in a regional area where there are limited number of Host Organisations or options for activities.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Community Support Projects</b></p>	<p>Where a natural disaster has occurred, Work for the Dole activities <b>must</b>, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).</p> <p>CSPs are projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.</p> <p>CSPs:</p> <ul style="list-style-type: none"> <li>• respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters</li> <li>• assist not-for-profit and volunteer organisations that are supporting affected communities</li> <li>• support local residents and assist rebuilding of the local economy</li> <li>• provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure</li> <li>• respond to other events and/or identified tasks that positively impact on local communities or at a national level, and</li> <li>• assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.</li> </ul>

Process	Details
	<p>CSPs can include, but are not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• clearing debris—for example, leaves and garden material</li> <li>• repairing fencing and building</li> <li>• clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened</li> <li>• assisting community organisations with tasks such as packaging and delivering meals</li> <li>• sorting, packaging or displaying goods in local opportunity shops</li> <li>• minor gardening and home maintenance activities through community care organisations</li> <li>• park and riverbank restoration following the subsidence of floodwaters</li> <li>• restoration of local council areas</li> <li>• large-scale park/garden restoration projects or revegetation management projects</li> <li>• restoring historical public buildings or culturally significant sites</li> <li>• assisting with replanting of food plantations destroyed by a disaster, and</li> <li>• working in state/territory or Australian Government Botanic Gardens or National Parks.</li> </ul> <p><b>Flexibilities available in Natural Disaster Zones/Areas for CSPs</b></p> <p>The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators <b>must</b> continue to meet all other Deed and Guideline requirements.</p> <p>This means that Providers or Coordinators can develop Activities that:</p> <ul style="list-style-type: none"> <li>• operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled</li> <li>• carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or</li> <li>• would not normally be allowed because the activity or Host Organisation has received government funding.</li> </ul> <p><b>Implementation</b></p> <p>CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators <b>should</b> consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.</p> <p>Providers and Coordinators <b>must</b> submit a proposal for any CSPs to the Department for its approval. Providers or Coordinators <b>must</b> demonstrate in their proposal:</p> <ul style="list-style-type: none"> <li>• broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to</li> </ul>

Process	Details
	<p>normal life as soon as possible)</p> <ul style="list-style-type: none"> <li>• that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area</li> <li>• a focus on repair and restoration work (Activities <b>should not</b> be seen to add value over and above what was previously in place)</li> <li>• that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,</li> <li>• that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.</li> </ul> <p>On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.</p> <p>Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.</p> <p><b>Who can be the Host Organisation for CSPs?</b></p> <p>CSPs <b>must</b> only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.</p> <p><b>Use of Work for the Dole Fees</b></p> <p>Work for the Dole Fees <b>must not</b> be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.</p> <p>In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:</p> <ul style="list-style-type: none"> <li>• additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place</li> <li>• material costs such as water, fuel, stock feed and fencing materials</li> <li>• upgrades to equipment owned by a landowner, or</li> <li>• costs involved in the transport of such things as fencing material or stock feed.</li> </ul> <p>Providers <b>should</b> adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees <b>should</b> be used for.</p> <p><b>Entering CSPs into the Department’s IT System</b></p> <p>When entering Work for the Dole CSPs into the Department’s IT System, Providers or Coordinators need to select ‘Work for the Dole’ in the Activity Type field of the Activity Search screen and then select ‘Community Support Project’ as the subtype.</p> <p>Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.</p> <p>A form is available on the Provider Portal for Providers or Coordinators to complete</p>

Process	Details
<p><b>Exclusions and exceptions</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>when proposing CSPs.</p> <p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole Activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker’s own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department’s prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole Activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole Activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician’s licence or a bus driver’s licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.9</b></li> <li>• <b>Clause 108.1 (j)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5 (j)</b></li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must not</b> proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p>

Process	Details
	<p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1 (a)</li> <li>• Clause 108.1 (b)</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must not</b> secure a Work for the Dole Activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, <b>unless the Department agrees otherwise in writing</b>. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p><b>Note:</b> The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p>jobactive Deed-Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p> <p>The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole Activity (the frequency of</li> </ul>

Process	Details
	<p>these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</p> <ul style="list-style-type: none"> <li>advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Checks</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 8</li> <li>Clause 111.2</li> <li>Clause 111.3</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (k)</li> <li>Schedule 1 B.3.9 (a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department's IT System as part of advertising the Work for the Dole Place.</p> <p>Where checks are required, the Provider <b>must</b> arrange and pay for the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the <a href="#">Employment Fund General Account Guideline</a>. The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check(s) have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed.</p> <p>If the job seeker is considered unsuitable for the Activity, the Provider <b>must</b> commence the job seeker in a suitable alternative Place or other Approved Activity.</p>
<p><b>Provision of training</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 108.16</li> <li>Clause 110.5 (c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (j)</li> </ul>	<p>Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training <b>must not</b> be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>work health and safety training</li> <li>'on the job' training related to the placement, and</li> <li>use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision</b></p>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable</p>

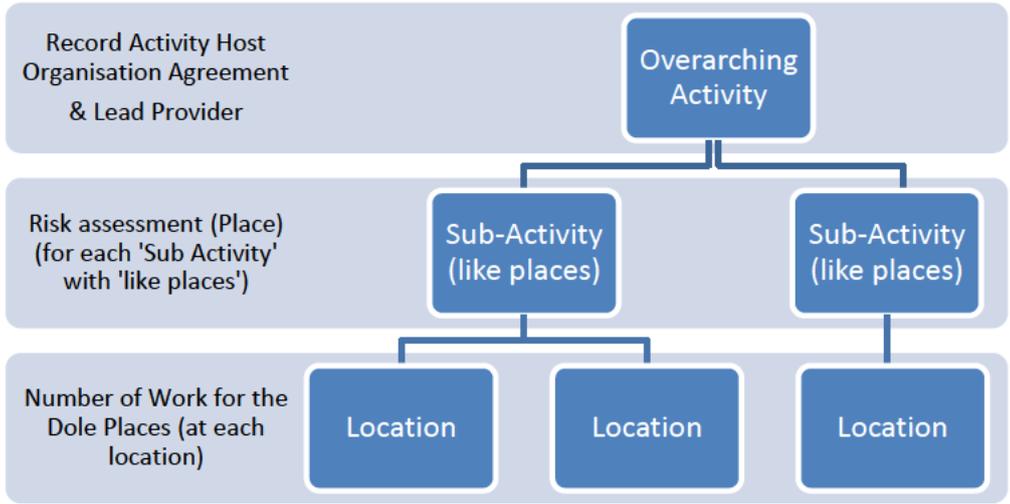
Process	Details
<p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 8</b></li> <li>• <b>Clause 111</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6 (h)</b></li> </ul>	<p>cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators (or the Provider who sources the Place) <b>must</b> carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators (or the Provider who sources the Place) <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities.</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Lead Providers <b>must</b> ensure, throughout the Activity that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced) during an Activity, Coordinators and Lead Providers <b>should</b> ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. The supervision details <b>should</b> be updated in the risk assessments.</p> <p>Lead Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p>	<p>A Coordinator (or the Provider who sources the Place) that sources the Place, <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities according to caseload needs and advice from Host Organisations</li> <li>• ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>• ensure Host Organisations are aware of program requirements</li> </ul>

Process	Details
<p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.17</b></li> <li>• <b>Clause 108.18</b></li> <li>• <b>Clause 110.2</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1 (c)</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<ul style="list-style-type: none"> <li>• ensure the activity is fit for purpose (that is meets program objectives and does not bring the Commonwealth into disrepute)</li> <li>• develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places</li> <li>• this includes ensuring <ul style="list-style-type: none"> <li>a. the location and available amenities are suitable;</li> <li>b. any equipment required for the delivery of the activity will be available and suitable for the number of participants</li> </ul> </li> <li>• ensure the Risk Assessment (Place) is undertaken by a Competent Person and other checks outlined in the <a href="#">Work Health and Safety</a> section below are completed</li> <li>• record the activity and Place details on the Department's IT System for advertising</li> <li>• identify a Lead Provider for the Activity (see <a href="#">Lead Providers</a> and <a href="#">Attachment D</a> to this Guideline for more information)</li> <li>• record the Activity and place details on the Department's IT System for advertising.</li> </ul> <p>Coordinators can advertise activities well in advance of an Activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Coordinator-sourced Work for the Dole Places across each Employment Region to ensure these are fairly distributed, for example, based on caseload needs and job seeker location.</p> <p>For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p>
<p><b>Record Activity on the Department's IT System</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details</li> <li>• an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place(s)</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each. Work for the Dole Places <b>must</b> be a minimum of 15 hours per week for the duration of the activity in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p> <p><b>Advertising the Place/Activity.</b></p> <p>Coordinators and Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.</p> <p>The Coordinator can hold Places for the Lead Provider for up to 48 hours before</p>

Process	Details
	<p>advertising the place(s) more broadly.</p> <p>Once the Coordinator advertises an activity more broadly on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and is managed on a 'first come, first served' basis. Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>Where a Place is claimed by a Provider and a job seeker is referred, but not commenced within 10 days, the Place will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Work for the Dole activities involving multiple 'like Places' in an Individual Hosted Activity</b> (Coordinator or Provider)</p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this activity can be entered into the Department's IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple 'like Places' of only one type (the standard model), or</li> <li>• an 'overarching activity'. An 'overarching activity' will be made up of 'sub-activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-activity'.</li> </ul> <p>Under an 'overarching activity' model, Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) <b>must:</b></p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul>

Process	Details
	 <p>Record Activity Host Organisation Agreement &amp; Lead Provider</p> <p>Risk assessment (Place) (for each 'Sub Activity' with 'like places')</p> <p>Number of Work for the Dole Places (at each location)</p> <p>Overarching Activity</p> <p>Sub-Activity (like places)</p> <p>Sub-Activity (like places)</p> <p>Location</p> <p>Location</p> <p>Location</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Claiming a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.7</li> <li>• Clause 108.8</li> </ul>	<p>Providers can claim a Work for the Dole Place up to 5 business days prior to a job seeker entering the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.</p> <p>Providers are able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references:</p>	<p>Providers must consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and capabilities of the job seeker.</p> <p>Before commencing a job seeker in a Work for the Dole Place the Provider must:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work</li> </ul>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>restrictions (see <a href="#">Work Health and Safety</a> below), and</p> <ul style="list-style-type: none"> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> in this Guideline).</li> </ul> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>. Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>

Process	Details
<p><b>Work health and safety</b></p>	<p>Providers <b>must</b> ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers <b>must</b> consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.</p>
<p><b>Insurance</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5 (g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6 (c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <p>The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions.</p> <p>For further information on the insurance policies, please refer to the <a href="#">Insurance Readers Guide</a> and insurance policies which are available on the Provider Portal.</p> <p>The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Competent Person</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.4</li> <li>• Annexure A1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose.</p> <p>A ‘Competent Person’ is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer <a href="#">Model Work Health and Safety (WHS) Act 2011</a>).</p> <p>Coordinators and Providers <b>should</b> keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. Coordinators and Providers <b>must</b> provide these details to the Department upon request.</p>
<p><b>Risk assessment (Place)</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) for each Work for the Dole Activity and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, all hazards and risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 110.5</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.11</b></li> </ul>	<p>handling)</p> <ul style="list-style-type: none"> <li>• chemical (acids, poisons, asbestos, flammable and hazardous substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)</li> <li>• electrical equipment (all electrical equipment is tested and tagged e.g. machinery, power tools, kitchen appliances)</li> <li>• warehousing, traffic management and driving (traffic and pedestrian interactions marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)</li> <li>• emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits are in place).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• the nature, scope and duration of any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker's Provider</li> <li>• whether the activity will involve direct or indirect interaction with Children, the elderly or other <a href="#">Vulnerable Cohorts</a> and whether relevant checks <b>should be</b> undertaken.</li> <li>• confirmation that: <ul style="list-style-type: none"> <li>○ where the activity involves people from vulnerable cohorts, the Host Organisation will provide continuous supervision for the duration of the Activity</li> <li>○ the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and</li> <li>○ the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers</li> </ul> </li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and</li> </ul> </li> </ul>

Process	Details
	<p>appropriately managed.</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must not</b> be considered a suitable Work for the Dole Place.</p> <p><b>Multiple Work for the Dole Places in Individual Hosted Activities</b></p> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p><b>Work for the Dole Activities with Multiple Locations</b></p> <p>Where the Work for the Dole Activity (whether it is multiple Work for the Dole Places in Individual Hosted Activities or a Group Based Activity) involves job seekers undertaking tasks across <u>multiple locations</u>, one comprehensive risk assessment (Place) may be conducted. However the risk assessment (Place) <b>must</b> clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.</p> <p><b>Updating the risk assessment (Place)</b></p> <p>It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) in accordance with the Deed. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>Any time the risk assessment (Place) is updated the Lead Provider <b>must</b> immediately notify other Providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their Risk Assessment (Job Seeker) and determine if the activity is still suitable for the job seeker.</p> <p>If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must</b> cease the activity and notify the Host Organisation, other Providers and their Departmental Account Manager.</p>
<p><b>Assessment Checklist (Place)</b></p> <p>Deed clause references:</p> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.9</li> </ul>	<p>The Coordinator or the Provider which has sourced the Place <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed in the format provided and the content <b>must not</b> be altered.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>

Process	Details
<p><b>Risk assessment (job seeker)</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.5</b></li> <li>• <b>Clause 111</b></li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>Where a Place is not suitable for a job seeker the job seeker <b>must not</b> be referred to the Place.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department’s checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department’s requirements.</p> <p>As part of conducting the risk assessment (job seeker) the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• check the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised.</li> </ul> <p>The risk assessment (job seeker) <b>must</b> specify the relevant activity details and cover:</p> <ul style="list-style-type: none"> <li>• any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> <li>• any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>• that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>• that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>• that the job seeker has been advised of the work health and safety and incident reporting processes and escalation</li> <li>• that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a></li> <li>• any checks required have been completed (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks), and</li> <li>• the job seeker’s personal circumstances and work restrictions. This could include, but is not limited to: <ul style="list-style-type: none"> <li>○ working capabilities and capacity</li> <li>○ transport restrictions</li> <li>○ carer responsibilities</li> <li>○ specific injuries</li> <li>○ pregnancy</li> <li>○ allergies or other health issues (e.g. diabetes), and</li> <li>○ history of aggressive behaviour.</li> </ul> </li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p>

Process	Details
	A risk assessment (job seeker) which <b>must</b> be conducted for each participant against each Place they are referred and updated as necessary if there are changes to the Risk Assessment (Place) or changes to the activity tasks or circumstances.

Process	Details
<p><b>Reporting and managing incidents</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause reference:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 69.6</b></li> <li>• <b>Clause 110.6</b></li> <li>• <b>Clause 110.7</b></li> <li>• <b>Clause 110.8</b></li> </ul>	<p>Providers <b>must</b> report and manage any incidents involving job seekers.</p> <p>Where the Coordinator sourced the place, the Host Organisation may choose to liaise directly with the Coordinator rather than the Provider either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help manage this process.</p> <p><b>Incidents</b></p> <p>If a job seeker or member of the public sustains an injury during an Activity, the Provider <b>should</b> ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death of a job seeker the Supervisor <b>must</b> call emergency services and try and protect other job seekers from unnecessary trauma where possible.</p> <p><b>When must an Incident be reported?</b></p> <p>The Provider <b>must</b> notify Arthur J. Gallagher Pty Ltd and their Account Manager within 24 hours of any incident and/or near miss during the activity, including those:</p> <ul style="list-style-type: none"> <li>• that result in accident, injury or death of: <ul style="list-style-type: none"> <li>○ any job seeker (including where the incident occurs while the job seeker is travelling to and from an Activity)</li> <li>○ any Personnel involved in the delivery or supervision of the activity</li> <li>○ members of the general public.</li> </ul> </li> </ul> <p><b>All Incidents – both Personal Accident and Public and Products Liability</b></p> <p>Providers <b>must</b> complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time). A copy <b>must</b> be submitted to the Arthur J. Gallagher Pty Ltd and the Account Manager.</p> <ul style="list-style-type: none"> <li>• <i>A personal accident/non Medicare expenses claim form/incident report must be completed when an incident involves a job seeker’s accident, injury or death</i></li> <li>• <i>A public and products liability claim form/incident report is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.</i></li> </ul> <p>The incident report <b>must</b> identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to lodge a Participation Report.</p> <p>It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.</p> <p>For further information in relation to the process for reporting incidents and completing incident forms refer to the <a href="#">Insurance Readers Guide</a>.</p> <p><b><u>Recording Requirements in ESS</u></b></p> <p>The Provider <b>should</b> record details of incidents or accidents in the ‘Job Seeker Participant Event’ screen in the Employment Services System (ESS). The Provider is</p>

Process	Details
	<p>also able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of the ESS, whether or not the incident is associated with a police report.</p> <p>For further information on the incident reporting process, see the <a href="#">Insurance Readers Guide</a>, <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole Activity. A template agreement is available on the Provider Portal for Providers to use.</p> <p>The Activity Host Organisation Agreement <b>must</b> always be between the Provider and the Host Organisation.</p> <p>Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, any clauses specified by the Department, for example on displacement and work health and safety.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers, and the acquittal requirements for Host Organisations <b>must</b> be detailed in the Activity Host Organisation Agreement. A provision to close the activity early if this is appropriate and will avoid incurring unnecessary costs <b>should</b> also be included.</p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> check the risk assessment (Place), confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

## Managing job seekers

Process	Details
<b>Managing job seekers undertaking Work for</b>	The Provider <b>must</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.

Process	Details
<p><b>the Dole activities</b> (Provider)</p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 106.1</li> <li>• Clause 111</li> <li>• Section B18</li> </ul>	<p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the ‘Supervisor’ mobile device application) so that it can be confirmed whether a job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker’s participation. For more information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity</li> <li>• replace any participant who leaves a Work for the Dole Place early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees</b> (Provider)</p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.5</li> <li>• Clause 124</li> <li>• Annexure A1</li> <li>• Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Fees are not a grant.</p> <p>Work for the Dole Places will be funded on the basis that they are of six months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>A Provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable Persons Checks are to be paid for by the Work for the Dole Fee.</p> <p><b>Note:</b> For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place.</p> <p><b>Lead Provider Payment</b></p> <p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This <b>should</b> be factored into the activity’s agreed costs.</p> <p>For Places that are less than six months in length, the Lead Provider payment will be</p>

Process	Details																																			
	<p>pro-rated based on the intended length of the Activity.</p> <p>Two generic examples are detailed below, noting the IT system calculates pro-rata payments on a monthly basis which may vary the amounts shown below.</p> <table border="1" data-bbox="632 293 1294 678"> <thead> <tr> <th data-bbox="632 293 847 398">Activity Length</th> <th data-bbox="847 293 1062 398">Lead Provider payment</th> <th data-bbox="1062 293 1294 398">Individual Host Activity</th> </tr> </thead> <tbody> <tr> <td data-bbox="632 398 847 539">6 month Activity</td> <td data-bbox="847 398 1062 539">Eligible for up to \$100 per Place</td> <td data-bbox="1062 398 1294 539">Up to \$900 per Place</td> </tr> <tr> <td data-bbox="632 539 847 678">3 month Activity</td> <td data-bbox="847 539 1062 678">Eligible for up to \$50 per Place</td> <td data-bbox="1062 539 1294 678">Up to \$450 per Place</td> </tr> </tbody> </table>	Activity Length	Lead Provider payment	Individual Host Activity	6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place																										
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<p><b>Pro rata Work for the Dole Fees</b></p>	<p>Pro-rata payments are calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rated amount of the fee will be paid to the Provider, which may result in a pro-rated amount of the agreed fee being passed on to the Host Organisation. The Provider may decide to pay the Host Organisation the agreed amount from unspent Work for the Dole Fees.</p> <p>The table below provides a breakdown of the pro rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider <b>should</b> make the Host Organisation aware of any reduction to the negotiated fee.</p> <p>For example if an Individual Activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).</p> <p>Table 1: Pro-Rata Work for the Dole Fee – six month Activity</p> <table border="1" data-bbox="507 1294 1541 1776"> <thead> <tr> <th data-bbox="507 1294 751 1458">Month of first job seeker commencement</th> <th data-bbox="751 1294 930 1458">Eligible Work for the Dole Fee</th> <th data-bbox="930 1294 1145 1458">Lead Provider Payment</th> <th data-bbox="1145 1294 1331 1458">Individual Host Activity</th> <th data-bbox="1331 1294 1541 1458"></th> </tr> </thead> <tbody> <tr> <td data-bbox="507 1458 751 1509">First Month</td> <td data-bbox="751 1458 930 1509">\$1000</td> <td data-bbox="930 1458 1145 1509">\$100</td> <td data-bbox="1145 1458 1331 1509">\$900</td> <td data-bbox="1331 1458 1541 1509">(full fee)</td> </tr> <tr> <td data-bbox="507 1509 751 1561">Second Month</td> <td data-bbox="751 1509 930 1561">\$833.33</td> <td data-bbox="930 1509 1145 1561">\$100</td> <td data-bbox="1145 1509 1331 1561">\$733.33</td> <td data-bbox="1331 1509 1541 1561">(5/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1561 751 1612">Third Month</td> <td data-bbox="751 1561 930 1612">\$666.67</td> <td data-bbox="930 1561 1145 1612">\$100</td> <td data-bbox="1145 1561 1331 1612">\$566.67</td> <td data-bbox="1331 1561 1541 1612">(4/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1612 751 1664">Fourth Month</td> <td data-bbox="751 1612 930 1664">\$500.00</td> <td data-bbox="930 1612 1145 1664">\$100</td> <td data-bbox="1145 1612 1331 1664">\$400.00</td> <td data-bbox="1331 1612 1541 1664">(3/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1664 751 1715">Fifth Month</td> <td data-bbox="751 1664 930 1715">\$333.33</td> <td data-bbox="930 1664 1145 1715">\$100</td> <td data-bbox="1145 1664 1331 1715">\$233.33</td> <td data-bbox="1331 1664 1541 1715">(2/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1715 751 1776">Six Month</td> <td data-bbox="751 1715 930 1776">\$166.67</td> <td data-bbox="930 1715 1145 1776">\$100</td> <td data-bbox="1145 1715 1331 1776">\$66.67</td> <td data-bbox="1331 1715 1541 1776">(1/6 of full fee)</td> </tr> </tbody> </table>	Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment	Individual Host Activity		First Month	\$1000	\$100	\$900	(full fee)	Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)	Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)	Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)	Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)	Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)
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<p><b>Individual Hosted Activities</b> (Coordinator or Provider) <b>Deed clause references:</b> <b>jobactive Deed</b></p>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity (or a pro rata amount if less than six-months of the activity remains) will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this</p>																																			

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>amount in the Department's IT System.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount that was paid to the Host Organisation from the Work for the Dole Fee.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass the agreed funds to the Host Organisation negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity (or a pro rata amount if the activity duration is more or less than six-months ). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).</p> <p>Providers <b>must not</b> use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>• management fees</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Unavoidable (or 'sunk') costs incurred can be paid. For example, where a supervisor is engaged but it becomes apparent that insufficient job seekers are available to complete the project. The Activity Host Agreement <b>should</b> include a provision to close</p>

Process	Details
	<p>the activity early if this is appropriate and will avoid unnecessary ongoing costs.</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.</p> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity.</p> <p>Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers <b>should</b> refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.</p> <p>If there is any unexpended money from the Group Based Activity Work for the Dole Fee it <b>must</b> be repaid to the Department as part of the acquittals process.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> complete and submit their reimbursement Report in the Department's IT System within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.</p>

## Monitoring and reporting

Process	Details
<p><b>Monitoring of distribution and filling of Work for the Dole Places (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.18(e)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.10</b></li> </ul>	<p>Coordinators and Providers <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>

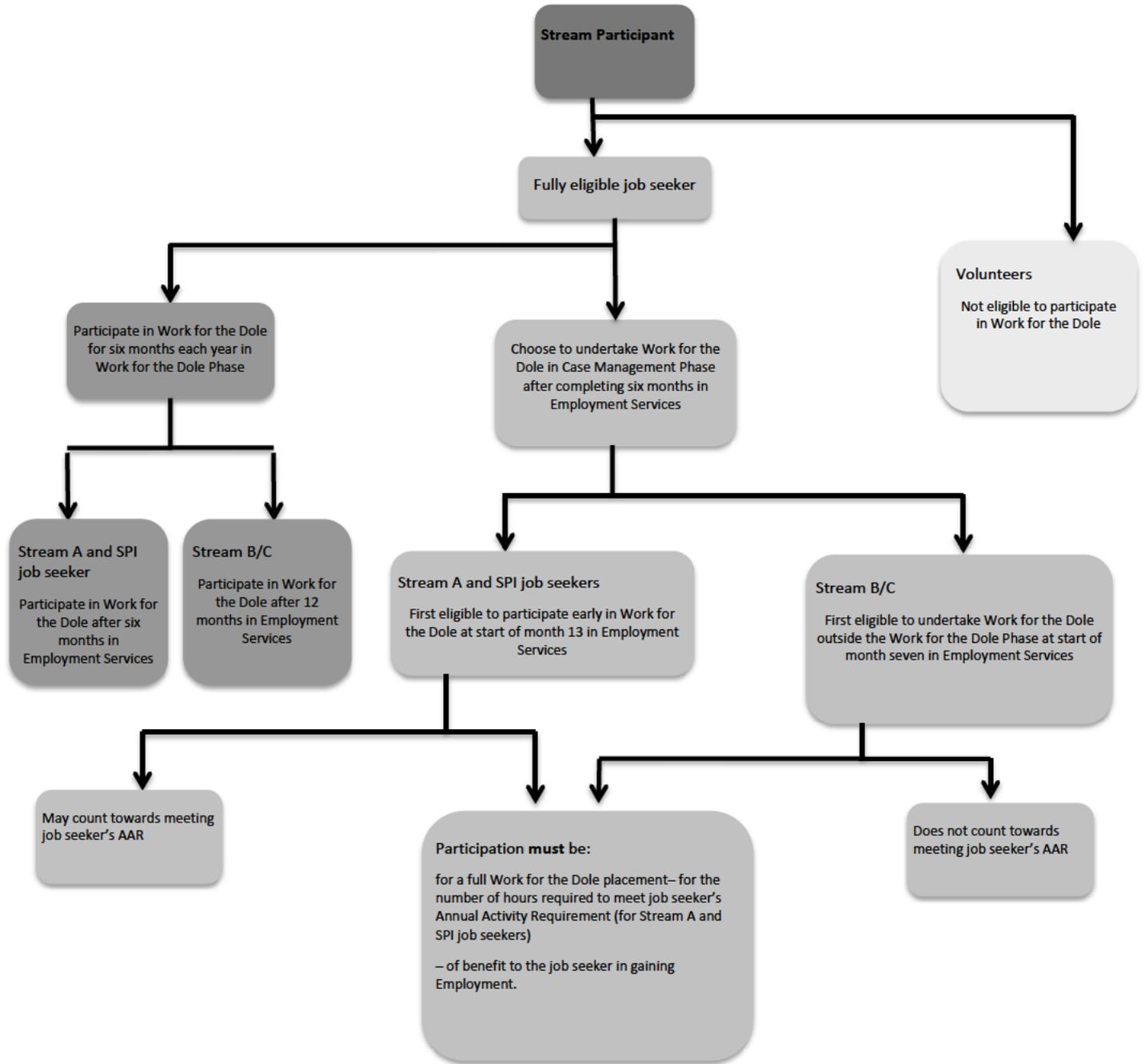
## Media and promotion

Process	Details
<p><b>Media and promotion (Coordinator)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 60</b></li> </ul> <p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.13</b></li> </ul>	<p>Coordinators and Providers <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator or Provider relating to the Services outlined in the Deed, the Coordinator or Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>• use badging and signage issued by the Department</li> <li>• acknowledge the financial and other support received from the Commonwealth, and</li> <li>• provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

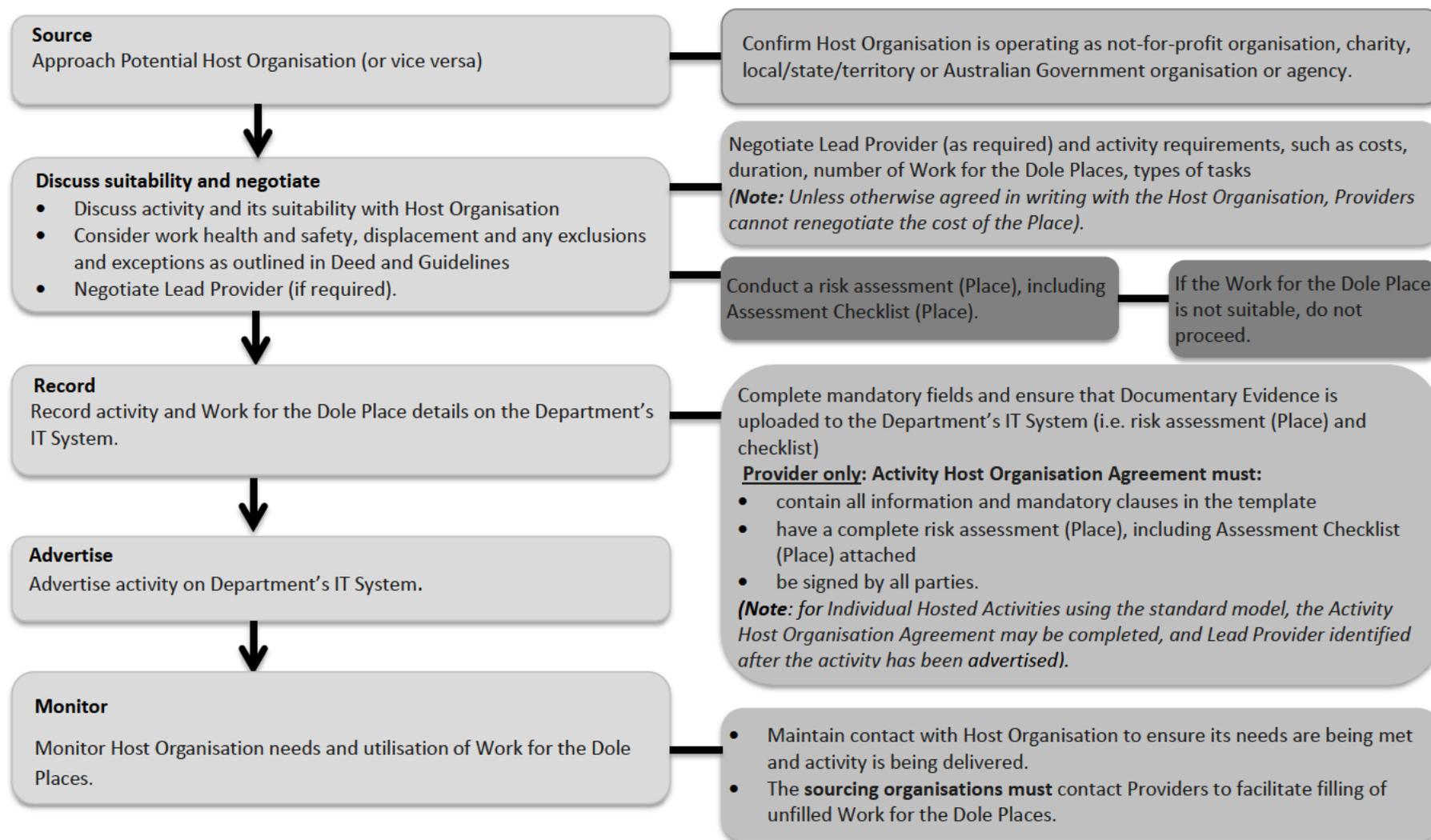
Process	Details
<p><b>Claiming a Work for the Dole Place</b></p>	<p>Before claiming a Place within any Work for the Dole Activity, DES Providers <b>must</b> contact the relevant Coordinator who will either source an activity for them or refer them to a Lead Provider for an existing activity that has Places available for them to claim.</p> <p>Where a Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must not</b> be the Lead Provider for any Work for the Dole Activity, unless they are claiming all Places in a Work for the Dole Activity. In this case Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p>
<p><b>Risk assessment (job seeker)</b></p>	<p>If the DES Provider is not the Lead Provider it <b>must</b> liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> in this Guideline.</p>
<p><b>Fees</b></p>	<p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers <b>must not</b> charge DES Providers an administration or management fee for any reason</p>

	<p>relating to DES Participants undertaking Work for the Dole. <span style="color: red;">Document 6</span></p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p>
<p><b>Recording attendance</b></p>	<p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants <b>must</b> be done through timesheets provided to the Lead Provider and the DES Provider.</p>

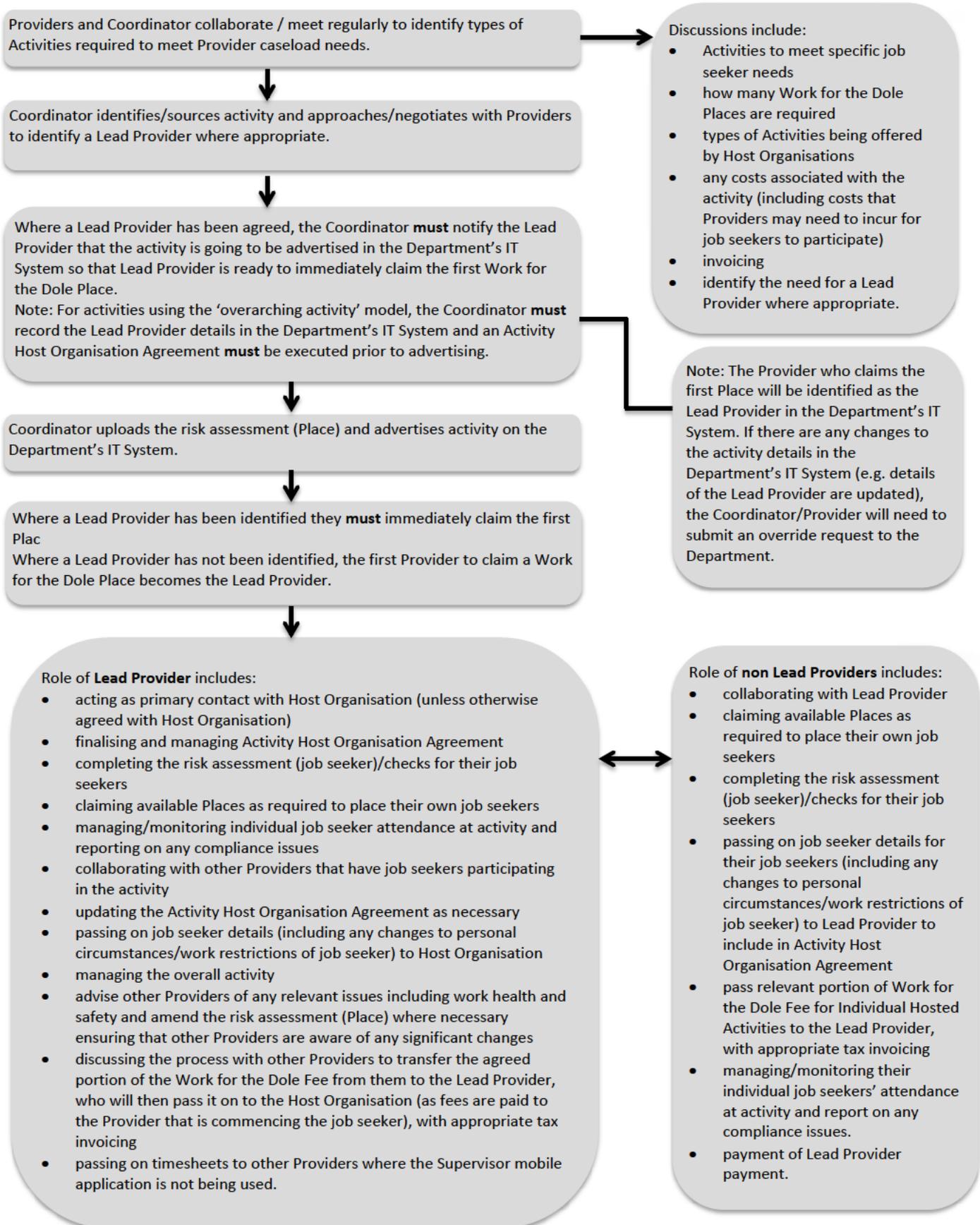
### Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase



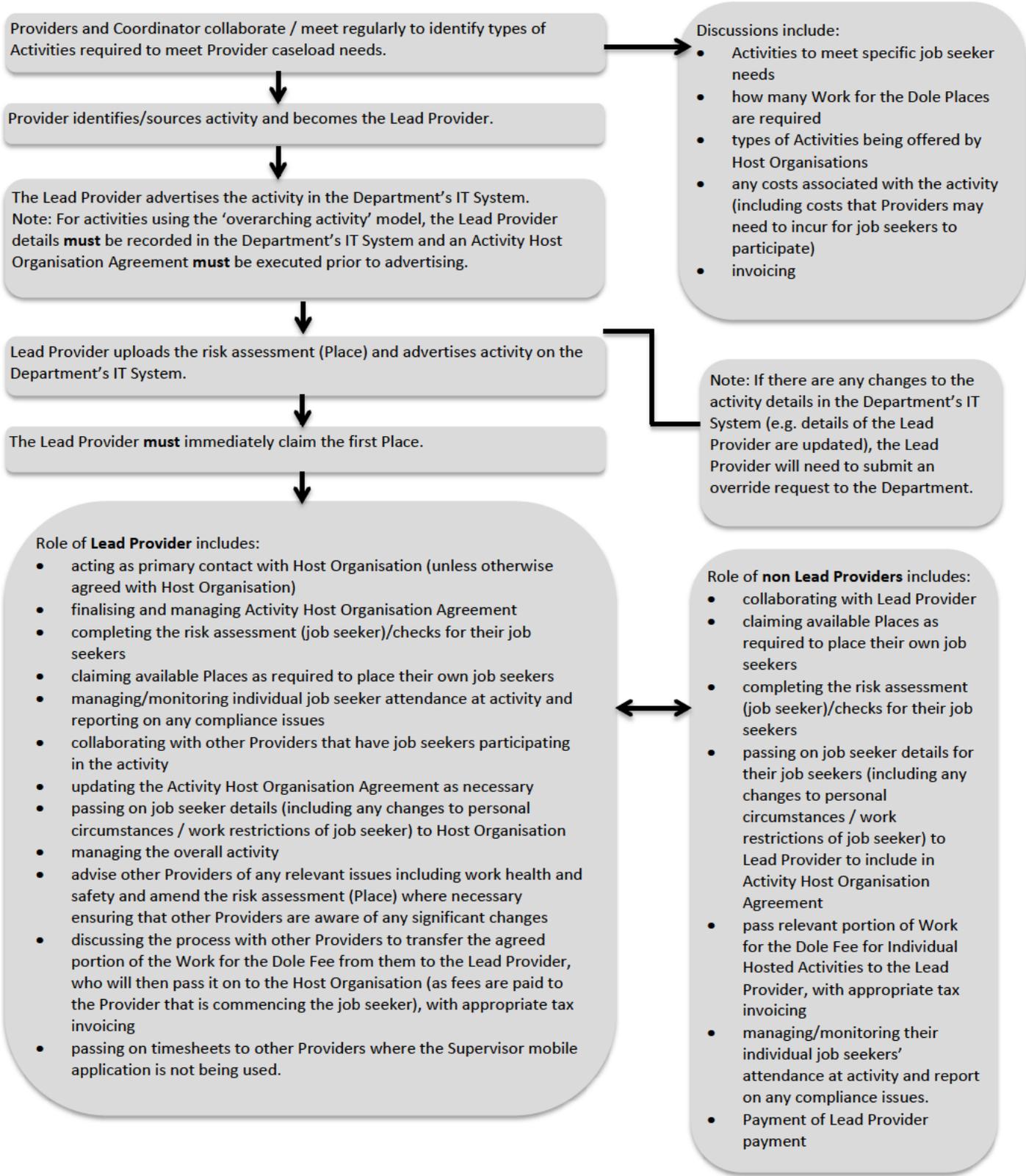
## Attachment C: Sourcing and setting up Work for the Dole activities

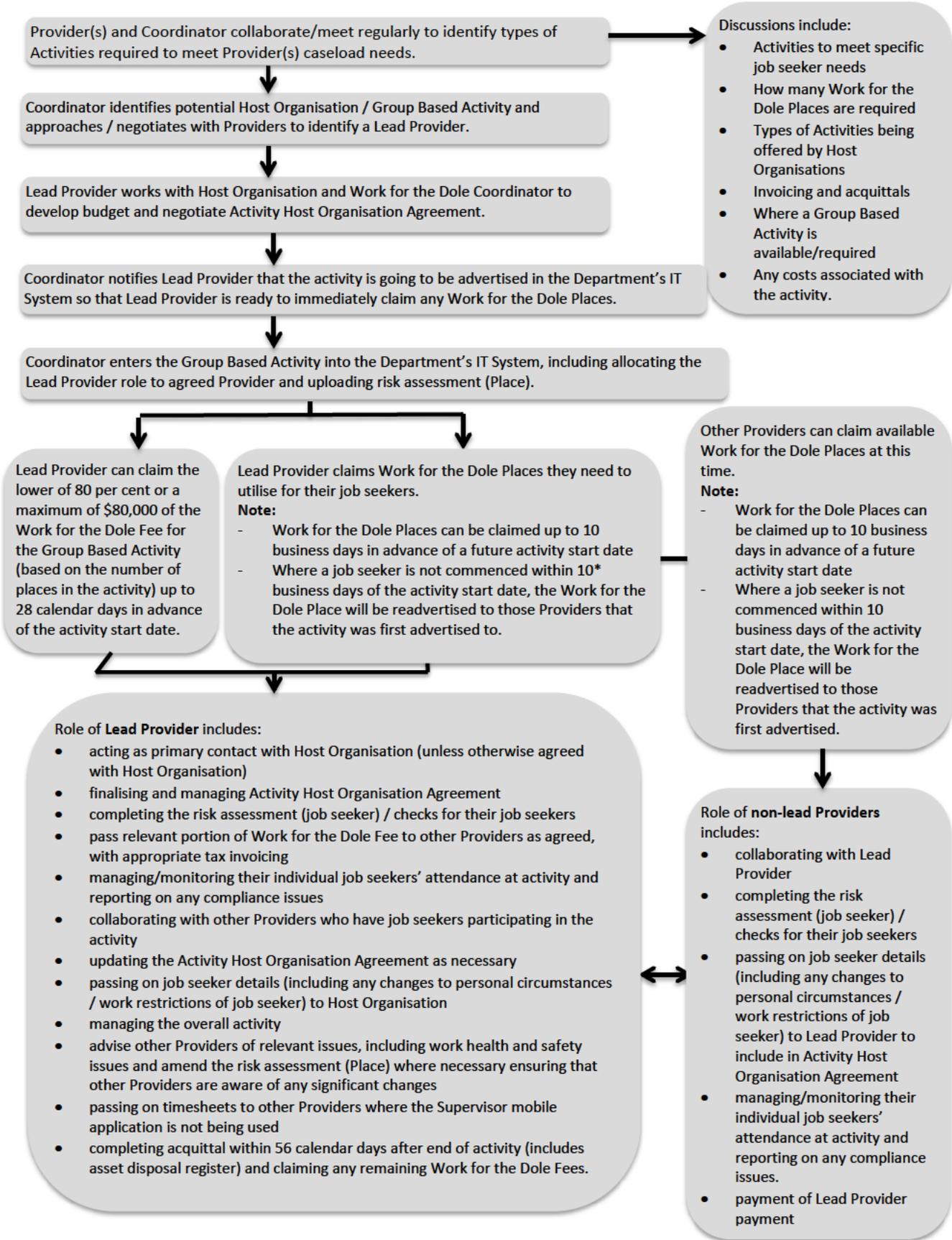


**Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Coordinator**

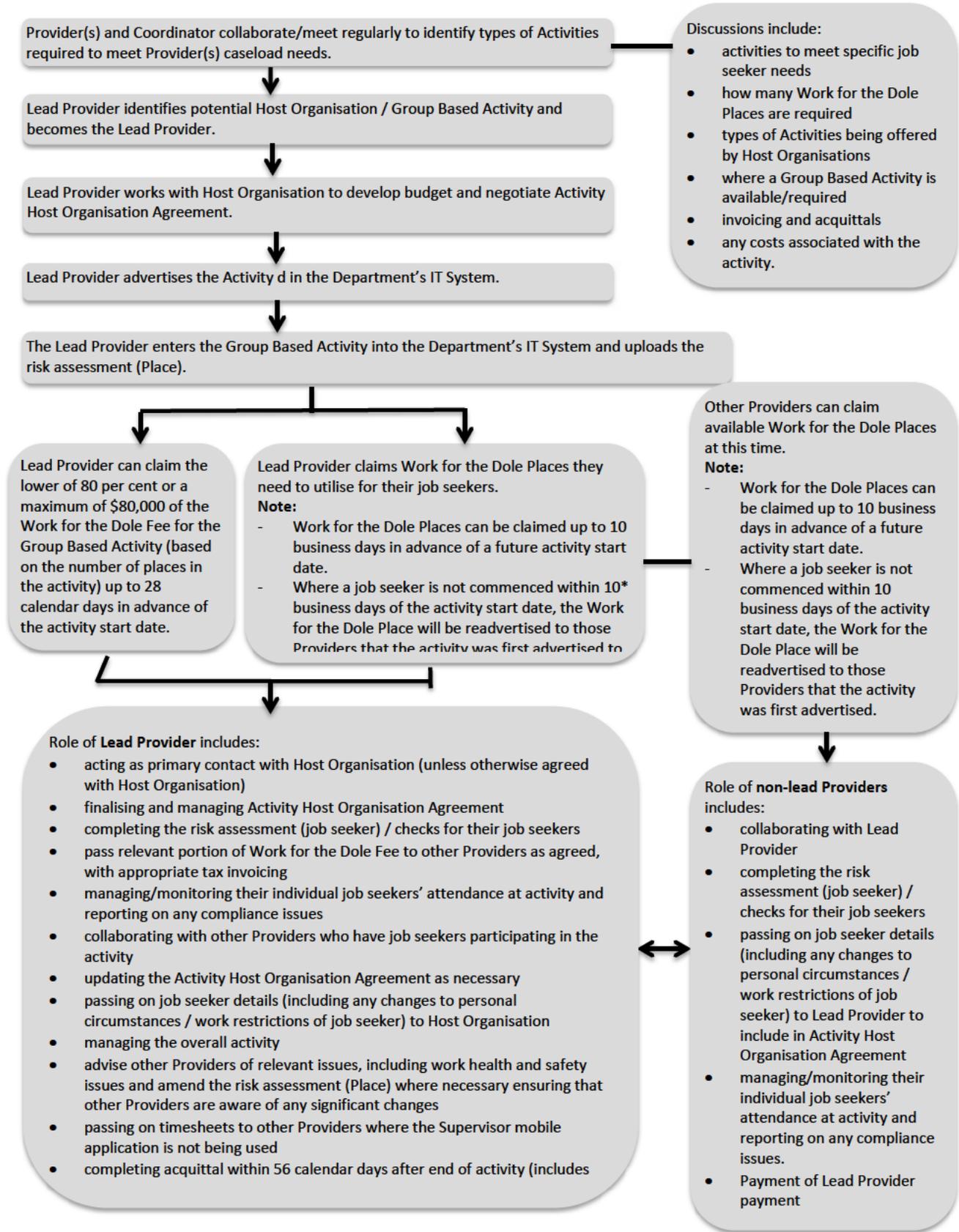


# Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider

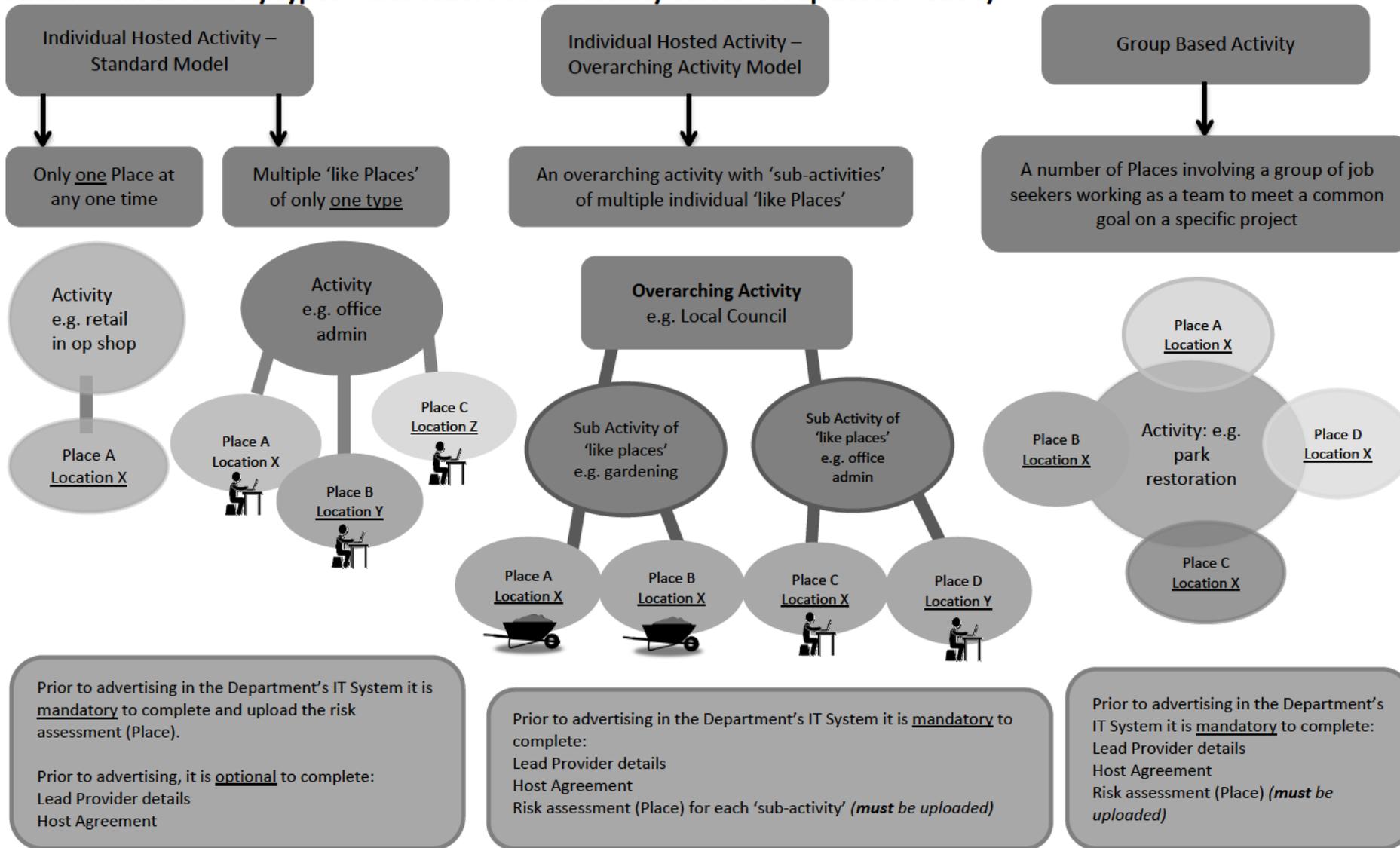




Lead Provider Model—Group Based Activity sourced by a Provider



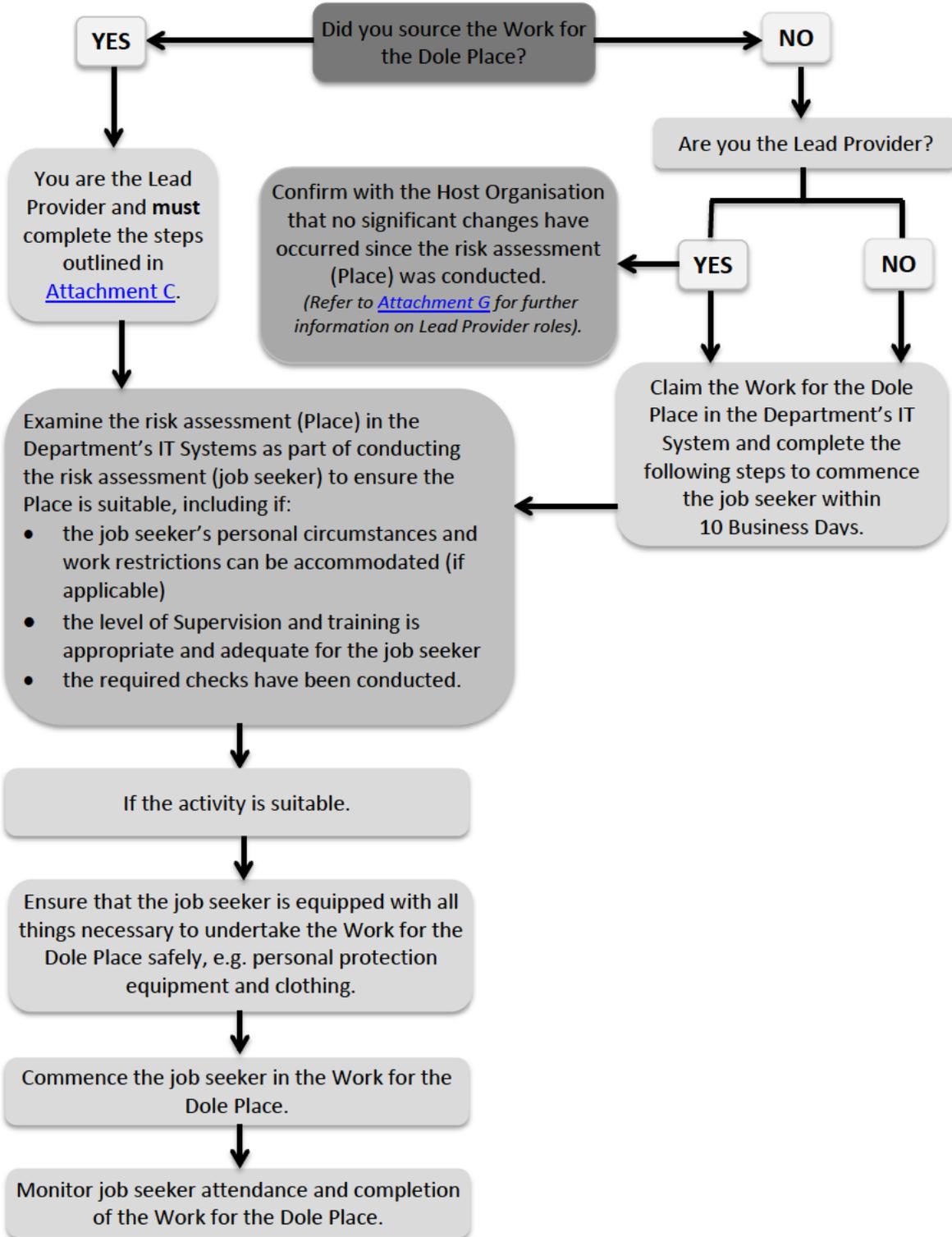
### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Work for the Dole Guideline

Effective Date: 12 September 2016

### Attachment F: Commencing a job seeker in a Work for the Dole Place

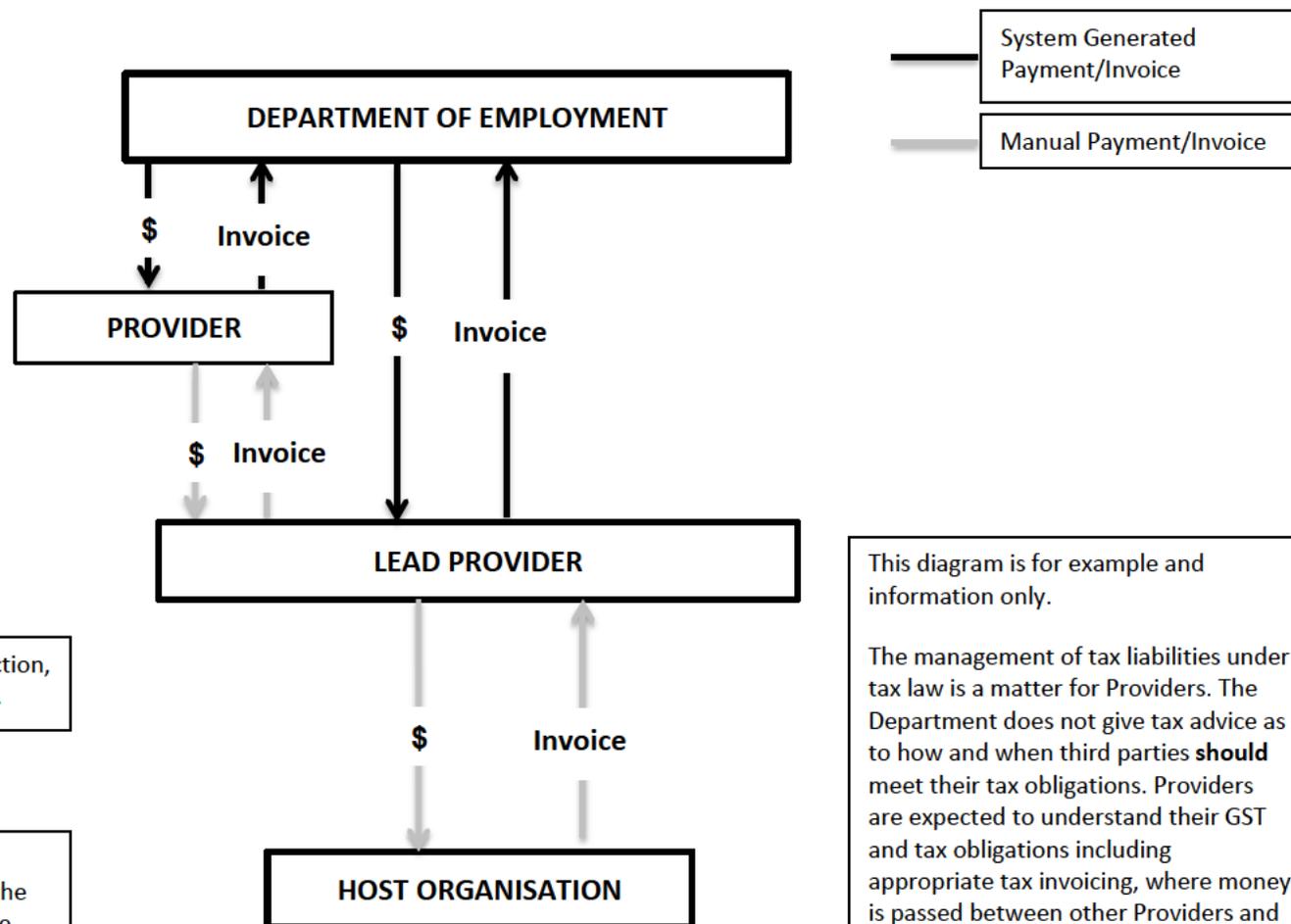


## Attachment G : Invoicing

### Individual Hosted Activities with Multiple Places

Note: Work for the Dole Fees become available to jobactive Providers upon commencement of the first job seeker into an individual hosted place. From this date, Providers have 56 days to lodge their claim for the Work for the Dole Fee.

Lodged claims for the individual hosted Work for the Dole Fees are paid weekly by the Department.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.

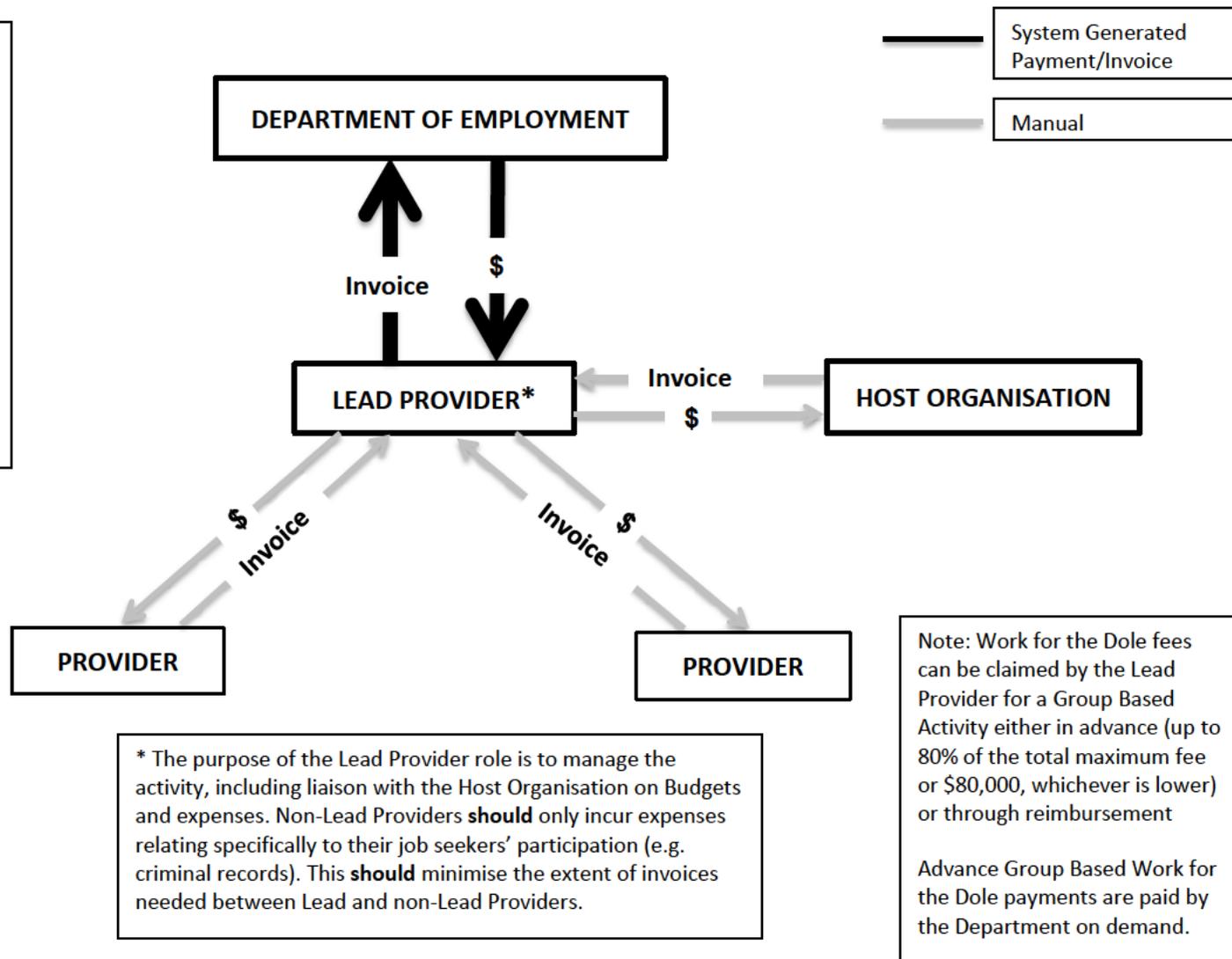
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

### Group Based Activities

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.



# Work for the Dole Guideline

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.7	01 10 2016			Amend Attachment B to reflect change to the timing for Stream A Work for the Dole Phase commencement.
1.6	10 09 2016	12 09 2016	30 09 2016	<p>Removal of key requirements section from the document as these are outlined throughout.</p> <p>Inclusion of a list of relevant reports from the Employment and Community Services Network (ECSN).</p> <p>Movement of sections within the document to improve the flow.</p> <p>Removal of previous Attachment A (Participation in Work for the Dole outside the Work for the Dole Phase).</p> <p>Moved detail of Disability Employment Services to Attachment A.</p> <p>Removal of Attachment H (Risk Assessment Place).</p> <p>Previous Attachment G (Lead Providers) to Attachment D.</p> <p>Inclusion of Invoicing flow chart at Attachment G.</p>
1.5		01 03 16	11 09 16	<p>Inclusion of Lead Provider Payment arrangements (pages 11, 22, 32 and 34).</p> <p>Removal of system update regarding change from 5 to 10 business days to claim a Work for the Dole Place as no longer current (page 19).</p> <p>Use of the Employment Fund to pay for criminal records (page 29).</p> <p>Return of unexpended funds from the Group Based Activity Work for the Dole Fee (page 34).</p>
1.4		23 03 16	n/a	Version 1.5 replaces version 1.4. All changes incorporated into version 1.5.
1.3		07 12 15	29 02 16	<p>Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and</p>

Version	Start Date	Effective date	End date	Change and location
				removed to be published directly to Provider Portal.
1.2		10 07 15	06 12 15	Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services.
1.1		09 07 15	09 07 15	Insertion of logo on checklist and formatting.
1.0		01 05 15	01 05 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an eligible job seeker.

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline sets out the roles and responsibilities of Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements are required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR).

Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole.

Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements and Job Plan Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities focus on providing job seekers with Work-like Experiences that include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Coordinators have been appointed for each Employment Region and will have a key role in securing appropriate Places.

It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider if necessary.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers to improve their job readiness and employability skills, while at the same time benefiting the local community.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the jobactive Deed – Work for the Dole Coordinator) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the jobactive Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision
- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Mutual Obligation Requirements and Job Plan Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)

- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Expenditure Guide](#)
- [Community Support Projects: Concept Approval Template.](#)

Employment and Community Services Network (ECSN) Reports include:

- AM001 – jobactive Activity Management Report
- AM004 – WfD Phase Forecasting Report
- AM003 – WfD Phase Caseload Management
- AM002 – Activity Placement Report
- WDC04 – Coordinator Forecasting Report
- WDC01 – Coordinator Activity Management Report
- SUB122 – Jobactive Caseload Report
- CLMS010 – WfD Coordinator Claims
- CLMS011 – WfD Coordinator Remittance Advice
- CLMS012 – WfD Coordinator Adjustment Note
- Sub205 – WfD Coordinator Claims All
- SUB216 – CDP Job Plan Activity Monitoring

## Participation requirements

Process	Details
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved activities for six months each anniversary year. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject the SPI measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase (Provider)</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to.</p> <p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i> (see Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>).</p> <p>All Work for the Dole Activities, whether undertaken outside or during the Work for the Dole Phase <b>must</b> be added into the job seeker's Job Plan and will become a compulsory activity subject to compliance action if not completed.</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachment B</a> of this Guideline.</p>

Process	Details
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>

## Disability Employment Services

Process	Details
<p><b>DES participants in Work for the Dole</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system. The Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow.</p> <p>For more information in relation to DES participants in Work for the Dole refer to <a href="#">Attachment A</a> in this Guideline.</p>

## Role of stakeholders

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p>Deed clause references:</p> <p>jobactive Deed – Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Clause 19.5</li> <li>Clause 40</li> <li>Schedule 1 B.2</li> <li>Schedule 1 B.3.1</li> <li>Schedule 1 B.3.2</li> <li>Schedule 1 B.3.3</li> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.10</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p><b>Role of the Coordinator</b></p> <p>The primary role of Coordinators is to source sufficient, suitable Work for the Dole Places by engaging with existing and potential Host Organisations. Coordinators <b>must</b> identify suitable Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations.</p> <p><b>Responsibilities of the Coordinator</b></p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>develop and maintain good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>work proactively and collaborate with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>comply with all relevant Commonwealth, state, territory or local authority</li> </ul>

Process	Details
	<p>legislation and regulations, including work health and safety</p> <ul style="list-style-type: none"> <li>• ensure that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained</li> <li>• monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the nature of places is appropriate and that Providers are taking up places, and</li> <li>• report significant issues they identify or that are brought to their attention to the relevant Provider and if appropriate, the Department.</li> </ul> <p><b>Sourcing Places</b></p> <p>As part of securing Work for Dole Places, Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities in consultation with Providers and Host Organisations</li> <li>• ensure Host Organisations understand program requirements</li> <li>• identify the requirements of each Work for the Dole Place</li> <li>• conduct risk assessments and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• retain documentation relating to each Work for the Dole Place they secure</li> <li>• advertise Work for the Dole Places in the Department's IT System, and</li> <li>• maintain contact with Host Organisations.</li> </ul> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole Activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p> <p><b>Collaboration</b></p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety</li> <li>• helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless</p>

Process	Details
<ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18 (a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>otherwise agreed with the Department.</p> <p><b>Responsibilities of the Provider</b></p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <p><b>Managerial</b></p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate, execute and update as necessary, the Activity Host Organisation Agreement in accordance with the Deed <ul style="list-style-type: none"> <li>○ unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</li> </ul> </li> <li>• as the Lead Provider, liaise regularly with the Host Organisation and other Providers (as necessary) to ensure the activity is delivered as agreed</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained, and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations, including work health and safety.</li> </ul> <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• check the Risk Assessment (Place) that has been completed by the Coordinator update it if necessary and take all reasonable steps to ensure that the safety of job seekers and the general public are protected</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure all job seekers referred to a Work for the Dole Place has a current Risk Assessment (Job Seeker)</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• comply with processes outlined in the <a href="#">Insurance Readers Guide</a>, and</li> <li>• act as the Lead Provider where the Provider offers to do so or where the Provider takes the first Place in an Activity.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a> at the back of this Guideline. Providers <b>must</b> provide these Records to the Department upon request.</p> <p><b>Sourcing Places</b></p> <p>It is the primary role of the Coordinator to source places. However, <b>if a Provider sources a Work for the Dole Place(s), the Provider must undertake all of the functions which would have been done by the Coordinator including but not limited</b></p>

Process	Details
	<p><b>to:</b></p> <ul style="list-style-type: none"> <li>planning their activities and ensuring Host Organisations understand program requirements</li> <li>identifying the requirements of each Work for the Dole Place</li> <li>conducting risk assessments and complying with relevant laws and Department policies and procedures on work, health and safety, and</li> <li>maintaining contact with the Host Organisation.</li> </ul> <p>Where the Provider sources the Work for the Dole Activity they will be the Lead Provider for the Activity.</p> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p>
<p><b>Lead Providers</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 110.2</li> <li>Clause 110.3</li> <li>Clause 110.5</li> <li>Clause 124.7</li> <li>Clause 124.8</li> <li>Clause 124.9</li> <li>Clause 124.14</li> <li>Clause 124.16</li> <li>Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.2 (c)</li> <li>Schedule 1 B.3.9 (b)</li> </ul>	<p>Host Organisations <b>should</b> only need to deal with one Provider unless otherwise agreed by the Host Organisation. The Lead Provider is the Provider that has the Activity Host Agreement with the Host Organisation. In order to facilitate this, a Lead Provider <b>must</b> be identified for each activity.</p> <p>Lead Providers are identified one of three ways:</p> <ul style="list-style-type: none"> <li>the Provider has sourced the Work for the Dole Activity</li> <li>the Coordinator has sourced the Place and collaborated with Providers in their Employment Region to identify a suitable Lead Provider before the Activity is advertised on the Department's IT system, or</li> <li>the Coordinator has sourced the Place and the first Provider to claim a Place on the Department's IT system becomes the Lead Provider.</li> </ul> <p>Where a Lead Provider is identified before the Activity is advertised on the Department's IT system, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised so the Lead Provider can immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p>All other Providers that commence a job seeker in a Work for the Dole Place <b>must</b> collaborate with the Lead Provider.</p> <p><b>Lead Provider Payment</b></p> <p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This applies to both Individual Hosted Activities and Group Based Activities.</p> <p>This is detailed further in the <a href="#">Work for the Dole Fees</a> section of this Guideline.</p> <p><b>Responsibilities of the Lead Provider</b></p> <p>The Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>ensure the Host Organisation is aware of program requirements including acquittal requirements prior to finalising the Host Agreement</li> <li>execute or update the Activity Host Organisation Agreement for the Activity,</li> <li>appropriately manage the overall activity and ensure it is delivered as agreed,</li> <li>collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>advise other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/activity tasks</li> <li>amend the risk assessment (Place) and the risk assessment (Job Seeker) where</li> </ul>

Process	Details
	<p>necessary</p> <ul style="list-style-type: none"> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them)</li> <li>• invoice other Providers with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Individual Hosted Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines</li> <li>• pay the relevant Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed.</li> </ul> <p><b>Responsibilities of non-Lead Providers</b></p> <p>Where other Providers (not the Lead Provider) commence a job seeker into an activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• check the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• update the risk assessment (job seeker) as necessary;</li> <li>• pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• monitor and manage the job seeker to ensure participation and compliance</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained; pass the relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider; and invoice the Lead Provider with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Group Based Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines.</li> </ul> <p>Refer to <a href="#">Attachments C</a>, <a href="#">E</a> and <a href="#">F</a> to this Guideline for further information.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.1</li> <li>• Clause 108.11</li> </ul>	<p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>Coordinators <b>should</b> be the first point of contact for existing and potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places if necessary.</p> <p><b>Suitable Host Organisations</b></p>

Process	Details
<p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including Community Support Projects (See Community Support Projects in this Guideline for more information).</p> <p>Coordinators and Providers <b>must</b> satisfy themselves of each Host Organisation’s bona fides. That is, they are of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily.</p> <p>Each Work for the Dole Activity can only have one Host Organisation.</p> <p>When setting up Work for the Dole activities, Work for the Dole Coordinators (and Providers where they source activities) <b>must</b> ensure the eligibility of Host Organisations and advise them of program requirements including the types of documentary evidence that may be required to support any funding received. Work for the Dole Coordinators and Providers <b>should</b> also take into consideration the types of activities undertaken by a Host Organisation to ensure that Work for the Dole activities meet program requirements and does not bring the Commonwealth into disrepute.</p> <p><b>Third Party Intermediaries</b></p> <p>Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations.</p> <p>Coordinators and Providers <b>must</b> exercise due diligence when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the <i>jobactive</i> Deed and these Guidelines.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker’s skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months in duration over any other type or length of Place ( Priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p><b>Work for the Dole activities outside normal business hours</b></p> <p>Job seekers may participate in Work for the Dole activities outside of core business hours. However, the job seeker will also need to agree to the activity before-hand and inform the Provider if there are barriers to their participation, such as transport or</p>

Process	Details
	<p>caring responsibilities.</p> <p>If the job seeker does not agree to the activity, then the Provider <b>must</b> consider putting the job seeker in an activity they were likely to be able to comply with, such as the same Activity being undertaken during core business hours or a different Activity being done during core business hours.</p>
<p><b>Vulnerable cohorts</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1 (b)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (d)(e)</li> <li>• Schedule 1 B.3.6 (f)(h)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable cohorts, Coordinators and Providers:</p> <ul style="list-style-type: none"> <li>• <b>must</b> ensure activities are fit for purpose (that is, appropriate to achieving the program objectives)</li> <li>• <b>must</b> exercise care and judgement when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. Consideration <b>should</b> be given to the type of interaction that is likely to take place in the Activity. For example, some activities may involve working directly with vulnerable cohorts (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)</li> <li>• <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place</li> <li>• <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts, and</li> <li>• <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• people who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: ‘Continuous Supervision’ means that a job seeker <b>must</b> be with or alongside the Supervisor or within the Supervisor’s line of sight at all times while undertaking the Activity.</p>
<p><b>Negotiating cost of Work for the Dole Places</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that:</p> <ul style="list-style-type: none"> <li>• the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation</li> <li>• Work for the Dole Fees are not a grant and there is no guarantee of re-current funding</li> <li>• Host Organisations <b>should not</b> rely on Work for the Dole funding to support their operations</li> <li>• The Work for the Dole Fee will need to cover the duration of the Place, regardless</li> </ul>

Process	Details
<p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6 (k)</li> </ul>	<p>of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)</p> <ul style="list-style-type: none"> <li>• for Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, the fee paid to Providers and the Host Organisation (unless Providers have sufficient funds from the Work for the Dole Fee to pass on the full agreed amount) will be pro-rated.</li> </ul> <p><i>An example of a pro-rated fee would be if an individual activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).</i></p> <p>Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the place/activity remains unchanged</p> <ul style="list-style-type: none"> <li>• the Lead Provider of the Activity will be paid up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee (for those job seekers referred by a non-Lead Provider and is the first to commence in the place).</li> </ul> <p><b>Coordinators negotiating the Work for the Dole Fee</b></p> <p>When determining the indicative amount of the Work for the Dole Fee that is to be passed on to the Host Organisation, Coordinators <b>should</b> keep in mind:</p> <ul style="list-style-type: none"> <li>• any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police and other checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation</li> <li>• the Lead Provider payment of up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee, for multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place.</li> </ul> <p>Wherever possible Coordinators <b>must</b> include Lead Providers in the negotiation of Group Based Activity Budgets.</p>
<p><b>Activity types (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.4 (b)(d)</li> <li>• Schedule 1 B.3.6 (g)(h)(j)</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or '<a href="#">overarching activity</a>' model. The 'overarching model' allows an activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-activities' of individual 'like Places', this activity would be entered into the system using the 'overarching activity' model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>• retail tasks in a charity shopfront</li> <li>• warehousing</li> <li>• sorting of goods such as clothing or electrical items</li> <li>• cleaning</li> <li>• mowing lawns</li> <li>• weeding</li> <li>• rubbish collection</li> <li>• maintaining and tending a community garden</li> <li>• administration tasks such as filing</li> <li>• ongoing work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>• assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Host Activity Agreement and Risk Assessment (Place) <b>must</b> be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>• have a specific goal and/or deliverable with an identified end date, and</li> <li>• involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul> <p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>• building garden beds for a community garden</li> <li>• helping to establish a social enterprise</li> <li>• archiving hard copy files to an electronic system</li> <li>• establishing a community news letter</li> <li>• designing and preparing a Cultural Festival</li> <li>• construction of a bus shelter</li> <li>• renovating a Community Hall</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• setting up a database</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul> <p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>While Group Based Activities are primarily to be reserved for Stream C Participants there is some flexibility for participants from Stream A or B to be placed in Group Based Activities. For example, where there are insufficient Stream C participants available to support the needs of the Host Organisation.</p> <p><i>For example, a group activity in a small rural location could include a mixture of Stream A, B and C job seekers where:</i></p> <ul style="list-style-type: none"> <li>• <i>they are the only job seekers available in the location (subject to the Activity being suitable for the job seeker)</i></li> <li>• <i>the only Work for the Dole Activity available in the area at the time is a Group Based Activity.</i></li> </ul> <p>While the priority is on securing Individual Hosted Activities, there will also be circumstances where Group Based Activities are the most appropriate. For example, in a regional area where there are limited number of Host Organisations or options for activities.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<b>Community Support Projects</b>	<p>Where a natural disaster has occurred, Work for the Dole activities <b>must</b>, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).</p> <p>CSPs are projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.</p> <p>CSPs:</p> <ul style="list-style-type: none"> <li>• respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters</li> <li>• assist not-for-profit and volunteer organisations that are supporting affected communities</li> <li>• support local residents and assist rebuilding of the local economy</li> <li>• provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure</li> <li>• respond to other events and/or identified tasks that positively impact on local communities or at a national level, and</li> <li>• assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.</li> </ul>

Process	Details
	<p>CSPs can include, but are not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• clearing debris—for example, leaves and garden material</li> <li>• repairing fencing and building</li> <li>• clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened</li> <li>• assisting community organisations with tasks such as packaging and delivering meals</li> <li>• sorting, packaging or displaying goods in local opportunity shops</li> <li>• minor gardening and home maintenance activities through community care organisations</li> <li>• park and riverbank restoration following the subsidence of floodwaters</li> <li>• restoration of local council areas</li> <li>• large-scale park/garden restoration projects or revegetation management projects</li> <li>• restoring historical public buildings or culturally significant sites</li> <li>• assisting with replanting of food plantations destroyed by a disaster, and</li> <li>• working in state/territory or Australian Government Botanic Gardens or National Parks.</li> </ul> <p><b>Flexibilities available in Natural Disaster Zones/Areas for CSPs</b></p> <p>The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators <b>must</b> continue to meet all other Deed and Guideline requirements.</p> <p>This means that Providers or Coordinators can develop Activities that:</p> <ul style="list-style-type: none"> <li>• operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled</li> <li>• carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or</li> <li>• would not normally be allowed because the activity or Host Organisation has received government funding.</li> </ul> <p><b>Implementation</b></p> <p>CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators <b>should</b> consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.</p> <p>Providers and Coordinators <b>must</b> submit a proposal for any CSPs to the Department for its approval. Providers or Coordinators <b>must</b> demonstrate in their proposal:</p> <ul style="list-style-type: none"> <li>• broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to</li> </ul>

Process	Details
	<p>normal life as soon as possible)</p> <ul style="list-style-type: none"> <li>• that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area</li> <li>• a focus on repair and restoration work (Activities <b>should not</b> be seen to add value over and above what was previously in place)</li> <li>• that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,</li> <li>• that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.</li> </ul> <p>On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.</p> <p>Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.</p> <p><b>Who can be the Host Organisation for CSPs?</b></p> <p>CSPs <b>must</b> only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.</p> <p><b>Use of Work for the Dole Fees</b></p> <p>Work for the Dole Fees <b>must not</b> be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.</p> <p>In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:</p> <ul style="list-style-type: none"> <li>• additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place</li> <li>• material costs such as water, fuel, stock feed and fencing materials</li> <li>• upgrades to equipment owned by a landowner, or</li> <li>• costs involved in the transport of such things as fencing material or stock feed.</li> </ul> <p>Providers <b>should</b> adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees <b>should</b> be used for.</p> <p><b>Entering CSPs into the Department’s IT System</b></p> <p>When entering Work for the Dole CSPs into the Department’s IT System, Providers or Coordinators need to select ‘Work for the Dole’ in the Activity Type field of the Activity Search screen and then select ‘Community Support Project’ as the subtype.</p> <p>Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.</p> <p>A form is available on the Provider Portal for Providers or Coordinators to complete</p>

Process	Details
<p><b>Exclusions and exceptions</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.1</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5</b></li> </ul>	<p>when proposing CSPs.</p> <p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole Activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker’s own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department’s prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole Activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole Activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician’s licence or a bus driver’s licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.9</b></li> <li>• <b>Clause 108.1 (j)</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.5 (j)</b></li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must not</b> proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p>

Process	Details
	<p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1 (a)</li> <li>• Clause 108.1 (b)</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must not</b> secure a Work for the Dole Activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, <b>unless the Department agrees otherwise in writing</b>. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p><b>Note:</b> The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p>jobactive Deed-Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p> <p>The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole Activity (the frequency of</li> </ul>

Process	Details
	<p>these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</p> <ul style="list-style-type: none"> <li>advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Checks</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 8</li> <li>Clause 111.2</li> <li>Clause 111.3</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (k)</li> <li>Schedule 1 B.3.9 (a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department's IT System as part of advertising the Work for the Dole Place.</p> <p>Where checks are required, the Provider <b>must</b> arrange and pay for the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the <a href="#">Employment Fund General Account Guideline</a>. The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check(s) have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed.</p> <p>If the job seeker is considered unsuitable for the Activity, the Provider <b>must</b> commence the job seeker in a suitable alternative Place or other Approved Activity.</p>
<p><b>Provision of training</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 108.16</li> <li>Clause 110.5 (c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (j)</li> </ul>	<p>Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training <b>must not</b> be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>work health and safety training</li> <li>'on the job' training related to the placement, and</li> <li>use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision</b></p>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable</p>

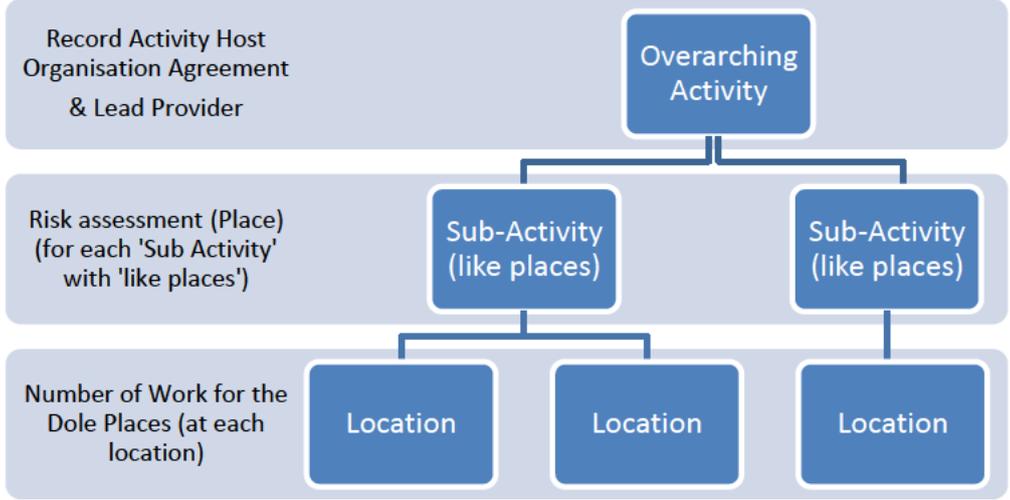
Process	Details
<p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6 (h)</li> </ul>	<p>cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators (or the Provider who sources the Place) <b>must</b> carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators (or the Provider who sources the Place) <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities.</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Lead Providers <b>must</b> ensure, throughout the Activity that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced) during an Activity, Coordinators and Lead Providers <b>should</b> ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. The supervision details <b>should</b> be updated in the risk assessments.</p> <p>Lead Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p>	<p>A Coordinator (or the Provider who sources the Place) that sources the Place, <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities according to caseload needs and advice from Host Organisations</li> <li>• ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>• ensure Host Organisations are aware of program requirements</li> </ul>

Process	Details
<p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.17</b></li> <li>• <b>Clause 108.18</b></li> <li>• <b>Clause 110.2</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1 (c)</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<ul style="list-style-type: none"> <li>• ensure the activity is fit for purpose (that is meets program objectives and does not bring the Commonwealth into disrepute)</li> <li>• develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places</li> <li>• this includes ensuring <ul style="list-style-type: none"> <li>a. the location and available amenities are suitable;</li> <li>b. any equipment required for the delivery of the activity will be available and suitable for the number of participants</li> </ul> </li> <li>• ensure the Risk Assessment (Place) is undertaken by a Competent Person and other checks outlined in the <a href="#">Work Health and Safety</a> section below are completed</li> <li>• record the activity and Place details on the Department's IT System for advertising</li> <li>• identify a Lead Provider for the Activity (see <a href="#">Lead Providers</a> and <a href="#">Attachment D</a> to this Guideline for more information)</li> <li>• record the Activity and place details on the Department's IT System for advertising.</li> </ul> <p>Coordinators can advertise activities well in advance of an Activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Coordinator-sourced Work for the Dole Places across each Employment Region to ensure these are fairly distributed, for example, based on caseload needs and job seeker location.</p> <p>For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p>
<p><b>Record Activity on the Department's IT System</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details</li> <li>• an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place(s)</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each. Work for the Dole Places <b>must</b> be a minimum of 15 hours per week for the duration of the activity in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p> <p><b>Advertising the Place/Activity.</b></p> <p>Coordinators and Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.</p> <p>The Coordinator can hold Places for the Lead Provider for up to 48 hours before</p>

Process	Details
	<p>advertising the place(s) more broadly.</p> <p>Once the Coordinator advertises an activity more broadly on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and is managed on a 'first come, first served' basis. Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>Where a Place is claimed by a Provider and a job seeker is referred, but not commenced within 10 days, the Place will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Work for the Dole activities involving multiple 'like Places' in an Individual Hosted Activity</b> (Coordinator or Provider)</p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this activity can be entered into the Department's IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple 'like Places' of only one type (the standard model), or</li> <li>• an 'overarching activity'. An 'overarching activity' will be made up of 'sub-activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-activity'.</li> </ul> <p>Under an 'overarching activity' model, Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) <b>must:</b></p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul>

Process	Details
	 <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Claiming a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.7</li> <li>• Clause 108.8</li> </ul>	<p>Providers can claim a Work for the Dole Place up to 5 business days prior to a job seeker entering the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.</p> <p>Providers are able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references:</p>	<p>Providers <b>must</b> consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and capabilities of the job seeker.</p> <p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work</li> </ul>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>restrictions (see <a href="#">Work Health and Safety</a> below), and</p> <ul style="list-style-type: none"> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> in this Guideline).</li> </ul> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>. Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline.</p>

Process	Details
<p><b>Work health and safety</b></p>	<p>Providers <b>must</b> ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers <b>must</b> consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.</p>
<p><b>Insurance</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5 (g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6 (c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <p>The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions.</p> <p>For further information on the insurance policies, please refer to the <a href="#">Insurance Readers Guide</a> and insurance policies which are available on the Provider Portal.</p> <p>The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Competent Person</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.4</li> <li>• Annexure A1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose.</p> <p>A ‘Competent Person’ is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer <a href="#">Model Work Health and Safety (WHS) Act 2011</a>).</p> <p>Coordinators and Providers <b>should</b> keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. Coordinators and Providers <b>must</b> provide these details to the Department upon request.</p>
<p><b>Risk assessment (Place)</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) for each Work for the Dole Activity and <b>must</b> satisfy themselves that there is a safe system of work in place.</p> <p>The risk assessment (Place) <b>must</b> identify and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the activity (in accordance with the Deed)—for example, all hazards and risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual</li> </ul>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 110.5</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.11</b></li> </ul>	<p>handling)</p> <ul style="list-style-type: none"> <li>• chemical (acids, poisons, asbestos, flammable and hazardous substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)</li> <li>• electrical equipment (all electrical equipment is tested and tagged e.g. machinery, power tools, kitchen appliances)</li> <li>• warehousing, traffic management and driving (traffic and pedestrian interactions marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)</li> <li>• emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits are in place).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• the nature, scope and duration of any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker's Provider</li> <li>• whether the activity will involve direct or indirect interaction with Children, the elderly or other <a href="#">Vulnerable Cohorts</a> and whether relevant checks <b>should</b> be undertaken.</li> <li>• confirmation that: <ul style="list-style-type: none"> <li>○ where the activity involves people from vulnerable cohorts, the Host Organisation will provide continuous supervision for the duration of the Activity</li> <li>○ the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and</li> <li>○ the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers</li> </ul> </li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including: <ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and</li> </ul> </li> </ul>

Process	Details
	<p>appropriately managed.</p> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must not</b> be considered a suitable Work for the Dole Place.</p> <p><b>Multiple Work for the Dole Places in Individual Hosted Activities</b></p> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p><b>Work for the Dole Activities with Multiple Locations</b></p> <p>Where the Work for the Dole Activity (whether it is multiple Work for the Dole Places in Individual Hosted Activities or a Group Based Activity) involves job seekers undertaking tasks across <u>multiple locations</u>, one comprehensive risk assessment (Place) may be conducted. However the risk assessment (Place) <b>must</b> clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.</p> <p><b>Updating the risk assessment (Place)</b></p> <p>It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) in accordance with the Deed. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>Any time the risk assessment (Place) is updated the Lead Provider <b>must</b> immediately notify other Providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their Risk Assessment (Job Seeker) and determine if the activity is still suitable for the job seeker.</p> <p>If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must</b> cease the activity and notify the Host Organisation, other Providers and their Departmental Account Manager.</p>
<p><b>Assessment Checklist (Place)</b></p> <p>Deed clause references:</p> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> <li>• Schedule 1 B.3.9</li> </ul>	<p>The Coordinator or the Provider which has sourced the Place <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed in the format provided and the content <b>must not</b> be altered.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Coordinator (or Lead Provider) <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>• provide these Records to the Department upon request.</li> </ul>

Process	Details
<p><b>Risk assessment (job seeker)</b></p> <p><b>(Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 110.1</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.5</b></li> <li>• <b>Clause 111</b></li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>Where a Place is not suitable for a job seeker the job seeker <b>must not</b> be referred to the Place.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department’s checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department’s requirements.</p> <p>As part of conducting the risk assessment (job seeker) the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• check the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>• determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised.</li> </ul> <p>The risk assessment (job seeker) <b>must</b> specify the relevant activity details and cover:</p> <ul style="list-style-type: none"> <li>• any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> <li>• any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>• that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>• that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>• that the job seeker has been advised of the work health and safety and incident reporting processes and escalation</li> <li>• that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a></li> <li>• any checks required have been completed (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks), and</li> <li>• the job seeker’s personal circumstances and work restrictions. This could include, but is not limited to: <ul style="list-style-type: none"> <li>○ working capabilities and capacity</li> <li>○ transport restrictions</li> <li>○ carer responsibilities</li> <li>○ specific injuries</li> <li>○ pregnancy</li> <li>○ allergies or other health issues (e.g. diabetes), and</li> <li>○ history of aggressive behaviour.</li> </ul> </li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p>

Process	Details
	A risk assessment (job seeker) which <b>must</b> be conducted for each participant against each Place they are referred and updated as necessary if there are changes to the Risk Assessment (Place) or changes to the activity tasks or circumstances.

Process	Details
<p><b>Reporting and managing incidents</b> (Coordinator or Provider)</p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>Providers <b>must</b> report and manage any incidents involving job seekers.</p> <p>Where the Coordinator sourced the place, the Host Organisation may choose to liaise directly with the Coordinator rather than the Provider either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help manage this process.</p> <p><b>Incidents</b></p> <p>If a job seeker or member of the public sustains an injury during an Activity, the Provider <b>should</b> ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death of a job seeker the Supervisor <b>must</b> call emergency services and try and protect other job seekers from unnecessary trauma where possible.</p> <p><b>When must an Incident be reported?</b></p> <p>The Provider <b>must</b> notify Arthur J. Gallagher Pty Ltd and their Account Manager within 24 hours of any incident and/or near miss during the activity, including those:</p> <ul style="list-style-type: none"> <li>• that result in accident, injury or death of: <ul style="list-style-type: none"> <li>○ any job seeker (including where the incident occurs while the job seeker is travelling to and from an Activity)</li> <li>○ any Personnel involved in the delivery or supervision of the activity</li> <li>○ members of the general public.</li> </ul> </li> </ul> <p><b>All Incidents – both Personal Accident and Public and Products Liability</b></p> <p>Providers <b>must</b> complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time). A copy <b>must</b> be submitted to the Arthur J. Gallagher Pty Ltd and the Account Manager.</p> <ul style="list-style-type: none"> <li>• A <i>personal accident/non Medicare expenses claim form/incident report</i> <b>must</b> be completed when an incident involves a job seeker’s accident, injury or death</li> <li>• A <i>public and products liability claim form/incident report</i> is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.</li> </ul> <p>The incident report <b>must</b> identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to lodge a Participation Report.</p> <p>It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.</p> <p>For further information in relation to the process for reporting incidents and completing incident forms refer to the <a href="#">Insurance Readers Guide</a>.</p> <p><b><u>Recording Requirements in ESS</u></b></p> <p>The Provider <b>should</b> record details of incidents or accidents in the ‘Job Seeker Participant Event’ screen in the Employment Services System (ESS). The Provider is</p>

Process	Details
	<p>also able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of the ESS, whether or not the incident is associated with a police report.</p> <p>For further information on the incident reporting process, see the <a href="#">Insurance Readers Guide</a>, <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole Activity. A template agreement is available on the Provider Portal for Providers to use.</p> <p>The Activity Host Organisation Agreement <b>must</b> always be between the Provider and the Host Organisation.</p> <p>Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, any clauses specified by the Department, for example on displacement and work health and safety.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers, and the acquittal requirements for Host Organisations <b>must</b> be detailed in the Activity Host Organisation Agreement. A provision to close the activity early if this is appropriate and will avoid incurring unnecessary costs <b>should</b> also be included.</p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> check the risk assessment (Place), confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

## Managing job seekers

Process	Details
<b>Managing job seekers undertaking Work for</b>	The Provider <b>must</b> schedule job seekers' participation requirements into the 'Activity Diary'—a tool in the Department's IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.

Process	Details
<p><b>the Dole activities</b> (Provider)</p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 106.1</li> <li>• Clause 111</li> <li>• Section B18</li> </ul>	<p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the ‘Supervisor’ mobile device application) so that it can be confirmed whether a job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker’s participation. For more information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity</li> <li>• replace any participant who leaves a Work for the Dole Place early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

## Work for the Dole Fees

Process	Details
<p><b>Work for the Dole Fees</b> (Provider)</p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.5</li> <li>• Clause 124</li> <li>• Annexure A1</li> <li>• Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Fees are not a grant.</p> <p>Work for the Dole Places will be funded on the basis that they are of six months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>A Provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable Persons Checks are to be paid for by the Work for the Dole Fee.</p> <p><b>Note:</b> For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place.</p> <p><b>Lead Provider Payment</b></p> <p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This <b>should</b> be factored into the activity’s agreed costs.</p> <p>For Places that are less than six months in length, the Lead Provider payment will be</p>

Process	Details																																			
	<p>pro-rated based on the intended length of the Activity.</p> <p>Two generic examples are detailed below, noting the IT system calculates pro-rata payments on a monthly basis which may vary the amounts shown below.</p> <table border="1" data-bbox="632 293 1294 678"> <thead> <tr> <th data-bbox="632 293 847 398">Activity Length</th> <th data-bbox="847 293 1062 398">Lead Provider payment</th> <th data-bbox="1062 293 1294 398">Individual Host Activity</th> </tr> </thead> <tbody> <tr> <td data-bbox="632 398 847 539">6 month Activity</td> <td data-bbox="847 398 1062 539">Eligible for up to \$100 per Place</td> <td data-bbox="1062 398 1294 539">Up to \$900 per Place</td> </tr> <tr> <td data-bbox="632 539 847 678">3 month Activity</td> <td data-bbox="847 539 1062 678">Eligible for up to \$50 per Place</td> <td data-bbox="1062 539 1294 678">Up to \$450 per Place</td> </tr> </tbody> </table>	Activity Length	Lead Provider payment	Individual Host Activity	6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place																										
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<p><b>Pro rata Work for the Dole Fees</b></p>	<p>Pro-rata payments are calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rated amount of the fee will be paid to the Provider, which may result in a pro-rated amount of the agreed fee being passed on to the Host Organisation. The Provider may decide to pay the Host Organisation the agreed amount from unspent Work for the Dole Fees.</p> <p>The table below provides a breakdown of the pro rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider <b>should</b> make the Host Organisation aware of any reduction to the negotiated fee.</p> <p>For example if an Individual Activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).</p> <p>Table 1: Pro-Rata Work for the Dole Fee – six month Activity</p> <table border="1" data-bbox="507 1294 1544 1776"> <thead> <tr> <th data-bbox="507 1294 751 1458">Month of first job seeker commencement</th> <th data-bbox="751 1294 932 1458">Eligible Work for the Dole Fee</th> <th data-bbox="932 1294 1145 1458">Lead Provider Payment</th> <th data-bbox="1145 1294 1331 1458">Individual Host Activity</th> <th data-bbox="1331 1294 1544 1458"></th> </tr> </thead> <tbody> <tr> <td data-bbox="507 1458 751 1509">First Month</td> <td data-bbox="751 1458 932 1509">\$1000</td> <td data-bbox="932 1458 1145 1509">\$100</td> <td data-bbox="1145 1458 1331 1509">\$900</td> <td data-bbox="1331 1458 1544 1509">(full fee)</td> </tr> <tr> <td data-bbox="507 1509 751 1561">Second Month</td> <td data-bbox="751 1509 932 1561">\$833.33</td> <td data-bbox="932 1509 1145 1561">\$100</td> <td data-bbox="1145 1509 1331 1561">\$733.33</td> <td data-bbox="1331 1509 1544 1561">(5/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1561 751 1612">Third Month</td> <td data-bbox="751 1561 932 1612">\$666.67</td> <td data-bbox="932 1561 1145 1612">\$100</td> <td data-bbox="1145 1561 1331 1612">\$566.67</td> <td data-bbox="1331 1561 1544 1612">(4/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1612 751 1664">Fourth Month</td> <td data-bbox="751 1612 932 1664">\$500.00</td> <td data-bbox="932 1612 1145 1664">\$100</td> <td data-bbox="1145 1612 1331 1664">\$400.00</td> <td data-bbox="1331 1612 1544 1664">(3/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1664 751 1715">Fifth Month</td> <td data-bbox="751 1664 932 1715">\$333.33</td> <td data-bbox="932 1664 1145 1715">\$100</td> <td data-bbox="1145 1664 1331 1715">\$233.33</td> <td data-bbox="1331 1664 1544 1715">(2/6 of full fee)</td> </tr> <tr> <td data-bbox="507 1715 751 1776">Six Month</td> <td data-bbox="751 1715 932 1776">\$166.67</td> <td data-bbox="932 1715 1145 1776">\$100</td> <td data-bbox="1145 1715 1331 1776">\$66.67</td> <td data-bbox="1331 1715 1544 1776">(1/6 of full fee)</td> </tr> </tbody> </table>	Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment	Individual Host Activity		First Month	\$1000	\$100	\$900	(full fee)	Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)	Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)	Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)	Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)	Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)
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<p><b>Individual Hosted Activities</b> <b>(Coordinator or Provider)</b> <b>Deed clause references:</b> <b>jobactive Deed</b></p>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity (or a pro rata amount if less than six-months of the activity remains) will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this</p>																																			

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>amount in the Department's IT System.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount that was paid to the Host Organisation from the Work for the Dole Fee.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass the agreed funds to the Host Organisation negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity (or a pro rata amount if the activity duration is more or less than six-months ). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).</p> <p>Providers <b>must not</b> use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>• management fees</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul> <p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Unavoidable (or 'sunk') costs incurred can be paid. For example, where a supervisor is engaged but it becomes apparent that insufficient job seekers are available to complete the project. The Activity Host Agreement <b>should</b> include a provision to close</p>

Process	Details
	<p>the activity early if this is appropriate and will avoid unnecessary ongoing costs.</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.</p> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity.</p> <p>Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers <b>should</b> refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.</p> <p>If there is any unexpended money from the Group Based Activity Work for the Dole Fee it <b>must</b> be repaid to the Department as part of the acquittals process.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> complete and submit their reimbursement Report in the Department's IT System within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.</p>

## Monitoring and reporting

Process	Details
<p><b>Monitoring of distribution and filling of Work for the Dole Places (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p>

Process	Details
<b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• <b>Clause 108.18(e)</b></li> </ul> <b>jobactive Deed -Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.10</b></li> </ul>	Coordinators and Providers <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.

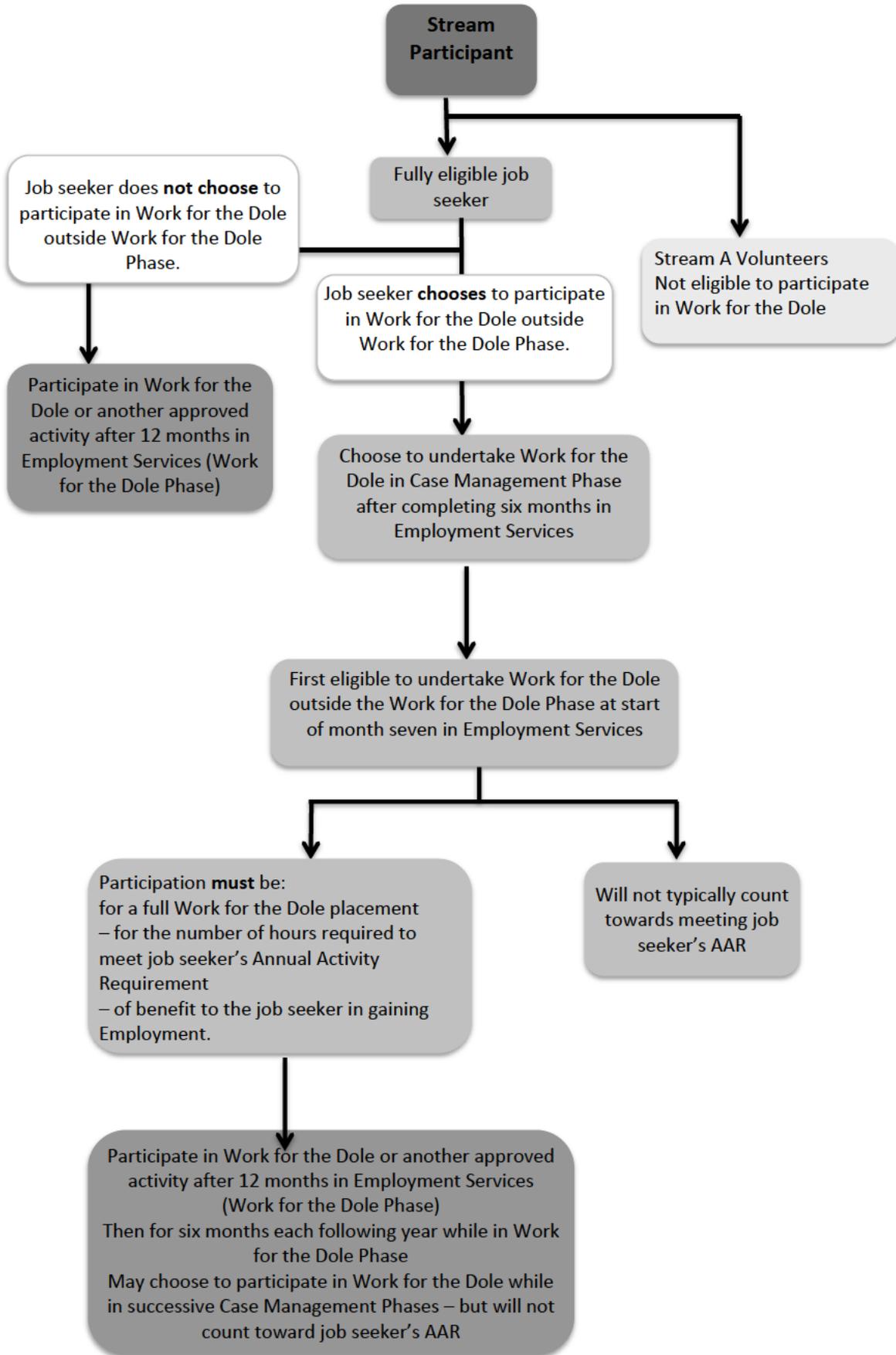
## Media and promotion

Process	Details
<b>Media and promotion (Coordinator)</b> <b>Deed clause references:</b> <b>jobactive Deed</b> <ul style="list-style-type: none"> <li>• <b>Clause 60</b></li> </ul> <b>jobactive Deed - Work for the Dole Coordinator</b> <ul style="list-style-type: none"> <li>• <b>Clause 49</b></li> <li>• <b>Schedule 1 B.3.13</b></li> </ul>	Coordinators and Providers <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.  In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator or Provider relating to the Services outlined in the Deed, the Coordinator or Provider <b>must</b> : <ul style="list-style-type: none"> <li>• comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>• use badging and signage issued by the Department</li> <li>• acknowledge the financial and other support received from the Commonwealth, and</li> <li>• provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.

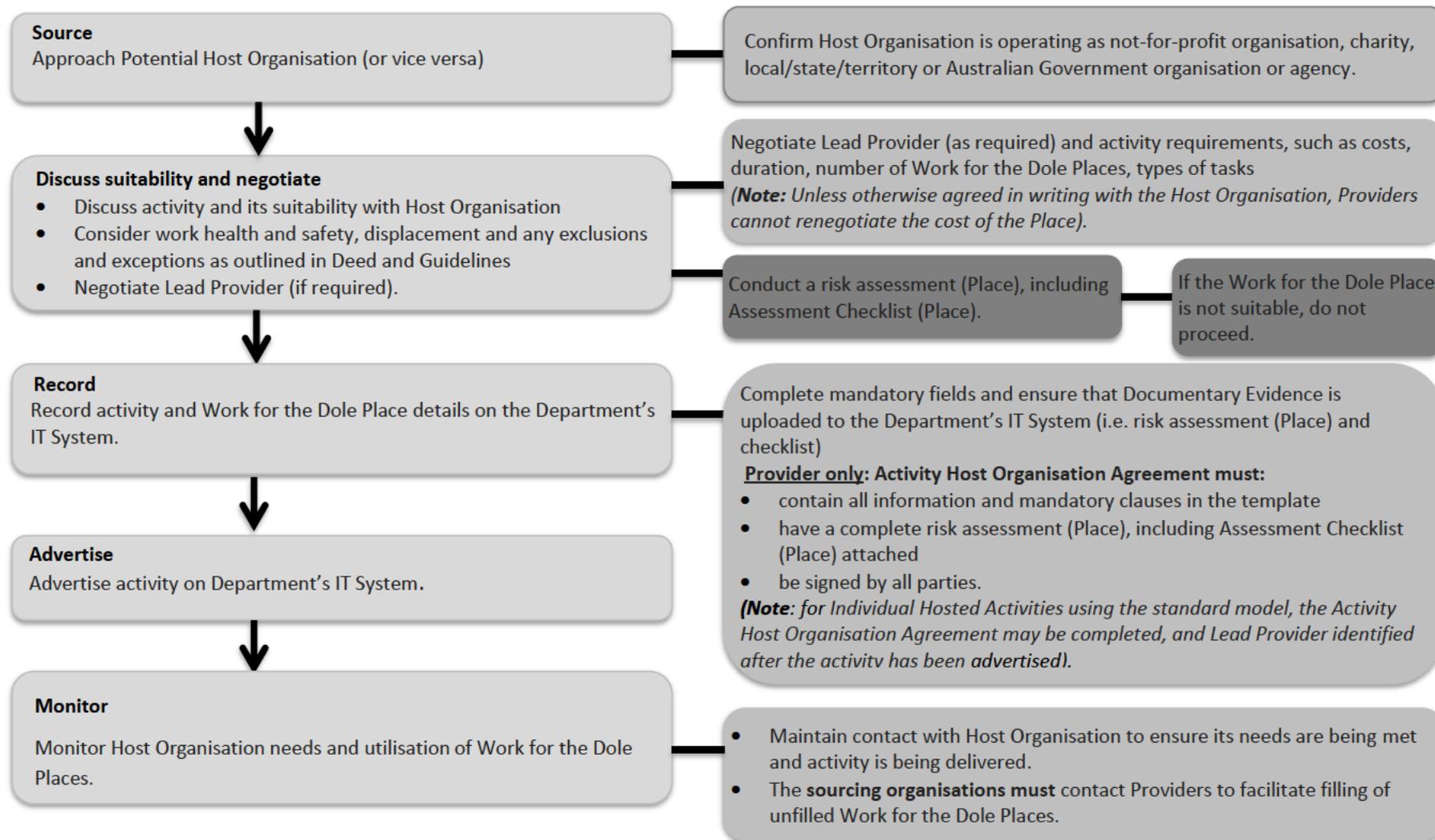
Process	Details
<p><b>Claiming a Work for the Dole Place</b></p>	<p>Before claiming a Place within any Work for the Dole Activity, DES Providers <b>must</b> contact the relevant Coordinator who will either source an activity for them or refer them to a Lead Provider for an existing activity that has Places available for them to claim.</p> <p>Where a Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must not</b> be the Lead Provider for any Work for the Dole Activity, unless they are claiming all Places in a Work for the Dole Activity. In this case Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p>
<p><b>Risk assessment (job seeker)</b></p>	<p>If the DES Provider is not the Lead Provider it <b>must</b> liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> in this Guideline.</p>
<p><b>Fees</b></p>	<p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers <b>must not</b> charge DES Providers an administration or management fee for any reason</p>

	<p>relating to DES Participants undertaking Work for the Dole. <span style="color: red;">Document 7</span></p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p>
<b>Recording attendance</b>	<p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants <b>must</b> be done through timesheets provided to the Lead Provider and the DES Provider.</p>

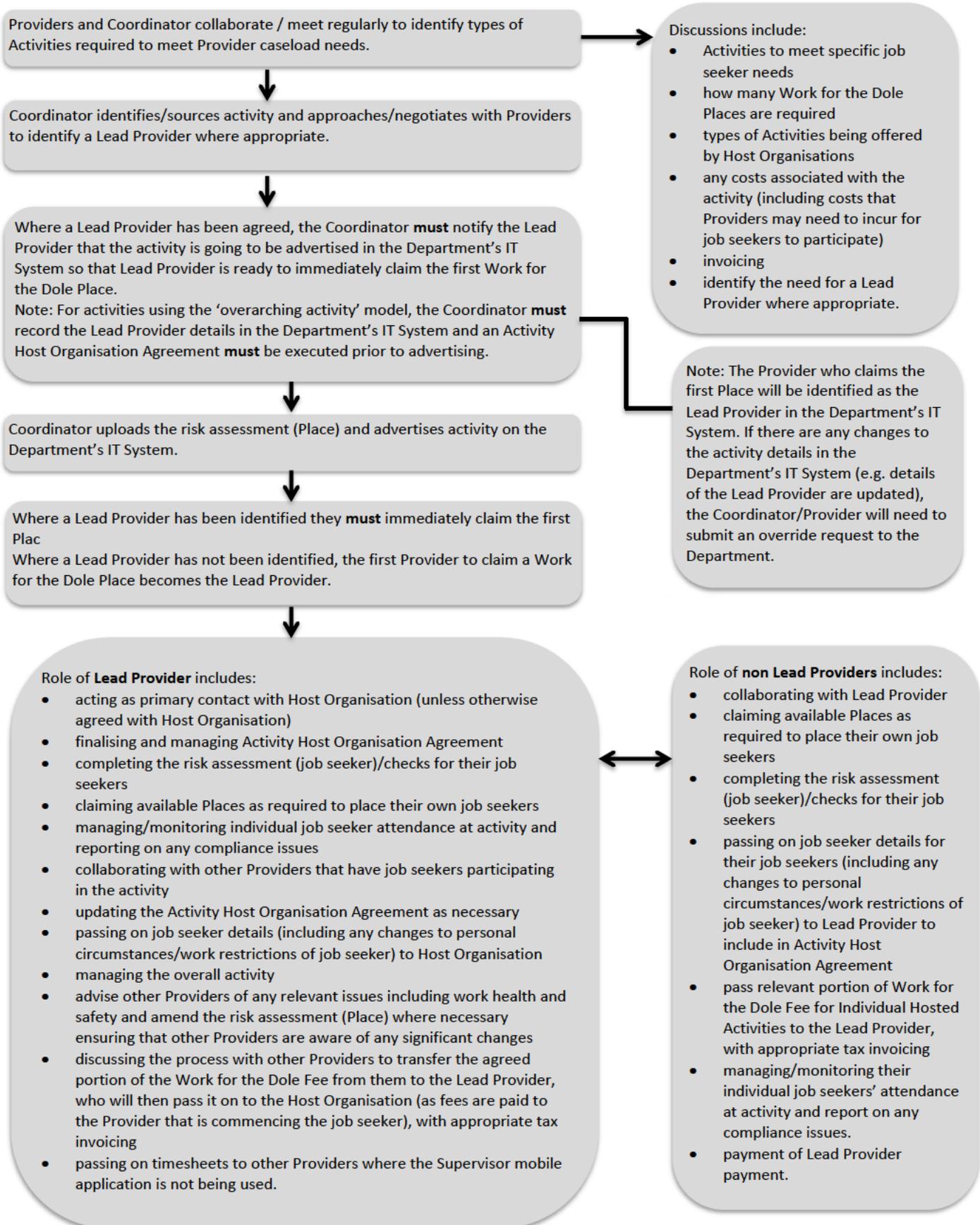
**Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase**



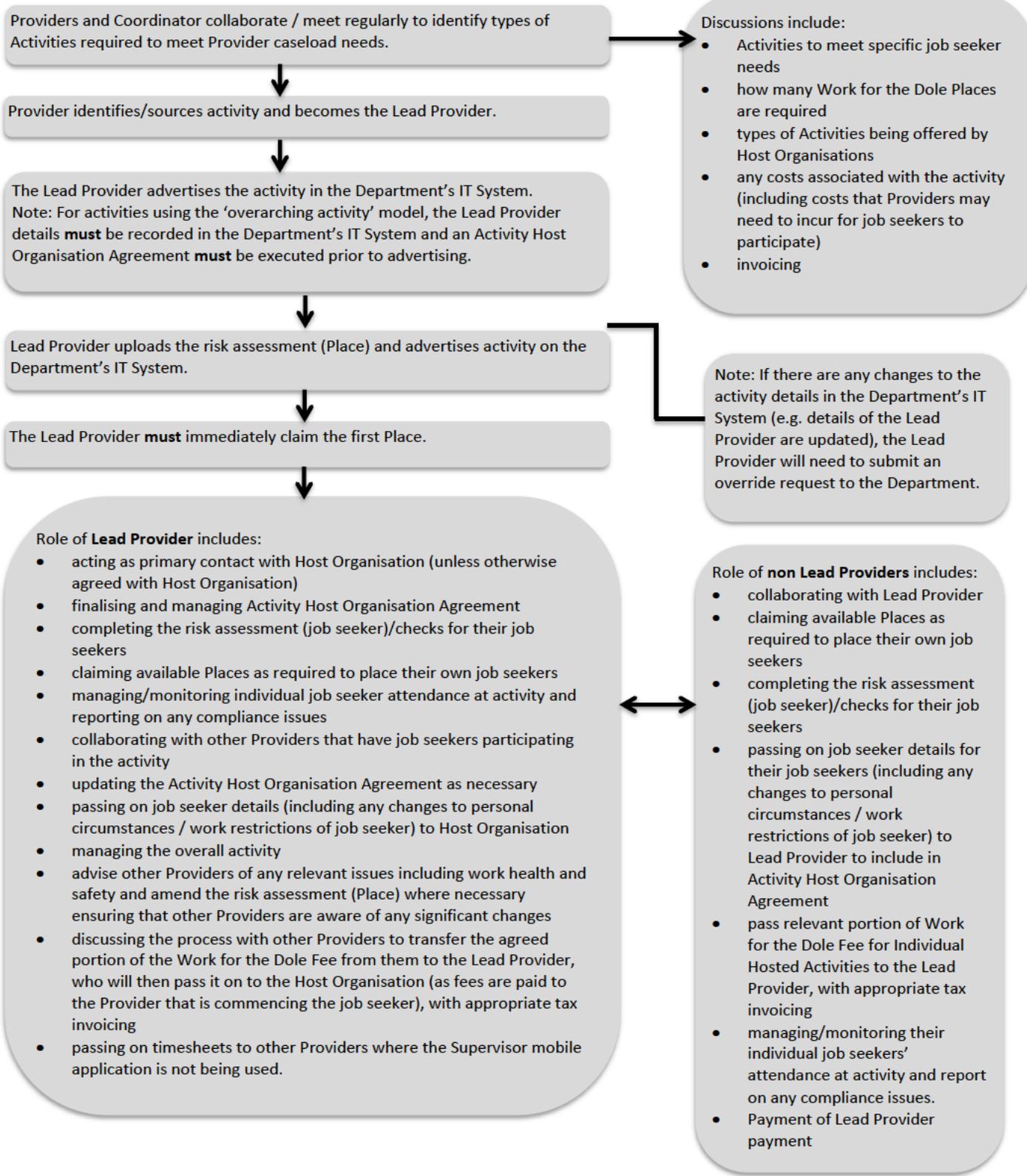
## Attachment C: Sourcing and setting up Work for the Dole activities

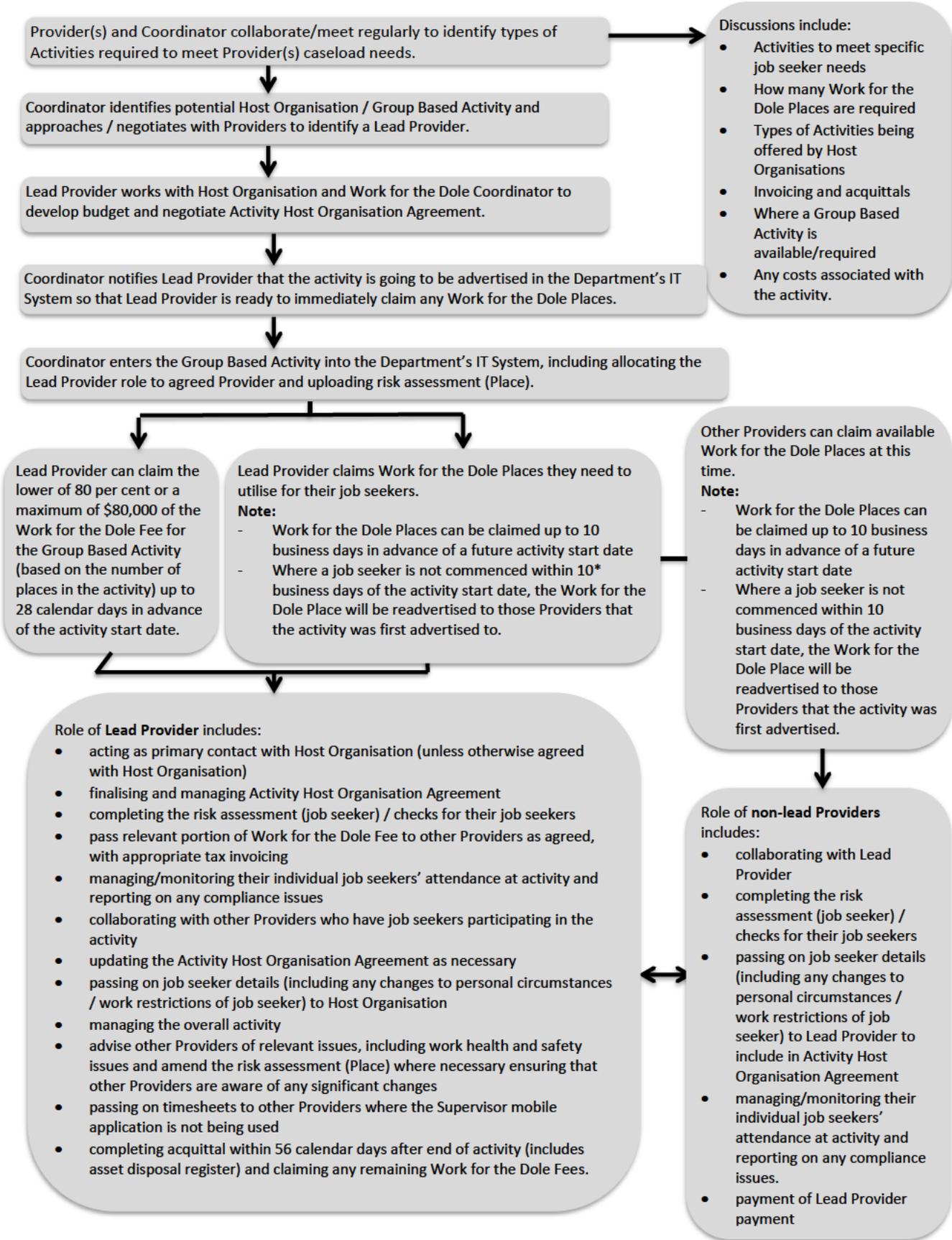


**Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Coordinator**

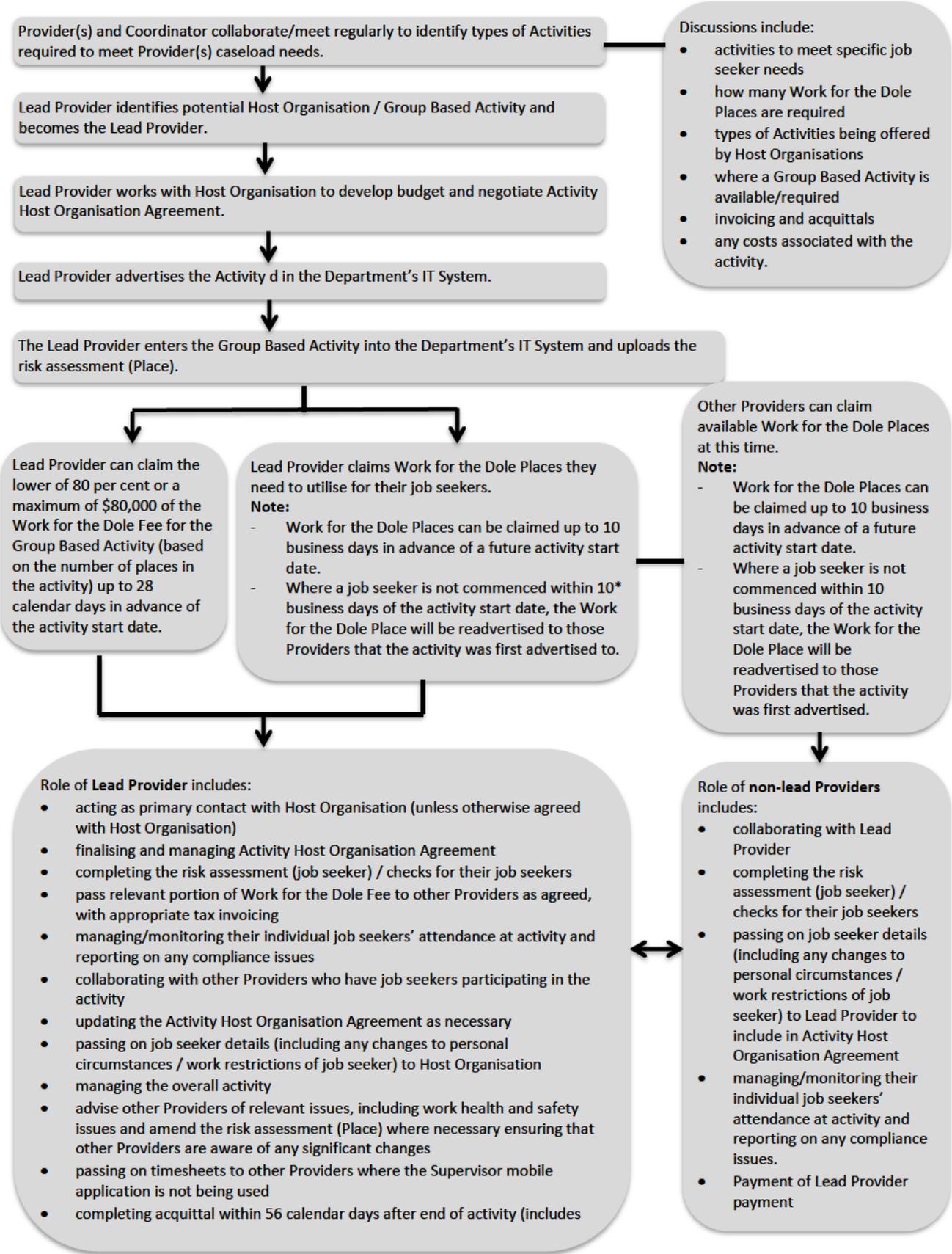


# Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider

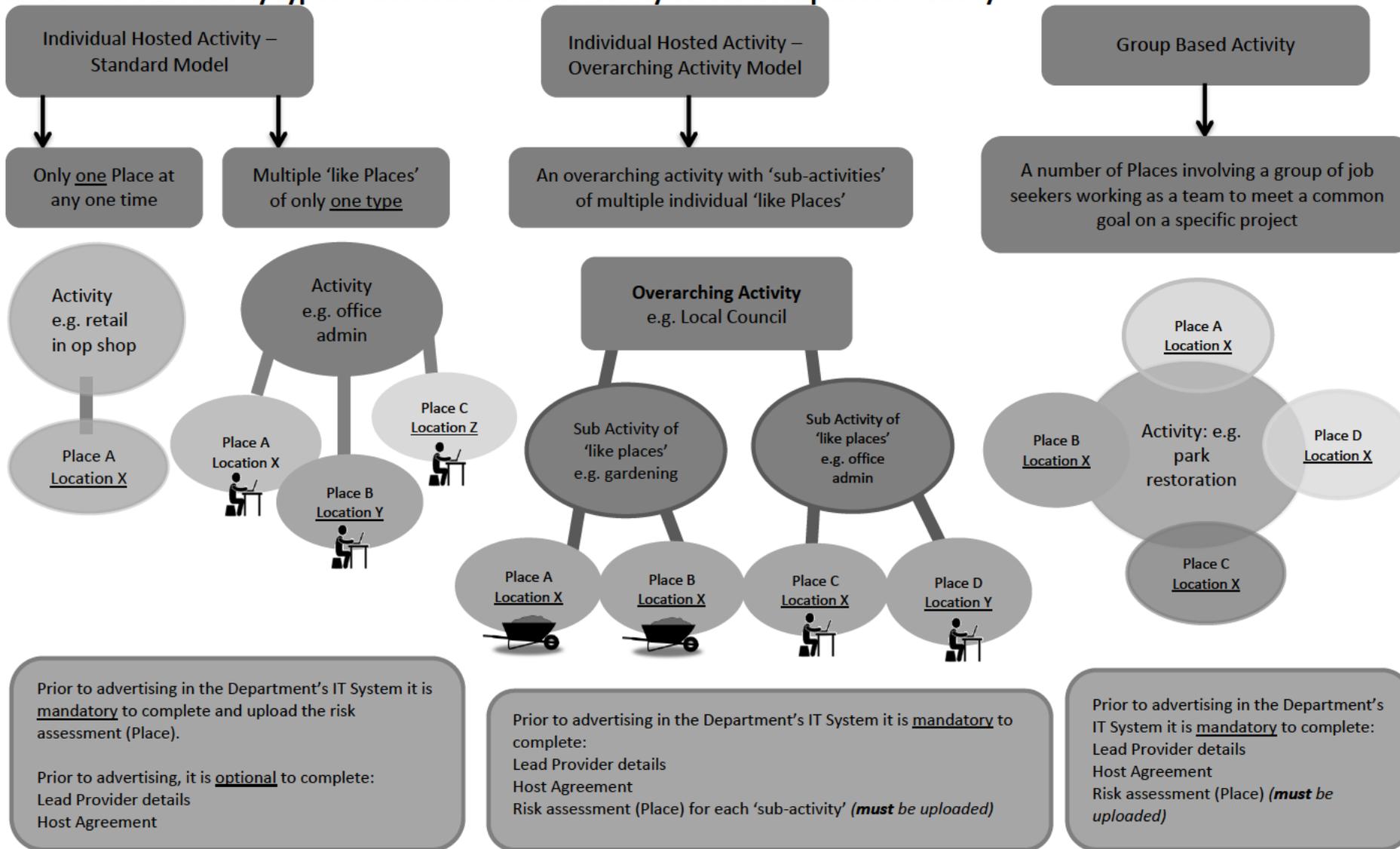




# Lead Provider Model—Group Based Activity sourced by a Provider



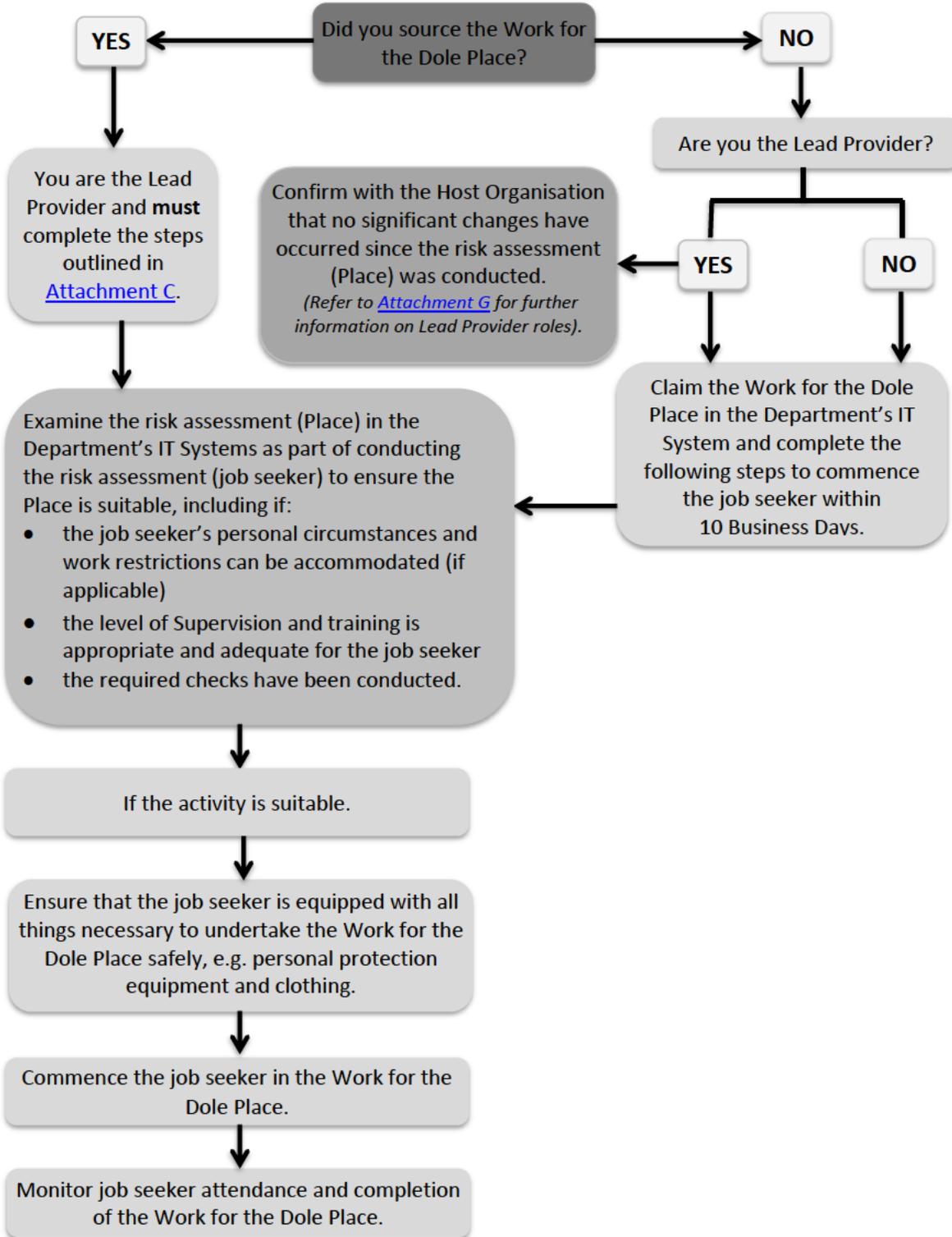
### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Work for the Dole Guideline

Effective Date: 1 October 2016

### Attachment F: Commencing a job seeker in a Work for the Dole Place

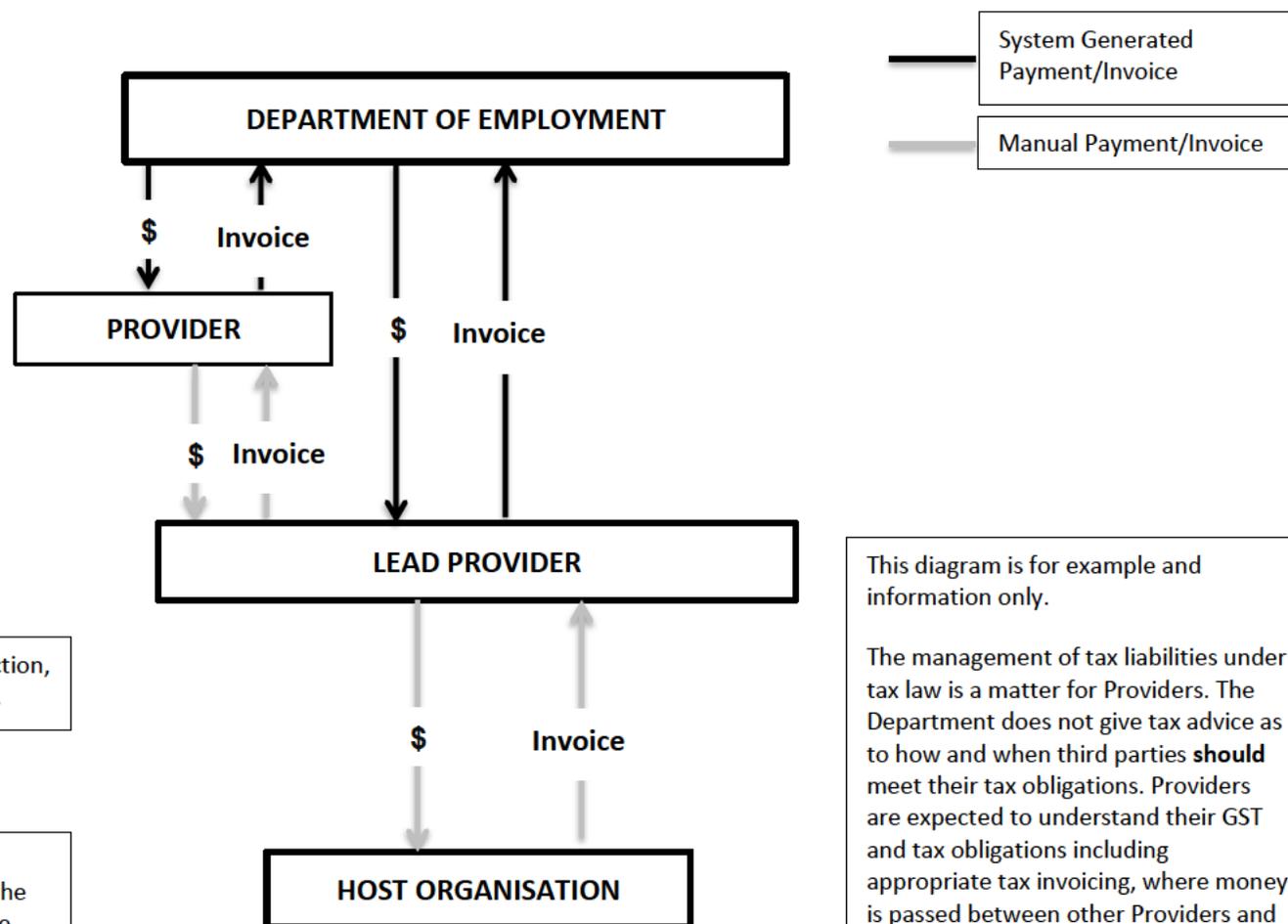


## Attachment G : Invoicing

### Individual Hosted Activities with Multiple Places

Note: Work for the Dole Fees become available to jobactive Providers upon commencement of the first job seeker into an individual hosted place. From this date, Providers have 56 days to lodge their claim for the Work for the Dole Fee.

Lodged claims for the individual hosted Work for the Dole Fees are paid weekly by the Department.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.

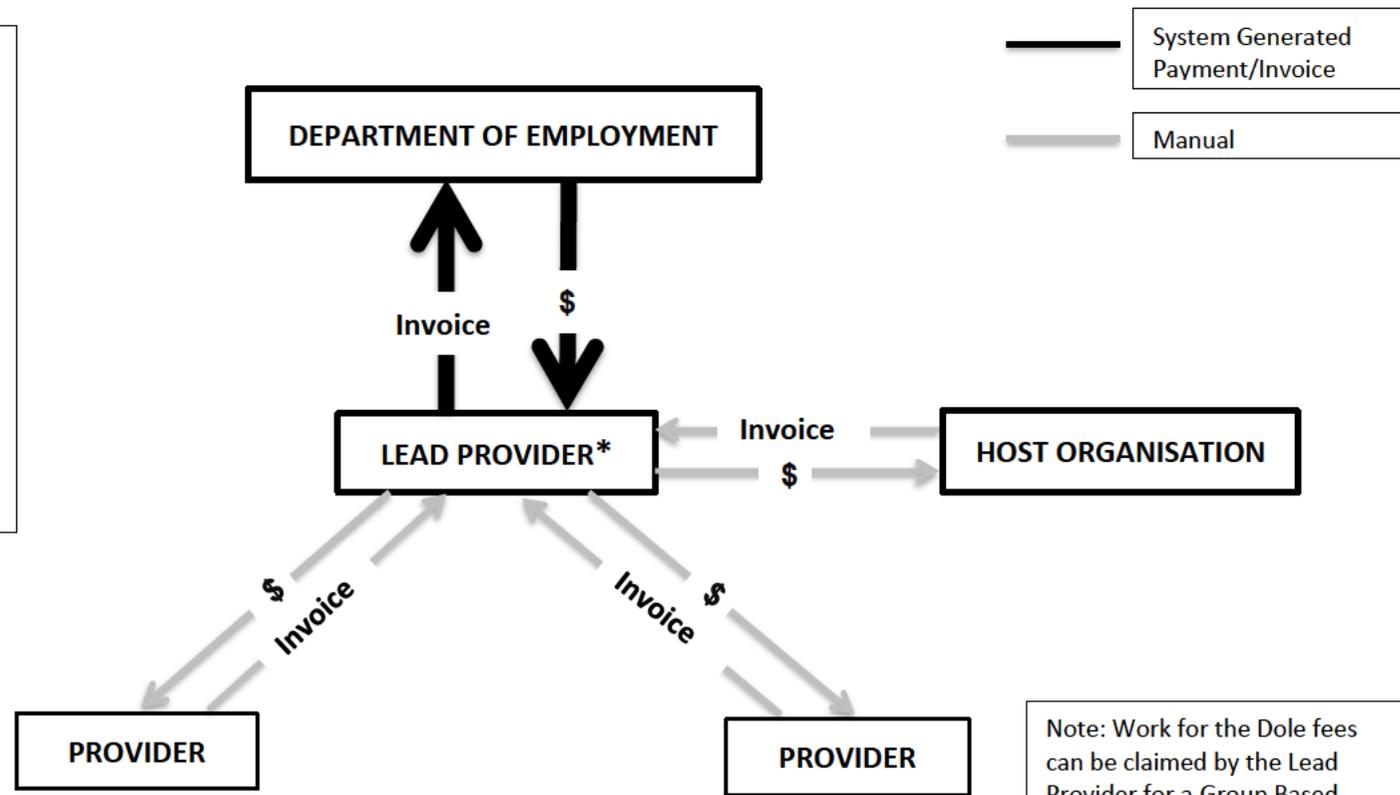
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

### Group Based Activities

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.

Note: Work for the Dole fees can be claimed by the Lead Provider for a Group Based Activity either in advance (up to 80% of the total maximum fee or \$80,000, whichever is lower) or through reimbursement

Advance Group Based Work for the Dole payments are paid by the Department on demand.

# Work for the Dole Guideline

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.8	02 11 2016	05 12 2016		<p>Clarification that six continuous months equals 182 calendar days (page 11)</p> <p>Additional clarification on passing on pro-rata fees for Individually Hosted Activities (page 13)</p> <p>Added reference to the 'Activity Diary and AAR Details IT Supporting Document' (pages 2 and 25)</p> <p>Clarified requirements for the Risk assessment (Place) (page 26)</p> <p>Clarified requirements for the Assessment Checklist (Place) (page 28)</p> <p>Added 'or serious injury' and the requirement to notify the regulator of notifiable incidents to the incidents section (page 31)</p> <p>Added 'QBE Insurance (Australia) Ltd' to incident reporting process (page 31)</p> <p>Clarified the reporting requirements for personal accident and public and products liability (page 31)</p> <p>Addition of information to Attachment F about recording placement status of job seekers (page 47).</p>
1.7	01 10 2016	01 10 2016	04 12 2016	Amend Attachment B to reflect change to Stream A participant requirements.
1.6	10 09 2016	12 09 2016	30.09.2016	<p>Removal of key requirements section from the document as these are outlined throughout.</p> <p>Inclusion of a list of relevant reports from the Employment and Community Services Network (ECSN).</p> <p>Movement of sections within the document to improve the flow.</p> <p>Removal of previous Attachment A (Participation in Work for the Dole outside the Work for the Dole Phase).</p> <p>Moved detail of Disability Employment Services to Attachment A.</p> <p>Removal of Attachment H (Risk Assessment Place).</p> <p>Previous Attachment G (Lead Providers) to Attachment D.</p> <p>Inclusion of Invoicing flow chart at Attachment G.</p>
1.5		01 03 16	11 09 16	<p>Inclusion of Lead Provider Payment arrangements (pages 11, 22, 32 and 34).</p> <p>Removal of system update regarding change from 5</p>

Version	Start Date	Effective date	End date	Change and location
				to 10 business days to claim a Work for the Dole Place as no longer current (page 19). Use of the Employment Fund to pay for criminal records (page 29). Return of unexpended funds from the Group Based Activity Work for the Dole Fee (page 34).
1.4		23 03 16	n/a	Version 1.5 replaces version 1.4. All changes incorporated into version 1.5.
1.3		07 12 15	29 02 16	Additional information relating to Disability Employment Services, further clarification of advertising activities, detail on the number of Host Organisations allowed per activity, clarification of the pro-rata process for Individual Hosted Activities, increase in timeframe for commencing job seekers, clarification of Work for the Dole being the principal activity, additional information on the risk assessment (job seeker) and the requirements for Activity Host Organisation Agreements. Templates updated and removed to be published directly to Provider Portal.
1.2		10 07 15	06 12 15	Updated terminology, additional information on activity types, clarification of process for advertising activities and identifying Lead Providers, inclusion of information relating to Disability Employment Services.
1.1		09 07 15	09 07 15	Insertion of logo on checklist and formatting.
1.0		01 05 15	01 05 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020 or the jobactive Deed 2015–2020 – Work for the Dole Coordinator. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice.

The term ‘job seeker’ in this Guideline means an eligible job seeker.

The terms ‘Activity Host Organisation’ and ‘Work for the Dole Host Organisation’ are abbreviated to ‘Host Organisation’. The term ‘Place’ means ‘Work for the Dole Place’.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers’ obligations. It **should** be read in conjunction with the jobactive Deed 2015–2020, jobactive Deed 2015–2020 – Work for the Dole Coordinator and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the jobactive Deed 2015–2020 or jobactive Deed 2015–2020 – Work for the Dole Coordinator.

## Summary

This Guideline sets out the roles and responsibilities of Employment Providers (Providers) and Work for the Dole Coordinators (Coordinators) in delivering the Work for the Dole Programme.

From 1 July 2015, job seekers aged under 60 with Mutual Obligation Requirements are required to participate for six months each year in Work for the Dole or other approved Activities to meet their Annual Activity Requirement (AAR).

Other job seekers without a Mutual Obligation Requirement are expected to undertake approved Activities this may include their agreement to participate in Work for the Dole.

Work for the Dole is an Approved Program of Work that will assist job seekers in transitioning from welfare to work as soon as possible and is the default activity for job seekers aged 18 to 49 where another approved activity is not undertaken. Further information about Mutual Obligation Requirements is included in the [Mutual Obligation Requirements and Job Plan Guideline](#).

By participating in Work for the Dole, job seekers will be given the opportunity to develop and enhance their ability to work independently; be guided by a Supervisor; improve or enhance their communication skills, motivation and dependability; and, where relevant, work as part of a team.

Work for the Dole activities focus on providing job seekers with Work-like Experiences that include skills that are in demand within the local labour market and training relevant to, or a pre-requisite for, the activity that is being undertaken.

To ensure there is a sufficient number of Work for the Dole Places to meet demand, Coordinators have been appointed for each Employment Region and will have a key role in securing appropriate Places.

It is intended that Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places unless the Provider already has an ongoing relationship with the Host Organisation. However, Work for the Dole Places can also be identified by the Provider if necessary.

## Policy Intent

The overall objective of the Work for the Dole Programme is to provide Work-like Experiences for job seekers to improve their job readiness and employability skills, while at the same time benefiting the local community.

## Relevant Deed clauses

The relevant clauses in the jobactive Deed 2015–2020 – Work for the Dole Coordinator (the jobactive Deed – Work for the Dole Coordinator) include:

- Clause 4—Fees
- Clause 10—Specified Personnel
- Clause 19—Records and Third Party Systems
- Clause 35—Work for the Dole Coordinator suspension
- Clause 40—Compliance with Laws and Our Policies
- Clause 46—Acknowledgement and promotion
- Clause 47—The Department’s right to publicise the Services and best practice
- Clause 49—Interpretation
- Schedule 1 B.2—Services
- Schedule 1 B.3—Services
- Schedule 1 B.5—Reporting
- Schedule 1 B.6—Working hours and absences
- Schedule 1 C—Claiming Fees
- Schedule 1 F—Specified Personnel
- Schedule 2 AA—Fees.

The relevant clauses in the jobactive Deed 2015–2020 (the job active Deed) include:

- Annexure A1—Definitions
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 106 —Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 110—Work health and safety
- Clause 111—Supervision

- Clause 112—Other matters
- Clause 114—Monitoring
- Clause 115—Non-compliance action for Mutual Obligation Requirements
- Clause 120—Recording Attendance
- Clause 124—Work for the Dole Fees.

## Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Activity Diary and AAR Details IT Supporting Document](#)
- [Mutual Obligation Requirements and Job Plan Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Job Seekers with Challenging Behaviours Guideline](#)
- [Documentary Evidence Guideline](#)
- [Performance Framework Guideline](#)
- [2015 Transition Provider Advice](#)
- [Activity Host Organisation Agreement Template](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Expenditure Guide](#)
- [Community Support Projects: Concept Approval Template.](#)

Employment and Community Services Network (ECSN) Reports include:

- AM001 – jobactive Activity Management Report
- AM004 – WfD Phase Forecasting Report
- AM003 – WfD Phase Caseload Management
- AM002 – Activity Placement Report
- WDC04 – Coordinator Forecasting Report
- WDC01 – Coordinator Activity Management Report
- SUB122 – Jobactive Caseload Report
- CLMS010 – WfD Coordinator Claims
- CLMS011 – WfD Coordinator Remittance Advice
- CLMS012 – WfD Coordinator Adjustment Note
- Sub205 – WfD Coordinator Claims All
- SUB216 – CDP Job Plan Activity Monitoring

**Participation requirements**

Process	Details
<p><b>Work for the Dole Phase</b></p> <p>Deed clause reference:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Section B12</li> <li>• Section B13</li> <li>• Section B14</li> </ul>	<p>During the Work for the Dole Phase, which is usually for six months each year, most Participants in Streams A, B and C are required to undertake Work for the Dole or other approved Activities as well as job search to satisfy their AAR.</p> <p>Further information on the different phases and Services that Providers <b>must</b> provide to Participants in Streams A, B and C, including SPI Participants, based on what Phase they are in is available at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p>
<p><b>Participation Requirements</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 103</li> <li>• Clause 104</li> <li>• Clause 106</li> <li>• Note 3 in clause 107.1</li> <li>• Annexure A1</li> </ul>	<p>Job seekers with an AAR will be required to undertake Work for the Dole activities or other approved activities for six months each anniversary year. Information on AAR can be found in the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>.</p> <p>Volunteers in Employment Provider Services who are eligible for six months in Stream A only cannot be placed in Work for the Dole activities. This is different to Fully Eligible Participants choosing to volunteer to undertake Work for the Dole during their Case Management Phase.</p> <p>Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole activities to assist with the cost of participating in this activity, such as travel.</p>
<p><b>Stronger Participation Incentives (SPI) Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 102</li> <li>• Annexure A1</li> <li>• Section B12</li> </ul>	<p>The Stronger Participation Incentives (SPI) Work for the Dole Phase applies to job seekers who are subject the SPI measure and is any period during which an SPI Participant <b>must</b> participate in Work for the Dole activities or any other approved Activities as specified in any Guidelines.</p>
<p><b>Participation in Work for the Dole outside the Work for the Dole Phase (Provider)</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.3</li> <li>• Clause 108.4</li> </ul>	<p>Job seekers are able to choose to undertake Work for the Dole activities outside of their Work for the Dole Phase. However, when commencing job seekers in Work for the Dole activities, Providers <b>must</b> prioritise job seekers who have an AAR and are in the Work for the Dole Phase over other job seekers.</p> <p>Job seekers under 18 years of age cannot be placed in Work for the Dole activities, even if they wish to.</p> <p><b>When can a job seeker undertake Work for the Dole outside of their Work for the Dole Phase?</b></p> <p>Job seekers can choose to undertake Work for the Dole <i>after</i> they have been in Employment Provider Services for <i>at least six months</i> (see Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>).</p> <p>All Work for the Dole Activities, whether undertaken outside or during the Work for the Dole Phase <b>must</b> be added into the job seeker’s Job Plan and will become a compulsory activity subject to compliance action if not completed.</p> <p>Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at <a href="#">Attachment B</a> of this Guideline.</p>

Process	Details
<p><b>Compliance Activities in the Work for the Dole Phase</b></p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Annexure A1</li> </ul>	<p>Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase these hours will not count towards the job seeker's AAR. For further information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and <a href="#">Job Seeker Compliance Framework Guideline</a>.</p>

## Disability Employment Services

Process	Details
<p><b>DES participants in Work for the Dole</b></p>	<p>DES Providers are eligible to claim Work for the Dole Places and commence DES Participants into Work for the Dole activities through the Department's IT system. The Department of Social Services will issue guidance to DES Providers as to when DES Participants can be placed in Work for the Dole activities and the process that DES Providers will need to follow.</p> <p>For more information in relation to DES participants in Work for the Dole refer to <a href="#">Attachment A</a> in this Guideline.</p>

## Role of stakeholders

Process	Details
<p><b>Work for the Dole Coordinator</b></p> <p>Deed clause references:</p> <p>jobactive Deed – Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Clause 19.5</li> <li>Clause 40</li> <li>Schedule 1 B.2</li> <li>Schedule 1 B.3.1</li> <li>Schedule 1 B.3.2</li> <li>Schedule 1 B.3.3</li> <li>Schedule 1 B.3.6</li> <li>Schedule 1 B.3.10</li> </ul>	<p>Requirements of Coordinators are as set out in the jobactive Deed 2015–2020 – Work for the Dole Coordinator and throughout these Guidelines.</p> <p>Coordinators <b>must</b> deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.</p> <p><b>Role of the Coordinator</b></p> <p>The primary role of Coordinators is to source sufficient, suitable Work for the Dole Places by engaging with existing and potential Host Organisations. Coordinators <b>must</b> identify suitable Host Organisations to secure Work for the Dole Places for a wide variety of job seekers with different characteristics, needs and limitations.</p> <p><b>Responsibilities of the Coordinator</b></p> <p>Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>develop and maintain good working relationships with potential and participating Host Organisations and other stakeholders</li> <li>ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>work proactively and collaborate with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Programme</li> <li>address the needs of Host Organisations and Providers in a timely manner</li> <li>in consultation with Providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets</li> <li>comply with all relevant Commonwealth, state, territory or local authority</li> </ul>

Process	Details
	<p>legislation and regulations, including work health and safety</p> <ul style="list-style-type: none"> <li>• ensure that the integrity of the Work for the Dole Programme (and consequently the good reputation of the Australian Government) is maintained</li> <li>• monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the nature of places is appropriate and that Providers are taking up places, and</li> <li>• report significant issues they identify or that are brought to their attention to the relevant Provider and if appropriate, the Department.</li> </ul> <p><b>Sourcing Places</b></p> <p>As part of securing Work for Dole Places, Coordinators <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities in consultation with Providers and Host Organisations</li> <li>• ensure Host Organisations understand program requirements</li> <li>• identify the requirements of each Work for the Dole Place</li> <li>• conduct risk assessments and comply with relevant laws and Department policies and procedures on work health and safety</li> <li>• retain documentation relating to each Work for the Dole Place they secure</li> <li>• advertise Work for the Dole Places in the Department's IT System, and</li> <li>• maintain contact with Host Organisations.</li> </ul> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole Activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p> <p><b>Collaboration</b></p> <p>Coordinators <b>should</b> meet regularly with Providers and keep them informed of potential activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and Providers.</p> <p>Coordinators <b>must</b> identify and disseminate information on best practice in the collaborative management and delivery of the Work for the Dole Programme to Host Organisations and Providers where applicable. Information can include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• opportunities to minimise red tape</li> <li>• processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety</li> <li>• helping build the capacity of and quality of the delivery of the Work for the Dole Programme by Providers in their Employment Region, and</li> <li>• promoting the use of technology such as mobile device applications for Supervisors.</li> </ul> <p>Where the Department identifies best practice on the part of the Coordinator, the Department may also disseminate advice about this best practice to other Coordinators.</p> <p>Where necessary, Coordinators <b>must</b> collaborate with DES Providers wishing to commence DES Participants into Work for the Dole, negotiate the DES Work for the Dole payment and secure Work for the Dole Places that are suitable and meet the needs of DES Participants.</p>
<p><b>Employment Provider</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p>	<p>Requirements of Providers are as set out in the jobactive Deed 2015-2020 and throughout these Guidelines.</p> <p>Providers <b>must</b> deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless</p>

Process	Details
<ul style="list-style-type: none"> <li>• Annexure A1</li> <li>• Clause 16</li> <li>• Clause 37</li> <li>• Clause 107.1</li> <li>• Clause 107.10</li> <li>• Clause 108.3</li> <li>• Clause 108.11</li> <li>• Clause 108.12</li> <li>• Clause 108.15</li> <li>• Clause 108.17</li> <li>• Clause 108.18 (a)</li> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> <li>• Clause 114</li> <li>• Clause 115</li> </ul>	<p>otherwise agreed with the Department.</p> <p><b>Responsibilities of the Provider</b></p> <p>Providers are at the centre of the delivery of the Work for the Dole Programme and <b>must</b>:</p> <p><b>Managerial</b></p> <ul style="list-style-type: none"> <li>• collaborate with the Coordinator and other Providers in their Employment Region</li> <li>• take on the Lead Provider role as appropriate</li> <li>• negotiate, execute and update as necessary, the Activity Host Organisation Agreement in accordance with the Deed <ul style="list-style-type: none"> <li>○ unless otherwise agreed with the Host Organisation, the Provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The Provider <b>must</b> retain written evidence of any agreed changes and <b>should</b> notify the Coordinator of these changes.</li> </ul> </li> <li>• as the Lead Provider, liaise regularly with the Host Organisation and other Providers (as necessary) to ensure the activity is delivered as agreed</li> <li>• ensure that the integrity and reputation of the Work for the Dole Programme is maintained, and</li> <li>• comply with all relevant Commonwealth, state or territory or local authority legislation and regulations, including work health and safety.</li> </ul> <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• plan appropriately for the delivery of the Work for the Dole Programme including liaison with the Coordinator about forthcoming caseload requirements</li> <li>• check the Risk Assessment (Place) that has been completed by the Coordinator update it if necessary and take all reasonable steps to ensure that the safety of job seekers and the general public are protected</li> <li>• immediately commence job seekers entering the Work for the Dole Phase into Activities</li> <li>• ensure all job seekers referred to a Work for the Dole Place has a current Risk Assessment (Job Seeker)</li> <li>• ensure that job seekers are meeting their AAR (further information on the Work for the Dole Phase can be found at Attachment A of the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>)</li> <li>• manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities</li> <li>• provide the necessary assistance and support to job seekers to help them to transition into Employment as quickly as possible</li> <li>• advise job seekers where they can access the Job Seeker Insurance Guide</li> <li>• comply with processes outlined in the <a href="#">Insurance Readers Guide</a>, and</li> <li>• act as the Lead Provider where the Provider offers to do so or where the Provider takes the first Place in an Activity.</li> </ul> <p>Providers <b>must</b> retain documentation relating to each Work for the Dole Place in accordance with the <a href="#">Documentary Evidence Guideline</a> at the back of this Guideline. Providers <b>must</b> provide these Records to the Department upon request.</p> <p><b>Sourcing Places</b></p> <p>It is the primary role of the Coordinator to source places. However, <b>if a Provider sources a Work for the Dole Place(s), the Provider must undertake all of the functions which would have been done by the Coordinator including but not limited</b></p>

Process	Details
	<p><b>to:</b></p> <ul style="list-style-type: none"> <li>planning their activities and ensuring Host Organisations understand program requirements</li> <li>identifying the requirements of each Work for the Dole Place</li> <li>conducting risk assessments and complying with relevant laws and Department policies and procedures on work, health and safety, and</li> <li>maintaining contact with the Host Organisation.</li> </ul> <p>Where the Provider sources the Work for the Dole Activity they will be the Lead Provider for the Activity.</p> <p>Further information can be found in the <a href="#">Setting Up Work For the Dole activities</a> and at <a href="#">Attachment C</a> of this Guideline.</p>
<p><b>Lead Providers</b> <b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 110.2</li> <li>Clause 110.3</li> <li>Clause 110.5</li> <li>Clause 124.7</li> <li>Clause 124.8</li> <li>Clause 124.9</li> <li>Clause 124.14</li> <li>Clause 124.16</li> <li>Clause 124.17</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.2 (c)</li> <li>Schedule 1 B.3.9 (b)</li> </ul>	<p>Host Organisations <b>should</b> only need to deal with one Provider unless otherwise agreed by the Host Organisation. The Lead Provider is the Provider that has the Activity Host Agreement with the Host Organisation. In order to facilitate this, a Lead Provider <b>must</b> be identified for each activity.</p> <p>Lead Providers are identified one of three ways:</p> <ul style="list-style-type: none"> <li>the Provider has sourced the Work for the Dole Activity</li> <li>the Coordinator has sourced the Place and collaborated with Providers in their Employment Region to identify a suitable Lead Provider before the Activity is advertised on the Department's IT system, or</li> <li>the Coordinator has sourced the Place and the first Provider to claim a Place on the Department's IT system becomes the Lead Provider.</li> </ul> <p>Where a Lead Provider is identified before the Activity is advertised on the Department's IT system, the Coordinator <b>must</b> notify the Lead Provider that the activity is going to be advertised so the Lead Provider can immediately claim any Work for the Dole Places they wish to use for their job seekers.</p> <p>All other Providers that commence a job seeker in a Work for the Dole Place <b>must</b> collaborate with the Lead Provider.</p> <p><b>Lead Provider Payment</b></p> <p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This applies to both Individual Hosted Activities and Group Based Activities.</p> <p>This is detailed further in the <a href="#">Work for the Dole Fees</a> section of this Guideline.</p> <p><b>Responsibilities of the Lead Provider</b></p> <p>The Lead Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>ensure the Host Organisation is aware of program requirements including acquittal requirements prior to finalising the Host Agreement</li> <li>execute or update the Activity Host Organisation Agreement for the Activity,</li> <li>appropriately manage the overall activity and ensure it is delivered as agreed,</li> <li>collaborate with other Providers, including any DES Providers, that have job seekers participating in the activity</li> <li>advise other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/activity tasks</li> <li>amend the risk assessment (Place) and the risk assessment (Job Seeker) where</li> </ul>

Process	Details
	<p>necessary</p> <ul style="list-style-type: none"> <li>• collect relevant DES Work for the Dole payments from DES Providers for each Place claimed and pass this on to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the fees directly to them)</li> <li>• invoice other Providers with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Individual Hosted Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines</li> <li>• pay the relevant Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Host Organisation has agreed for Providers to pass the Fees directly to them), and</li> <li>• pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other Providers as agreed.</li> </ul> <p><b>Responsibilities of non-Lead Providers</b></p> <p>Where other Providers (not the Lead Provider) commence a job seeker into an activity, they <b>must</b>:</p> <ul style="list-style-type: none"> <li>• check the risk assessment (Place) as part of conducting the risk assessment (job seeker) and ensure that any required actions (for example, supply of personal protection equipment) that have been identified are undertaken in accordance with the Deed</li> <li>• update the risk assessment (job seeker) as necessary;</li> <li>• pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement</li> <li>• monitor and manage the job seeker to ensure participation and compliance</li> <li>• collaborate with the Lead Provider in performing this responsibility to ensure Host Organisation relationships are maintained; pass the relevant amount of the Work for the Dole Fee for Individual Hosted Activities to the Lead Provider; and invoice the Lead Provider with appropriate tax invoicing, to collect the relevant portion of the Work for the Dole Fee for Group Based Activities. Further information about invoicing can be found at <a href="#">Attachment G</a> of these Guidelines.</li> </ul> <p>Refer to <a href="#">Attachments C, E</a> and <a href="#">F</a> to this Guideline for further information.</p>

## Work for the Dole activities

Process	Details
<p><b>Identifying suitable Work for the Dole activities</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.10</b></li> <li>• <b>Clause 108.1</b></li> <li>• <b>Clause 108.11</b></li> </ul>	<p>Work for the Dole activities <b>must</b> focus on providing job seekers with Work-like Experiences that <b>should</b> include skills that are in demand within the local labour market and training that is relevant to, or a pre-requisite for, the activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to other workers in a workplace. Placement in Work for the Dole activities <b>should</b> assist in preparing job seekers to take up Employment.</p> <p>Coordinators <b>should</b> be the first point of contact for existing and potential Host Organisations that wish to offer Work for the Dole Places. However, the Provider can also identify Work for the Dole Places if necessary.</p> <p><b>Suitable Host Organisations</b></p>

Process	Details
<p><b>jobactive Deed - Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1</b></li> <li>• <b>Schedule 1 B.3.4</b></li> </ul>	<p>Work for the Dole Places <b>must</b> only be hosted by:</p> <ul style="list-style-type: none"> <li>• not-for-profit organisations/charities</li> <li>• local, state, territory or Australian Government organisations or agencies or</li> <li>• in a not-for-profit arm of a for-profit organisation,</li> </ul> <p><i>except</i> in specified circumstances, including Community Support Projects (See Community Support Projects in this Guideline for more information).</p> <p>Coordinators and Providers <b>must</b> satisfy themselves of each Host Organisation’s bona fides. That is, they are of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily.</p> <p>Each Work for the Dole Activity can only have one Host Organisation.</p> <p>When setting up Work for the Dole activities, Work for the Dole Coordinators (and Providers where they source activities) <b>must</b> ensure the eligibility of Host Organisations and advise them of program requirements including the types of documentary evidence that may be required to support any funding received. Work for the Dole Coordinators and Providers <b>should</b> also take into consideration the types of activities undertaken by a Host Organisation to ensure that Work for the Dole activities meet program requirements and does not bring the Commonwealth into disrepute.</p> <p><b>Third Party Intermediaries</b></p> <p>Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations.</p> <p>Coordinators and Providers <b>must</b> exercise due diligence when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the <i>jobactive</i> Deed and these Guidelines.</p> <p><b>Suitable skills</b></p> <p>To improve the work-readiness of job seekers, Work for the Dole activities <b>should</b> provide a combination of the following:</p> <ul style="list-style-type: none"> <li>• improve or enhance their communication skills, motivation and dependability</li> <li>• provide an opportunity to build confidence</li> <li>• provide an opportunity to be part of a team</li> <li>• provide an opportunity to work independently</li> <li>• benefit the job seeker, by addressing Non-vocational Barriers, and</li> <li>• provide an opportunity to develop the relevant job seeker’s skills that helps them secure Employment.</li> </ul> <p><b>Suitable Work for the Dole activities</b></p> <p>Priority <b>should</b> be given to securing Individual Hosted Activities that are of six continuous months (182 calendar days) in duration over any other type or length of Place ( Priority <b>must</b> be given to securing Individual Hosted Activities over Group Based Activities) (see <a href="#">Activity Types</a> for further information on Individual Hosted Activities and Group Based Activities).</p> <p><b>Work for the Dole activities outside normal business hours</b></p> <p>Job seekers may participate in Work for the Dole activities outside of core business hours. However, the job seeker will also need to agree to the activity before-hand and inform the Provider if there are barriers to their participation, such as transport or</p>

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	<p>caring responsibilities.</p> <p>If the job seeker does not agree to the activity, then the Provider <b>must</b> consider putting the job seeker in an activity they were likely to be able to comply with, such as the same Activity being undertaken during core business hours or a different Activity being done during core business hours.</p>
<p><b>Vulnerable cohorts</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 111.1 (b)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (d)(e)</li> <li>• Schedule 1 B.3.6 (f)(h)</li> </ul>	<p>In order to minimise risk to people from vulnerable cohorts or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable cohorts, Coordinators and Providers:</p> <ul style="list-style-type: none"> <li>• <b>must</b> ensure activities are fit for purpose (that is, appropriate to achieving the program objectives)</li> <li>• <b>must</b> exercise care and judgement when placing job seekers in Activities that involve vulnerable cohorts to ensure a suitable match. Consideration <b>should</b> be given to the type of interaction that is likely to take place in the Activity. For example, some activities may involve working directly with vulnerable cohorts (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)</li> <li>• <b>should</b> consult with Host Organisations regarding the characteristics they are seeking in participants for their activities when assessing the suitability of a job seeker for a Place</li> <li>• <b>must</b> always ensure there is continuous*, adequate and appropriate Supervision of the job seeker in an activity which involves vulnerable cohorts, and</li> <li>• <b>must</b> ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate. (See <a href="#">Exclusions and exceptions</a> below for a list of excluded Activities).</li> </ul> <p>Vulnerable Cohorts include:</p> <ul style="list-style-type: none"> <li>• Children (under 18 years of age)</li> <li>• Vulnerable Youth</li> <li>• the elderly</li> <li>• the homeless</li> <li>• people with disability</li> <li>• people with mental illness</li> <li>• people who do not speak English</li> <li>• refuge residents (including men and women), and</li> <li>• any other cohort that the Provider or the Department identifies as vulnerable.</li> </ul> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.</p>
<p><b>Negotiating cost of Work for the Dole Places</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 124.1</li> <li>• Clause 124.2</li> </ul>	<p>When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or Providers where they have sourced the Place) <b>must</b> ensure the Host Organisation is aware that:</p> <ul style="list-style-type: none"> <li>• the <a href="#">Work for the Dole Fee</a> is paid per Place and is used to help offset the costs to the Host Organisation</li> <li>• Work for the Dole Fees are not a grant and there is no guarantee of re-current funding</li> <li>• Host Organisations <b>should not</b> rely on Work for the Dole funding to support their operations</li> <li>• The Work for the Dole Fee will need to cover the duration of the Place, regardless</li> </ul>

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<p><b>jobactive -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.6 (k)</li> </ul>	<p>of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)</p> <ul style="list-style-type: none"> <li>• for Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the activity start date, <ul style="list-style-type: none"> <li>○ the fee paid to Providers and the Host Organisation (unless Providers have sufficient funds from the Work for the Dole Fee and agree to pass on the full amount) will be pro-rated.</li> </ul> <p style="text-align: center;"><i>An example of a pro-rated fee would be if an individual activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).</i></p> <li>○ Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the place/activity remains unchanged</li> </li></ul> <li>• the Lead Provider of the Activity will be paid up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee (for those job seekers referred by a non-Lead Provider and is the first to commence in the place).</li> <p><b>Coordinators negotiating the Work for the Dole Fee</b></p> <p>When determining the indicative amount of the Work for the Dole Fee that is to be passed on to the Host Organisation, Coordinators <b>should</b> keep in mind:</p> <ul style="list-style-type: none"> <li>• any costs that Providers may need to cover for their job seekers to participate in an activity (for example, police and other checks) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation</li> <li>• the Lead Provider payment of up to \$100 per six month Work for the Dole Place from the Work for the Dole Fee, for multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place.</li> </ul> <p>Wherever possible Coordinators <b>must</b> include Lead Providers in the negotiation of Group Based Activity Budgets.</p>
<p><b>Activity types (Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 107.10</li> <li>• Clause 108.14</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.1</li> <li>• Schedule 1 B.3.4 (b)(d)</li> <li>• Schedule 1 B.3.6 (g)(h)(j)</li> </ul>	<p><b>Individual Hosted Activities</b></p> <p>Individual Hosted Activities are to be undertaken by individual job seekers and <b>must</b> involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.</p> <p>A Host Organisation may offer a <b>single Place</b> for one job seeker or <b>multiple Places</b> in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.</p> <p>Individually Hosted Activities with multiple Places can be entered into the system using either the standard or '<a href="#">overarching activity</a>' model. The 'overarching model' allows an activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.</p> <p>For example, one Host Organisation may have:</p> <ul style="list-style-type: none"> <li>• multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard</li> </ul>

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	<p>model</p> <ul style="list-style-type: none"> <li>multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-activities' of individual 'like Places', this activity would be entered into the system using the 'overarching activity' model.</li> </ul> <p>In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.</p> <p>Other examples of Individual Hosted Activities include:</p> <ul style="list-style-type: none"> <li>retail tasks in a charity shopfront</li> <li>warehousing</li> <li>sorting of goods such as clothing or electrical items</li> <li>cleaning</li> <li>mowing lawns</li> <li>weeding</li> <li>rubbish collection</li> <li>maintaining and tending a community garden</li> <li>administration tasks such as filing</li> <li>ongoing work in a social enterprise such as filing, building furniture or making jewellery, and</li> <li>assisting at an animal shelter in tasks such as dog walking and grooming.</li> </ul> <p>An Individual Hosted Activity with multiple Places is different from a Group Based Activity.</p> <p>Individual Hosted Activities <b>should</b> be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.</p> <p><b>Group Based Activities</b></p> <p>Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Host Activity Agreement and Risk Assessment (Place) <b>must</b> be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and supervised as a team. A Group Based Activity <b>must</b>:</p> <ul style="list-style-type: none"> <li>have a specific goal and/or deliverable with an identified end date, and</li> <li>involve a group of job seekers working as a team to meet the common goal, deliverable or end date.</li> </ul> <p>Job seekers can be referred to Group Based Activities from multiple Providers.</p> <p>Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an activity, where agreed.</p> <p>Examples of Group Based Activities include:</p> <ul style="list-style-type: none"> <li>building garden beds for a community garden</li> <li>helping to establish a social enterprise</li> <li>archiving hard copy files to an electronic system</li> <li>establishing a community news letter</li> <li>designing and preparing a Cultural Festival</li> <li>construction of a bus shelter</li> </ul>

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	<ul style="list-style-type: none"> <li>• renovating a Community Hall</li> <li>• setting up a database</li> <li>• painting a structure, and</li> <li>• landscaping new developments.</li> </ul> <p>Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.</p> <p>While Group Based Activities are primarily to be reserved for Stream C Participants there is some flexibility for participants from Stream A or B to be placed in Group Based Activities. For example, where there are insufficient Stream C participants available to support the needs of the Host Organisation.</p> <p><i>For example, a group activity in a small rural location could include a mixture of Stream A, B and C job seekers where:</i></p> <ul style="list-style-type: none"> <li>• <i>they are the only job seekers available in the location (subject to the Activity being suitable for the job seeker)</i></li> <li>• <i>the only Work for the Dole Activity available in the area at the time is a Group Based Activity.</i></li> </ul> <p>While the priority is on securing Individual Hosted Activities, there will also be circumstances where Group Based Activities are the most appropriate. For example, in a regional area where there are limited number of Host Organisations or options for activities.</p> <p>All activities, whether Group Based Activities or Individual Hosted Activities, <b>must</b> have adequate and appropriate Supervision.</p> <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types.</p> <p>For further information on entering activity types into the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<b>Community Support Projects</b>	<p>Where a natural disaster has occurred, Work for the Dole activities <b>must</b>, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).</p> <p>CSPs are projects that will contribute to recovery efforts following a disaster event; and nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. CSPs are not designed to compete with the work of, or replace the roles of, specialised emergency services, such as the State Emergency Service, which have expertise in responding during and immediately after a natural disaster event.</p> <p>CSPs:</p> <ul style="list-style-type: none"> <li>• respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters</li> <li>• assist not-for-profit and volunteer organisations that are supporting affected communities</li> <li>• support local residents and assist rebuilding of the local economy</li> <li>• provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure</li> <li>• respond to other events and/or identified tasks that positively impact on local communities or at a national level, and</li> <li>• assist the community where there is an identified need for a coordinated national</li> </ul>

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	<p>activity and human resources and finances are limited.</p> <p>CSPs can include, but are not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• clearing debris—for example, leaves and garden material</li> <li>• repairing fencing and building</li> <li>• clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened</li> <li>• assisting community organisations with tasks such as packaging and delivering meals</li> <li>• sorting, packaging or displaying goods in local opportunity shops</li> <li>• minor gardening and home maintenance activities through community care organisations</li> <li>• park and riverbank restoration following the subsidence of floodwaters</li> <li>• restoration of local council areas</li> <li>• large-scale park/garden restoration projects or revegetation management projects</li> <li>• restoring historical public buildings or culturally significant sites</li> <li>• assisting with replanting of food plantations destroyed by a disaster, and</li> <li>• working in state/territory or Australian Government Botanic Gardens or National Parks.</li> </ul> <p><b>Flexibilities available in Natural Disaster Zones/Areas for CSPs</b></p> <p>The Department will ease restrictions on Work for the Dole activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators <b>must</b> continue to meet all other Deed and Guideline requirements.</p> <p>This means that Providers or Coordinators can develop Activities that:</p> <ul style="list-style-type: none"> <li>• operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled</li> <li>• carry out tasks normally not permitted—for example, activities that may compete with or support an established business or a commercial contract or enterprise, and/or</li> <li>• would not normally be allowed because the activity or Host Organisation has received government funding.</li> </ul> <p><b>Implementation</b></p> <p>CSPs can be initiated by one or more Providers (as a joint activity) or by a Coordinator. Providers or Coordinators <b>should</b> consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, Providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a Provider or Coordinator can set up.</p> <p>Providers and Coordinators <b>must</b> submit a proposal for any CSPs to the Department for its approval. Providers or Coordinators <b>must</b> demonstrate in their proposal:</p> <ul style="list-style-type: none"> <li>• broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the</li> </ul>

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	<p>economic benefit of having families, communities and local businesses return to normal life as soon as possible)</p> <ul style="list-style-type: none"> <li>• that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area</li> <li>• a focus on repair and restoration work (Activities <b>should not</b> be seen to add value over and above what was previously in place)</li> <li>• that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,</li> <li>• that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.</li> </ul> <p>On the condition that a Provider or Coordinator develops a proposal for CSPs that meets all the conditions in this Guideline for CSPs and the Provider complies with any additional conditions set out by the Department, it will give its written permission to allow Providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.</p> <p>Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.</p> <p><b>Who can be the Host Organisation for CSPs?</b></p> <p>CSPs <b>must</b> only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.</p> <p><b>Use of Work for the Dole Fees</b></p> <p>Work for the Dole Fees <b>must not</b> be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.</p> <p>In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:</p> <ul style="list-style-type: none"> <li>• additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place</li> <li>• material costs such as water, fuel, stock feed and fencing materials</li> <li>• upgrades to equipment owned by a landowner, or</li> <li>• costs involved in the transport of such things as fencing material or stock feed.</li> </ul> <p>Providers <b>should</b> adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees <b>should</b> be used for.</p> <p><b>Entering CSPs into the Department’s IT System</b></p> <p>When entering Work for the Dole CSPs into the Department’s IT System, Providers or Coordinators need to select ‘Work for the Dole’ in the Activity Type field of the Activity Search screen and then select ‘Community Support Project’ as the subtype.</p> <p>Providers are asked to make Work for the Dole Place in CSPs viewable to other Providers and to consider requests to collaborate.</p> <p>A form is available on the Provider Portal for Providers or Coordinators to complete</p>

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<p><b>Exclusions and exceptions</b> (Coordinator or Provider)</p> <p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>when proposing CSPs.</p> <p>The Deed specifies that the Coordinator (or Provider) <b>must not</b> source certain types of Work for the Dole activities unless otherwise agreed by the Department in writing. These include any Work for the Dole Activity otherwise prohibited under any Guidelines or by any advice provided by the Department.</p> <p>In addition to the types of Work for the Dole activities not permitted under the Deeds, Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include:</p> <ul style="list-style-type: none"> <li>• working for a family member or spouse, or the job seeker’s own organisation</li> <li>• tasks that primarily promote a particular religious or political view</li> <li>• tasks associated with the sex industry or involving nudity (including retail or hospitality positions)</li> <li>• tasks involving gambling</li> <li>• unlawful activities, and</li> <li>• anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.</li> </ul> <p>Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, <b>must not</b> include a residential or overnight accommodation component without the Department’s prior written approval.</p> <p>The Provider <b>must</b> only place job seekers in Work for the Dole activities as allowed by law. If the law does not allow a job seeker to be placed in a particular Work for the Dole Activity, the Provider <b>must</b> ensure that alternative Work for the Dole activities are made available to that job seeker. For example, if a Work for the Dole Activity involves tasks that can only be undertaken by a licensed person and the job seeker does not hold the relevant licence (for example, an electrician’s licence or a bus driver’s licence) then the job seeker cannot be placed into that activity. Similarly, job seekers cannot participate in Activities if it will cause a breach of visa conditions.</p> <p>Work for the Dole activities <b>must not</b> be undertaken in for-profit businesses except in specified circumstances, including CSPs or a not-for-profit arm of a for-profit organisation.</p>
<p><b>Displacement</b> (Coordinator or Provider)</p> <p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 107.9</li> <li>• Clause 108.1 (j)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (j)</li> </ul>	<p>Work for the Dole activities, whether they are Individual Hosted Activities or Group Based Activities, <b>must not</b> displace paid workers, in accordance with the Deed. Work for the Dole Places <b>must not</b>:</p> <ul style="list-style-type: none"> <li>• involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or</li> <li>• reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.</li> </ul> <p>In addition, a Work for the Dole Place <b>must not</b> proceed if:</p> <ul style="list-style-type: none"> <li>• an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or</li> <li>• it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.</li> </ul> <p>If a Provider becomes aware of displacement, the Provider <b>must</b> advise the Department through its Account Manager and act in accordance with the Deed.</p>

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	<p>Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they <b>must</b> notify the relevant Provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Place <b>must</b> be removed.</p>
<p><b>Private Property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1 (a)</li> <li>• Clause 108.1 (b)</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5 (a)(b)</li> </ul>	<p>Unless it is a CSP, Coordinators (or Providers) <b>must not</b> secure a Work for the Dole Activity that:</p> <ul style="list-style-type: none"> <li>• requires job seekers to enter private homes or grounds, <b>unless the Department agrees otherwise in writing</b>. For example, where an activity involves job seekers collecting items from private homes or grounds, the Coordinator (or Provider where they have identified the activity) will need to seek the Department's agreement by sending a written request to the Account Manager, or</li> <li>• involves working exclusively on private property.</li> </ul> <p><b>Note:</b> The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.</p> <p>The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.</p>
<p><b>Requesting permission for activities on private property</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.1</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.2</li> <li>• Clause 111.1</li> <li>• Clause 111.2</li> </ul> <p>jobactive Deed-Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.5</li> </ul>	<p>A request to the Department for activities requiring entry to, or work on, private property <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• a clear description of the Work for the Dole Place, including : <ul style="list-style-type: none"> <li>○ the reason for job seekers needing to enter private homes or grounds</li> <li>○ the part(s) of the activity that will involve entering private homes or grounds, or working on private property</li> <li>○ the approximate amount of time that job seekers will spend on the property</li> <li>○ where known, the location of the property (note that this can be at a regional level), and</li> <li>○ whether the activity is for private benefit.</li> </ul> </li> <li>• details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers</li> <li>• a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety policies, and</li> <li>• confirmation whether, for the duration of the activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the activities take place, including to the job seeker.</li> </ul> <p>When seeking permission, the Coordinator (or Provider where it has identified the activity) <b>must</b> ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.</p> <p>The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.</p> <p>In addition to any other relevant conditions imposed, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• undertake regular reviews of the Work for the Dole Activity (the frequency of</li> </ul>

Process	Details
	<p>these reviews will be at the discretion of the Provider and <b>should</b> take into account the nature of the activity and the requirements of the job seeker), and</p> <ul style="list-style-type: none"> <li>advise the Department of any changes to the nature or circumstances of the activity. In these circumstances, the Department may review its permission for the activity, including possible cessation.</li> </ul>
<p><b>Checks</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 8</li> <li>Clause 111.2</li> <li>Clause 111.3</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (k)</li> <li>Schedule 1 B.3.9 (a)</li> </ul>	<p>Where a Coordinator or Provider sources a Work for the Dole Place, they <b>must</b> identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.</p> <p>If a Work for the Dole Place requires a check, the Coordinator <b>must</b> record this on the Department's IT System as part of advertising the Work for the Dole Place.</p> <p>Where checks are required, the Provider <b>must</b> arrange and pay for the checks to be completed before allowing the job seeker to participate in that activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the <a href="#">Employment Fund General Account Guideline</a>. The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.</p> <p>Providers <b>should</b> keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.</p> <p>Where a check has not been finalised and a job seeker has an AAR, the Provider <b>must</b> commence the job seeker in an alternative Place until appropriate check(s) have been finalised.</p> <p>If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an activity, the Provider <b>must</b> assess whether the job seeker <b>should</b> be referred to the activity in line with the Deed.</p> <p>If the job seeker is considered unsuitable for the Activity, the Provider <b>must</b> commence the job seeker in a suitable alternative Place or other Approved Activity.</p>
<p><b>Provision of training</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>Clause 108.16</li> <li>Clause 110.5 (c)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>Schedule 1 B.3.6 (j)</li> </ul>	<p>Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training <b>must not</b> be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the activity and there <b>should</b> be minimal classroom type training. Examples of acceptable training that can be funded under the Work for the Dole Fee include:</p> <ul style="list-style-type: none"> <li>work health and safety training</li> <li>'on the job' training related to the placement, and</li> <li>use of tools and equipment to be used in the placement.</li> </ul> <p>Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their AAR by participating in Work for the Dole (or another approved Activity).</p>
<p><b>Supervision</b></p>	<p>Providers and Coordinators <b>must</b> ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for activities involving vulnerable</p>

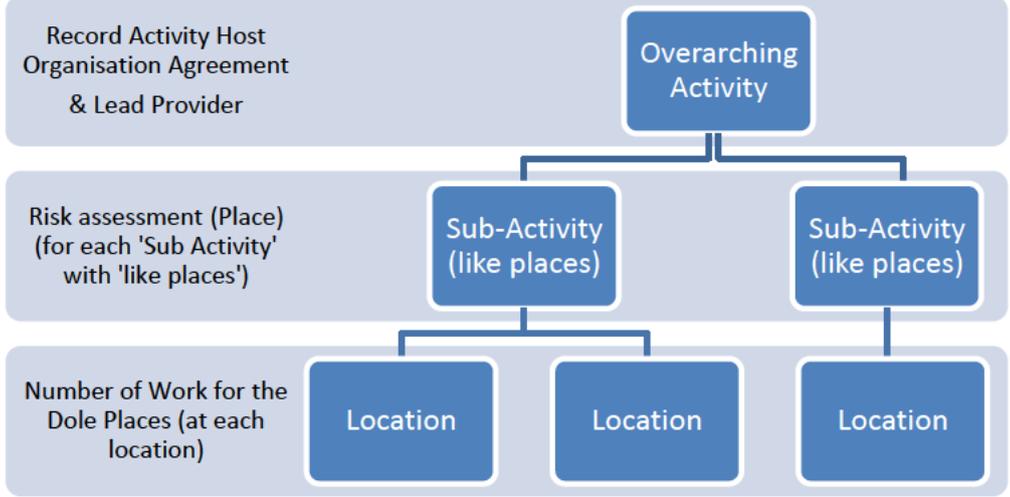
Process	Details
<p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• Clause 8</li> <li>• Clause 111</li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6 (h)</li> </ul>	<p>cohorts, Supervision <b>must</b> be continuous.*</p> <p>Coordinators (or the Provider who sources the Place) <b>must</b> carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.</p> <p>Providers and Coordinators <b>should</b> carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities, to ensure the health, welfare and safety of job seekers and members of the public.</p> <p>As part of sourcing Work for the Dole activities, Coordinators (or the Provider who sources the Place) <b>must</b> discuss with Host Organisations to ensure that they are aware that all Supervisors <b>must</b>:</p> <ul style="list-style-type: none"> <li>• be fit and proper persons to be involved in the activities</li> <li>• have a high level of skill/knowledge, training and/or experience in: <ul style="list-style-type: none"> <li>○ the part of the activity in which they are engaged, and</li> <li>○ working with, training and supervising persons in such activities.</li> </ul> </li> <li>• have relevant work health and safety training, and</li> <li>• have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.</li> </ul> <p>Lead Providers <b>must</b> ensure, throughout the Activity that Supervisors on all Work for the Dole activities meet the above requirements.</p> <p>If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced) during an Activity, Coordinators and Lead Providers <b>should</b> ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. The supervision details <b>should</b> be updated in the risk assessments.</p> <p>Lead Providers <b>must</b> ensure that Supervisors notify them of any non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that participate in the activity on any given day. These details are only accessible where the Department's IT System (specifically the Activity Diary) is being used by the Provider to record required participation. Through the application, Supervisors can record preliminary compliance results, which will be automatically sent to the Department's IT System to update the Provider's records.</p> <p>*Note: 'Continuous Supervision' means that a job seeker <b>must</b> be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the activity.</p>

## Setting up Work for the Dole activities

Process	Details
<p><b>Individual Hosted Activities and Group Based Activities</b></p> <p><b>(Coordinator or Provider)</b></p>	<p>A Coordinator (or the Provider who sources the Place) that sources the Place, <b>must</b>:</p> <ul style="list-style-type: none"> <li>• plan their activities according to caseload needs and advice from Host Organisations</li> <li>• ensure Host Organisations are eligible and do due diligence on their bona fides</li> <li>• ensure Host Organisations are aware of program requirements</li> </ul>

Process	Details
<p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.17</b></li> <li>• <b>Clause 108.18</b></li> <li>• <b>Clause 110.2</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.1 (c)</b></li> <li>• <b>Schedule 1 B.3.2</b></li> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<ul style="list-style-type: none"> <li>• ensure the activity is fit for purpose (that is meets program objectives and does not bring the Commonwealth into disrepute)</li> <li>• develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the activities/Places; and the locations of Work for the Dole Places</li> <li>• this includes ensuring <ul style="list-style-type: none"> <li>a. the location and available amenities are suitable;</li> <li>b. any equipment required for the delivery of the activity will be available and suitable for the number of participants</li> </ul> </li> <li>• ensure the Risk Assessment (Place) is undertaken by a Competent Person and other checks outlined in the <a href="#">Work Health and Safety</a> section below are completed</li> <li>• record the activity and Place details on the Department's IT System for advertising</li> <li>• identify a Lead Provider for the Activity (see <a href="#">Lead Providers</a> and <a href="#">Attachment D</a> to this Guideline for more information)</li> <li>• record the Activity and place details on the Department's IT System for advertising.</li> </ul> <p>Coordinators can advertise activities well in advance of an Activity/Place start date.</p> <p>The Department will monitor the geographical distribution of Coordinator-sourced Work for the Dole Places across each Employment Region to ensure these are fairly distributed, for example, based on caseload needs and job seeker location.</p> <p>For further information on sourcing and setting up Work for the Dole activities, refer to <a href="#">Attachment C</a> to this Guideline.</p>
<p><b>Record Activity on the Department's IT System</b></p> <p><b>(Coordinator or Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.11</b></li> </ul> <p><b>jobactive Deed- Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.9</b></li> </ul>	<p>Where the Coordinator (or Provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place <b>must</b> be recorded in the Department's IT System. The record <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• details of the Host Organisation, including contact details</li> <li>• an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant</li> <li>• the cost, duration and location of the Work for the Dole Place(s)</li> <li>• the number of available Work for the Dole Places, and</li> <li>• any other system fields as required.</li> </ul> <p>A Work for the Dole Place <b>should</b> ideally be of six months duration; however, Work for the Dole activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an activity of more than 12 months, the activity will need to be entered into the Department's IT System as separate activities of no more than 12 months duration each. Work for the Dole Places <b>must</b> be a minimum of 15 hours per week for the duration of the activity in order to attract a <a href="#">Work for the Dole Fee</a>.</p> <p>The risk assessment (Place), including <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be uploaded to the Department's IT System (see <a href="#">Work health and safety</a> below).</p> <p><b>Advertising the Place/Activity.</b></p> <p>Coordinators and Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.</p> <p>The Coordinator can hold Places for the Lead Provider for up to 48 hours before</p>

Process	Details
	<p>advertising the place(s) more broadly.</p> <p>Once the Coordinator advertises an activity more broadly on the Department's IT System, it will be visible to Providers when searching for suitable Places for job seekers and is managed on a 'first come, first served' basis. Where a Provider secures their own Work for the Dole activities/Places, they will not be required to advertise the activity to other Providers unless they choose to do so.</p> <p>Where a Place is claimed by a Provider and a job seeker is referred, but not commenced within 10 days, the Place will be readvertised to the original pool to which the activity was first advertised.</p> <p>For further information on recording activities in the Department's IT System, see the <a href="#">Work for the Dole IT Supporting Document</a>.</p>
<p><b>Work for the Dole activities involving multiple 'like Places' in an Individual Hosted Activity</b> (Coordinator or Provider)</p>	<p>Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this activity can be entered into the Department's IT System as:</p> <ul style="list-style-type: none"> <li>• separate activities of multiple 'like Places' of only one type (the standard model), or</li> <li>• an 'overarching activity'. An 'overarching activity' will be made up of 'sub-activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-activity'.</li> </ul> <p>Under an 'overarching activity' model, Work for the Dole Places will be grouped into 'sub-activities' for each set of 'like Places'. A 'sub-activity' can have a different start and end date within the time period of the 'overarching activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching activity' (Please see the diagram below for an overview of this model).</p> <p>For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or Provider where it has sourced the Place) <b>must:</b></p> <ul style="list-style-type: none"> <li>• create one 'overarching activity' for the local council and complete all the necessary system fields</li> <li>• create two 'sub-activities' for each set of 'like Places', which in this case will be one 'sub-activity' for gardening and one 'sub-activity' for cleaning, and</li> <li>• complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-activity'.</li> </ul>

Process	Details
	 <p>See <a href="#">Attachment E</a> to this Guideline for an overview of the different activity types. Further information on risk assessments can be found in <a href="#">Work health and safety</a> below.</p>
<p><b>Claiming a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.7</li> <li>• Clause 108.8</li> </ul>	<p>Providers can claim a Work for the Dole Place up to 5 business days prior to a job seeker entering the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.</p> <p>Providers are able to claim a <i>future</i> Work for the Dole Place up to 10 Business Days prior to the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and</li> <li>• commence the job seeker in the Place within 10 Business Days of the <i>activity start date</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>Where a Provider claims a Work for the Dole Place that is <i>currently available</i> to start, the Provider must:</p> <ul style="list-style-type: none"> <li>• identify and assign a Job Seeker ID to the Place, and</li> <li>• commence the job seeker in that Place within 10 Business Days of <i>claiming the Place</i>. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the activity was first advertised.</li> </ul> <p>To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers <b>should</b> refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.</p>
<p><b>Commencing a job seeker in a Work for the Dole Place</b> (Provider)</p> <p>Deed clause references:</p>	<p>Providers <b>must</b> consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole activities that are suitable to the participation requirements and capabilities of the job seeker.</p> <p>Before commencing a job seeker in a Work for the Dole Place the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work</li> </ul>

Process	Details
<p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 108.13</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 108.15</b></li> <li>• <b>Clause 108.14</b></li> <li>• <b>Clause 110.2</b></li> <li>• <b>Clause 110.3</b></li> </ul>	<p>restrictions (see <a href="#">Work Health and Safety</a> below), and</p> <ul style="list-style-type: none"> <li>• ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see <a href="#">Checks</a> in this Guideline).</li> </ul> <p>Work for the Dole Places <b>should</b> allow job seekers to participate sufficiently to meet their AAR (for example, 25 hours per week over a six-month period—please refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a>. Providers <b>should</b> place one job seeker into each Work for the Dole Place. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant AAR in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.</p> <p>Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider <b>must</b> identify and place another suitable job seeker in that Place and do so in a timely manner.</p> <p>Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider <b>should</b> identify and place another suitable job seeker in that Place within five Business Days. This is to minimise the delay in progressing group based projects.</p> <p>The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.</p> <p>For further information on commencing a job seeker in a Work for the Dole Place, see <a href="#">Attachment F</a> to this Guideline and the <a href="#">Activity Diary and AAR Details IT Supporting Document</a>.</p>

Process	Details
<p><b>Work health and safety</b></p>	<p>Providers <b>must</b> ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers <b>must</b> consult, coordinate and cooperate with the Coordinator, other Providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.</p>
<p><b>Insurance</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 42</li> <li>• Clause 108.21</li> <li>• Clause 108.22</li> <li>• Clause 110.5 (g)</li> <li>• Clause 110.8</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6 (c)</li> </ul>	<p>As part of conducting the risk assessment (Place), the Coordinator (or Provider where it has sourced the Place) <b>must</b> confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.</p> <p>The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole activities. However, these policies have exclusions.</p> <p>For further information on the insurance policies, please refer to the <a href="#">Insurance Readers Guide</a> and insurance policies which are available on the Provider Portal.</p> <p>The risk assessment (Place) <b>must</b> identify whether the Work for the Dole Place meets the requirements of the Department’s insurance policies purchased for job seekers or if the activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Competent Person</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.4</li> <li>• Annexure A1</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> </ul>	<p>Risk assessments <b>must</b> be conducted by a Competent Person. If the Coordinator or Provider does not itself have a Competent Person, it <b>must</b> engage a Competent Person for this purpose.</p> <p>A ‘Competent Person’ is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer <a href="#">Model Work Health and Safety (WHS) Act 2011</a>).</p> <p>Coordinators and Providers <b>should</b> keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. Coordinators and Providers <b>must</b> provide these details to the Department upon request.</p>
<p><b>Risk assessment (Place)</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 110.1</li> <li>• Clause 110.2</li> <li>• Clause 110.3</li> </ul>	<p>The Coordinator (or the Provider where it has sourced the Place) <b>must</b> conduct a risk assessment (Place) for each Work for the Dole Activity and <b>must</b> satisfy themselves that there is a safe system of work in place. The Coordinator (or the Provider) <b>must</b> ensure the risk assessment (Place) is implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.</p> <p>A risk assessment (Place) <b>must</b> include the name and ID of the Activity.</p> <p>The risk assessment (Place) <b>must</b> identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will</p>

Process	Details
<ul style="list-style-type: none"> <li>• <b>Clause 110.5</b></li> </ul> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• <b>Schedule 1 B.3.6</b></li> <li>• <b>Schedule 1 B.3.7</b></li> <li>• <b>Schedule 1 B.3.8</b></li> <li>• <b>Schedule 1 B.3.11</b></li> </ul>	<p>undertake the activity (in accordance with the Deed)—for example, all hazards and risks that may cause harm, such as:</p> <ul style="list-style-type: none"> <li>• physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)</li> <li>• chemical (acids, poisons, asbestos, flammable and hazardous substances)</li> <li>• biological (radiation, lead)</li> <li>• psychological, arising from fatigue, shift-work (mental tiredness) and bullying, and</li> <li>• work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)</li> <li>• electrical equipment (all electrical equipment is tested and tagged e.g. machinery, power tools, kitchen appliances)</li> <li>• warehousing, traffic management and driving (traffic and pedestrian interactions marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)</li> <li>• emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits are in place).</li> </ul> <p>The risk assessment (Place) <b>must</b> also identify/include:</p> <ul style="list-style-type: none"> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the activity safely</li> <li>• all steps and measures that will be put in place to mitigate any identified issues and concerns</li> <li>• the nature, scope and duration of any training, including work health and safety training, required to be undertaken by the job seeker to conduct the activity task(s) safely at commencement and for the duration of the activity</li> <li>• whether any specific personal protection equipment and clothing is required for the job seeker to participate safely in the activity and if this material will be provided by the Host Organisation or will need to be arranged by the Lead Provider or job seeker’s Provider</li> <li>• whether the activity will involve direct or indirect interaction with Children, the elderly or other <a href="#">Vulnerable Cohorts</a> and whether relevant checks <b>should</b> be undertaken.</li> <li>• confirmation that: <ul style="list-style-type: none"> <li>○ where the activity involves people from vulnerable cohorts, the Host Organisation will provide continuous supervision for the duration of the Activity</li> <li>○ the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and</li> <li>○ the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers</li> </ul> </li> <li>• whether the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety</li> <li>• confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place</li> <li>• whether there are appropriate facilities (access to drinking water and toilets) that will be available to the job seeker for the duration of the activity, and</li> <li>• any other reason(s) that it would otherwise not be appropriate for the potential Work for the Dole Place to proceed, including:</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>○ if the activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and</li> <li>○ any work health and safety issues that could not be reasonably and appropriately managed.</li> </ul> <p>Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, it <b>must not</b> be considered a suitable Work for the Dole Place.</p> <p><b>Multiple Work for the Dole Places in Individual Hosted Activities</b></p> <p>One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:</p> <ul style="list-style-type: none"> <li>• with one Host Organisation, and</li> <li>• are of the same or similar nature ('like Places').</li> </ul> <p><b>Work for the Dole Activities with Multiple Locations</b></p> <p>Where the Work for the Dole Activity (whether it is multiple Work for the Dole Places in Individual Hosted Activities or a Group Based Activity) involves job seekers undertaking tasks across <u>multiple locations</u>, one comprehensive risk assessment (Place) may be conducted. However the risk assessment (Place) <b>must</b> clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.</p> <p><b>Updating the risk assessment (Place)</b></p> <p>It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) in accordance with the Deed. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider <b>must</b> update the risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, and upload the updated risk assessment (Place) to the Department's IT System.</p> <p>Any time the risk assessment (Place) is updated the Lead Provider <b>must</b> immediately notify other Providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their Risk Assessment (Job Seeker) and determine if the activity is still suitable for the job seeker.</p> <p>If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider <b>must</b> cease the activity and notify the Host Organisation, other Providers and their Departmental Account Manager.</p>
<p><b>Assessment Checklist (Place)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed -Work for the Dole Coordinator</b></p> <ul style="list-style-type: none"> <li>• Schedule 1 B.3.6</li> <li>• Schedule 1 B.3.7</li> <li>• Schedule 1 B.3.8</li> </ul>	<p>The Coordinator or the Provider which has sourced the Place <b>must</b> complete the <a href="#">Assessment Checklist (Place)</a>. The Assessment Checklist (Place) <b>must</b> be completed accurately, in full and in the format provided and the content <b>must not</b> be altered.</p> <p>A copy of the <a href="#">Assessment Checklist (Place)</a> is available on the Provider Portal.</p> <p>Each risk assessment (Place) <b>must</b> include the completed <a href="#">Assessment Checklist (Place)</a> and be uploaded on to the Department's IT System. The <a href="#">Assessment Checklist (Place)</a> <b>should</b> be used as a cover page to the risk assessment (Place).</p> <p>The Coordinator (or Lead Provider) <b>must</b>:</p>

Process	Details
<ul style="list-style-type: none"> <li>Schedule 1 B.3.9</li> </ul>	<ul style="list-style-type: none"> <li>maintain Records of all risk assessments (Place) they have undertaken, and</li> <li>provide these Records to the Department upon request.</li> </ul>
<p><b>Risk assessment (job seeker)</b> <b>(Provider)</b></p> <p><b>Deed clause references:</b> <b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>Clause 110.1</li> <li>Clause 110.2</li> <li>Clause 110.5</li> <li>Clause 111</li> </ul>	<p>Providers <b>must</b>, in accordance with the Deed, undertake a risk assessment (job seeker) for each individual job seeker participating in a Work for the Dole Place. The risk assessment (job seeker) <b>must</b> ensure that the Work for the Dole Place is suitable and safe for job seeker(s) being referred as per the Deed.</p> <p>Where a Place is not suitable for a job seeker the job seeker <b>must not</b> be referred to the Place.</p> <p>The format of the risk assessment (job seeker) is not prescribed. The Department has provided a <a href="#">Work for the Dole – Assessment Checklist (Job Seeker)</a> to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department’s checklist is not mandatory and does not replace the risk assessment (job seeker).</p> <p>Providers <b>must</b> keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department’s requirements.</p> <p>As part of conducting the risk assessment (job seeker) the Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>check the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker, taking into consideration any relevant circumstances and work restrictions, and</li> <li>determine if relevant checks (for example, criminal record checks and Working with Vulnerable People Checks) have been finalised.</li> </ul> <p>The risk assessment (job seeker) <b>must</b> specify the relevant activity details and cover:</p> <ul style="list-style-type: none"> <li>any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality</li> <li>any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker prior to commencing</li> <li>that the level of supervision being provided is adequate and appropriate for the job seeker</li> <li>that appropriate facilities (such as toilets and access to drinking water) will be available to the job seeker for the duration of the Activity</li> <li>that the job seeker has been advised of the work health and safety and incident reporting processes and escalation</li> <li>that the job seeker has been provided with the location or access to the <a href="#">Job seekers Insurance Guide</a></li> <li>any checks required have been completed (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks), and</li> <li>the job seeker’s personal circumstances and work restrictions. This could include, but is not limited to: <ul style="list-style-type: none"> <li>working capabilities and capacity</li> <li>transport restrictions</li> <li>carer responsibilities</li> <li>specific injuries</li> <li>pregnancy</li> <li>allergies or other health issues (e.g. diabetes), and</li> <li>history of aggressive behaviour.</li> </ul> </li> </ul> <p>In addition, the Provider <b>must</b>, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they</p>

Process	Details
	<p>can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>A risk assessment (job seeker) which <b>must</b> be conducted for each participant against each Place they are referred and updated as necessary if there are changes to the Risk Assessment (Place) or changes to the activity tasks or circumstances.</p>

Process	Details
<p><b>Reporting and managing incidents</b> (Coordinator or Provider)</p> <p>Deed clause reference: jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 69.6</li> <li>• Clause 110.6</li> <li>• Clause 110.7</li> <li>• Clause 110.8</li> </ul>	<p>Providers <b>must</b> report and manage any incidents involving job seekers.</p> <p>Where the Coordinator sourced the place, the Host Organisation may choose to liaise directly with the Coordinator rather than the Provider either in the first instance or on an ongoing basis to resolve any incidents. In these cases, the Coordinator <b>should</b> act as an intermediary between the Host Organisation and Provider to help manage this process.</p> <p><b>Incidents</b></p> <p>If a job seeker or member of the public sustains an injury during an Activity, the Provider <b>should</b> ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor <b>must</b> call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor <b>must</b> try and protect other job seekers from unnecessary trauma where possible.</p> <p><b>When must an Incident be reported?</b></p> <p>The Provider <b>must</b> notify QBE Insurance (Australia) Ltd , Arthur J. Gallagher Pty Ltd and their Account Manager within 24 hours of any incident and/or near miss during the activity, including those that result in accident, injury or death of:</p> <ul style="list-style-type: none"> <li>• any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)</li> <li>• any Personnel involved in the delivery or supervision of the activity</li> <li>• members of the general public.</li> </ul> <p><b>All Incidents – both Personal Accident and Public and Products Liability</b></p> <p>Providers <b>must</b> complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).</p> <ul style="list-style-type: none"> <li>• <i>A personal accident/non Medicare expenses claim form/incident report</i> <b>must</b> be completed when an incident involves a job seeker’s accident, injury or death and a copy of the form sent to: <ul style="list-style-type: none"> <li>○ QBE Insurance (Australia) Ltd</li> <li>○ Arthur J. Gallagher Pty Ltd</li> <li>○ the Provider’s Account Manager</li> </ul> </li> <li>• <i>A public and products liability claim form/incident report</i> is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage. Once completed, the <i>public and products liability claim form/incident report</i> <b>must</b> be sent to: <ul style="list-style-type: none"> <li>○ Arthur J. Gallagher Pty Ltd</li> <li>○ the Provider’s Account Manager</li> </ul> </li> </ul> <p>The incident report <b>must</b> identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to lodge a Participation Report.</p> <p>It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal,</p>

Process	Details
	<p>impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.</p> <p>For further information in relation to the process for reporting incidents and completing incident forms refer to the <a href="#">Insurance Readers Guide</a>.</p> <p><b><u>Recording Requirements in ESS</u></b></p> <p>The Provider <b>should</b> record details of incidents or accidents in the 'Job Seeker Participant Event' screen in the Employment Services System (ESS). The Provider is also able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of the ESS, whether or not the incident is associated with a police report.</p> <p>For further information on the incident reporting process, see the <a href="#">Insurance Readers Guide</a>, <a href="#">Activity Management Guideline</a> and <a href="#">Servicing Job Seekers with Challenging Behaviour Guideline</a>.</p>

## Activity Host Organisation Agreements

Process	Details
<p><b>Activity Host Organisation Agreement (Provider)</b></p> <p><b>Deed clause references:</b></p> <p><b>jobactive Deed</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107.5</b></li> <li>• <b>Clause 108.13</b></li> <li>• <b>Annexure A1</b></li> </ul>	<p>An Activity Host Organisation Agreement <b>must</b> be signed for each Work for the Dole Activity. A template agreement is available on the Provider Portal for Providers to use.</p> <p>The Activity Host Organisation Agreement <b>must</b> always be between the Provider and the Host Organisation.</p> <p>Where Providers use their own agreement for these purposes, they <b>must</b> ensure that the topics in the Department's template agreement are covered in their agreement and <b>must</b> include, word for word, any clauses specified by the Department, for example on displacement and work health and safety.</p> <p>The agreed timeframe for passing on funds to the Host Organisation by Providers, and the acquittal requirements for Host Organisations <b>must</b> be detailed in the Activity Host Organisation Agreement. A provision to close the activity early if this is appropriate and will avoid incurring unnecessary costs <b>should</b> also be included.</p> <p>The Lead Provider <b>must</b> negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. For Group Based Activities and Individual Hosted Activities using the 'overarching activity' model, the Activity Host Organisation Agreement <b>must</b> be executed before the activity can be advertised in the Department's IT System. Where applicable the Lead Provider will work with other Providers to ensure they have all requirements fulfilled.</p> <p>Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider <b>must</b> check the risk assessment (Place), confirm with the Host Organisation if there have been any changes and update the risk assessment (Place) as necessary (see <a href="#">Work health and safety</a> above.)</p> <p>The completed risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a>, <b>must</b> be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.</p> <p>Activity Host Organisation Agreements <b>must</b> be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the <a href="#">Assessment Checklist (Place)</a> <b>must</b> be completed.</p>

Process	Details
<p><b>Managing job seekers undertaking Work for the Dole activities</b> (Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 106.1</li> <li>• Clause 111</li> <li>• Section B18</li> </ul>	<p>The Provider <b>must</b> schedule job seekers’ participation requirements into the ‘Activity Diary’—a tool in the Department’s IT System that assists Providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.</p> <p>For job seekers in Work for the Dole Activities, Providers <b>must</b> ensure that they maintain Records of attendance (for example, time records or attendance submitted through the ‘Supervisor’ mobile device application) so that it can be confirmed whether a job seeker has met their AAR. This <b>must</b> be done within 10 Business Days of the job seeker’s participation. For more information refer to the <a href="#">Mutual Obligation Requirements and Job Plan Guideline</a> and the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p>Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) when a job seeker does not attend their activity</li> <li>• replace any participant who leaves a Work for the Dole Place early, and</li> <li>• follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the <a href="#">Job Seeker Compliance Framework Guideline</a>.</li> </ul> <p>While job seekers are undertaking Work for the Dole activities, Providers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole activities</li> <li>• continue to identify jobs that job seekers can apply for and refer them to those jobs, and</li> <li>• report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.</li> </ul>

**Work for the Dole Fees**

Process	Details
<p><b>Work for the Dole Fees</b> (Provider)</p> <p>Deed clause reference:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.5</li> <li>• Clause 124</li> <li>• Annexure A1</li> <li>• Annexure B2</li> </ul>	<p>Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for job seekers in those Places. Work for the Dole Fees are not a grant.</p> <p>Work for the Dole Places will be funded on the basis that they are of six months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.</p> <p>A Work for the Dole Place <b>must</b> be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.</p> <p>A Provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable Persons Checks are to be paid for by the Work for the Dole Fee.</p> <p><b>Note:</b> For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place.</p> <p><b>Lead Provider Payment</b></p>

Process	Details																																			
	<p>The Lead Provider is entitled to a Lead Provider payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place activities where a job seeker from a non-Lead Provider is the first to commence in that Place. This <b>should</b> be factored into the activity's agreed costs.</p> <p>For Places that are less than six months in length, the Lead Provider payment will be pro-rated based on the intended length of the Activity.</p> <p>Two generic examples are detailed below, noting the IT system calculates pro-rata payments on a monthly basis which may vary the amounts shown below.</p> <table border="1" data-bbox="632 488 1295 871"> <thead> <tr> <th>Activity Length</th> <th>Lead Provider payment</th> <th>Individual Host Activity</th> </tr> </thead> <tbody> <tr> <td>6 month Activity</td> <td>Eligible for up to \$100 per Place</td> <td>Up to \$900 per Place</td> </tr> <tr> <td>3 month Activity</td> <td>Eligible for up to \$50 per Place</td> <td>Up to \$450 per Place</td> </tr> </tbody> </table>	Activity Length	Lead Provider payment	Individual Host Activity	6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place																										
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<p><b>Pro rata Work for the Dole Fees</b></p>	<p>Pro-rata payments are calculated on the basis of the duration of each Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.</p> <p>Where the first job seeker in a Place commences from the second month onwards after the activity start date, a pro-rated amount of the fee will be paid to the Provider, which may result in a pro-rated amount of the agreed fee being passed on to the Host Organisation. The Provider may decide to pay the Host Organisation the agreed amount from unspent Work for the Dole Fees.</p> <p>The table below provides a breakdown of the pro rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider <b>should</b> make the Host Organisation aware of any reduction to the negotiated fee.</p> <p>For example if an Individual Activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).</p> <p>Table 1: Pro-Rata Work for the Dole Fee – six month Activity</p> <table border="1" data-bbox="507 1489 1544 1966"> <thead> <tr> <th>Month of first job seeker commencement</th> <th>Eligible Work for the Dole Fee</th> <th>Lead Provider Payment</th> <th>Individual Host Activity</th> <th></th> </tr> </thead> <tbody> <tr> <td>First Month</td> <td>\$1000</td> <td>\$100</td> <td>\$900</td> <td>(full fee)</td> </tr> <tr> <td>Second Month</td> <td>\$833.33</td> <td>\$100</td> <td>\$733.33</td> <td>(5/6 of full fee)</td> </tr> <tr> <td>Third Month</td> <td>\$666.67</td> <td>\$100</td> <td>\$566.67</td> <td>(4/6 of full fee)</td> </tr> <tr> <td>Fourth Month</td> <td>\$500.00</td> <td>\$100</td> <td>\$400.00</td> <td>(3/6 of full fee)</td> </tr> <tr> <td>Fifth Month</td> <td>\$333.33</td> <td>\$100</td> <td>\$233.33</td> <td>(2/6 of full fee)</td> </tr> <tr> <td>Six Month</td> <td>\$166.67</td> <td>\$100</td> <td>\$66.67</td> <td>(1/6 of full fee)</td> </tr> </tbody> </table>	Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment	Individual Host Activity		First Month	\$1000	\$100	\$900	(full fee)	Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)	Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)	Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)	Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)	Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)
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<p><b>Individual Hosted</b></p>	<p>Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity (or a pro rata amount if less than six-months of the activity remains)</p>																																			

Process	Details
<p><b>Activities</b> (Coordinator or Provider)</p> <p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place.</p> <p>Where Coordinators source Work for the Dole Places, they <b>must</b> identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department's IT System.</p> <p>Where the Provider sources a Work for the Dole Place, they <b>must</b> record in the Department's IT System the amount that was paid to the Host Organisation from the Work for the Dole Fee.</p> <p>For Coordinator-sourced Places, the Provider <b>must</b> pass the agreed funds to the Host Organisation negotiated by the Coordinator. Where the Provider sources Places, they <b>must</b> negotiate with the Host Organisation the amount of the Work for the Dole Fee to be passed on.</p> <p>The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.</p> <p>The Lead Provider <b>must</b> negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another Provider refers a job seeker to one of the Places within an activity managed by the Lead Provider, they <b>must</b> provide the Lead Provider with the portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. The Lead Provider <b>must</b> pass these Fees on to the Host Organisation.</p> <p>Coordinators <b>should</b> keep in mind any costs that Providers may need to cover for their job seekers to participate in an activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.</p> <p>If any amount of the Fee has not been expended, the Provider <b>must</b> use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.</p>
<p><b>Group Based Activities</b> (Coordinator or Provider)</p> <p><b>Deed clause references:</b> jobactive Deed</p> <ul style="list-style-type: none"> <li>• <b>Clause 124</b></li> <li>• <b>Table 2B</b></li> </ul>	<p>A Work for the Dole Fee of up to \$3500 will be available for each six-month Work for the Dole Place in a Group Based Activity (or a pro rata amount if the activity duration is more or less than six-months ). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.</p> <p>The Lead Provider <b>must</b> negotiate with other Providers to agree on the portion of the Fee to be passed on to them to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).</p> <p>Providers <b>must not</b> use the Work for the Dole Fee to cover:</p> <ul style="list-style-type: none"> <li>• management fees</li> <li>• administration fees, and</li> <li>• handling costs (for example, buying items for the job seeker and charging them a storage fee).</li> </ul>

Process	Details
	<p>This includes where DES Participants are undertaking Work for the Dole.</p> <p>Unavoidable (or 'sunk') costs incurred can be paid. For example, where a supervisor is engaged but it becomes apparent that insufficient job seekers are available to complete the project. The Activity Host Agreement <b>should</b> include a provision to close the activity early if this is appropriate and will avoid unnecessary ongoing costs.</p> <p><b>Advance payment</b></p> <p>The Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. The advance payment can only be claimed once.</p> <p>Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.</p> <p>A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.</p> <p>Where an advance Payment has been claimed, the Lead Provider <b>must</b> complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity.</p> <p>Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.</p> <p>Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers <b>should</b> refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.</p> <p>If there is any unexpended money from the Group Based Activity Work for the Dole Fee it <b>must</b> be repaid to the Department as part of the acquittals process.</p> <p><b>Reimbursement</b></p> <p>For Group Based Activities, if the Lead Provider is claiming a reimbursement they <b>must</b> complete and submit their reimbursement Report in the Department's IT System within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.</p>

## Monitoring and reporting

Process	Details
<p><b>Monitoring of distribution and filling of</b></p>	<p>Coordinators <b>must</b> monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all Providers in the Employment</p>

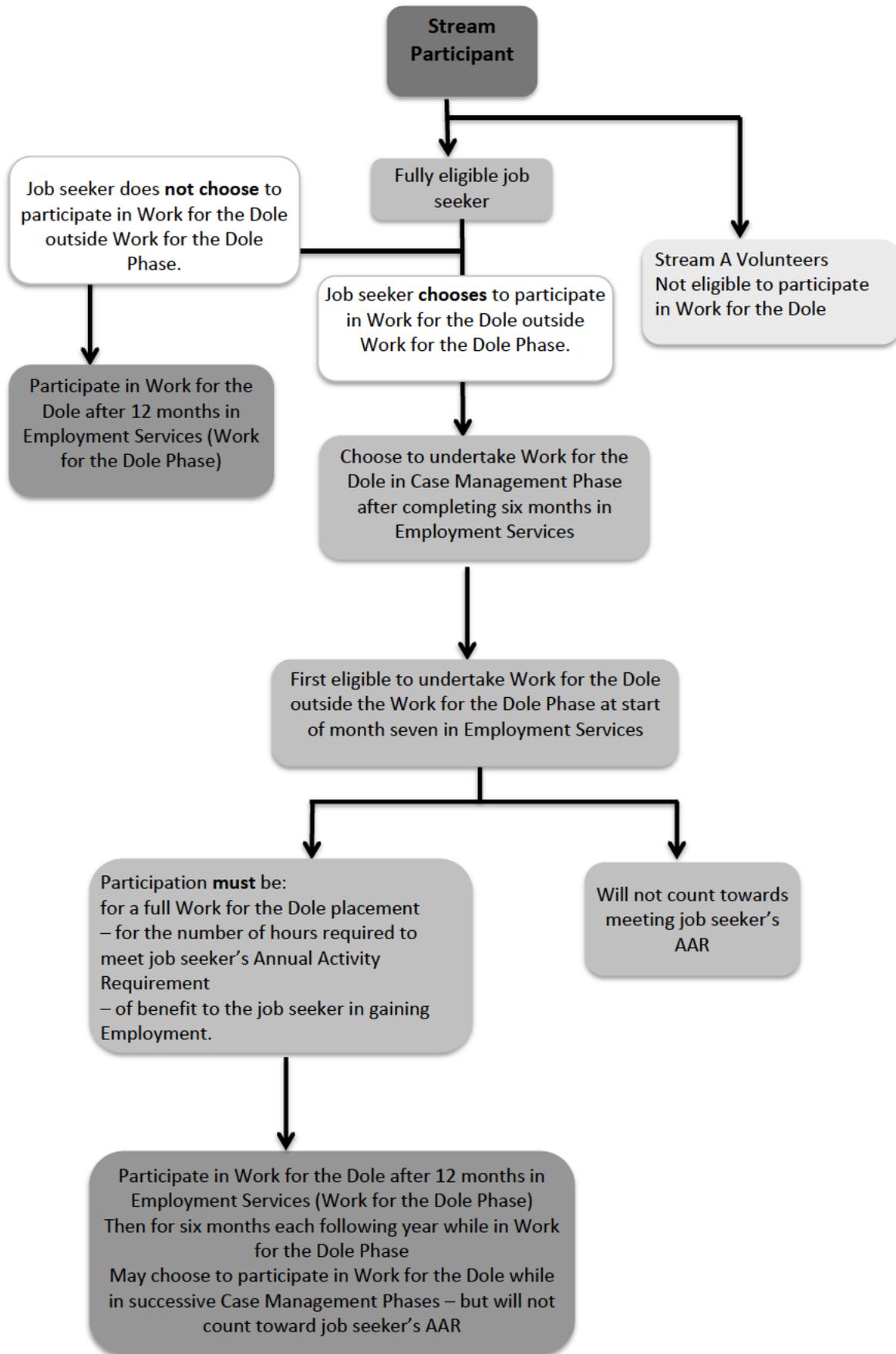
Process	Details
<p><b>Work for the Dole Places</b> (Coordinator or Provider)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 108.18(e)</li> </ul> <p>jobactive Deed -Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.2</li> <li>• Schedule 1 B.3.10</li> </ul>	<p>Region have sufficient Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.</p> <p>Where Work for the Dole Places remained unfilled, the Coordinator <b>should</b> contact Providers to facilitate the filling of these Places.</p> <p>Coordinators and Providers <b>must</b> track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator <b>should</b> contact Providers to fill these as a matter of priority.</p>

## Media and promotion

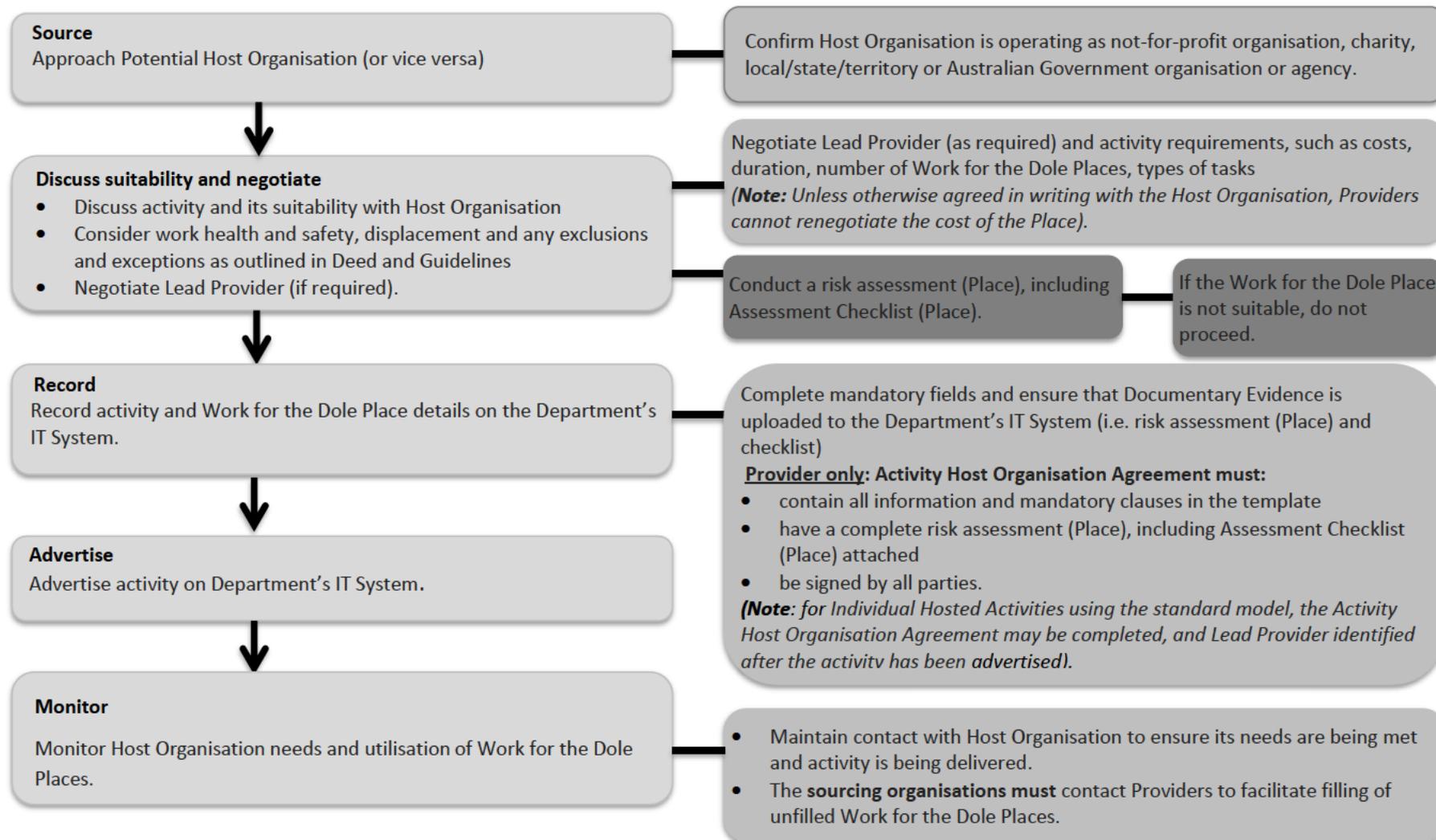
Process	Details
<p><b>Media and promotion</b> (Coordinator)</p> <p>Deed clause references:</p> <p>jobactive Deed</p> <ul style="list-style-type: none"> <li>• Clause 60</li> </ul> <p>jobactive Deed - Work for the Dole Coordinator</p> <ul style="list-style-type: none"> <li>• Clause 49</li> <li>• Schedule 1 B.3.13</li> </ul>	<p>Coordinators and Providers <b>must</b> advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department Employee intends to attend, Coordinators <b>must</b> liaise with their Account Manager on the details of the event.</p> <p>In all publications and promotional, publicity and advertising materials or activities of any type undertaken by, or on behalf of, the Coordinator or Provider relating to the Services outlined in the Deed, the Coordinator or Provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• comply with any promotion and style Guidelines issued by the Department from time to time</li> <li>• use badging and signage issued by the Department</li> <li>• acknowledge the financial and other support received from the Commonwealth, and</li> <li>• provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.</li> </ul> <p>Coordinators <b>must</b> market and promote the Work for the Dole Programme as required by the Department and manage any enquiries relating to the Work for the Dole Programme. Coordinators <b>should</b> discuss any issues or concerns with their Account Manager in the first instance.</p>

Process	Details
<p><b>Claiming a Work for the Dole Place</b></p>	<p>Before claiming a Place within any Work for the Dole Activity, DES Providers <b>must</b> contact the relevant Coordinator who will either source an activity for them or refer them to a Lead Provider for an existing activity that has Places available for them to claim.</p> <p>Where a Lead Provider exists for an activity in which a DES Participant is about to commence, the Lead Provider <b>must</b> collaborate with the DES Provider.</p> <p>DES Providers <b>must not</b> be the Lead Provider for any Work for the Dole Activity, unless they are claiming all Places in a Work for the Dole Activity. In this case Providers will have no interaction with the DES Provider. In this instance the DES Provider <b>must</b>, in accordance with this Guideline, undertake all <a href="#">Lead Provider</a> requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.</p> <p>Where a Coordinator is sourcing a Place for a DES Participant in an activity that will also include jobactive job seekers they <b>must</b> inform the DES Provider to not claim the first Place so that they are not allocated the Lead Provider role in the Department's IT System (unless they are going to use all Places in that activity).</p>
<p><b>Risk assessment (job seeker)</b></p>	<p>If the DES Provider is not the Lead Provider it <b>must</b> liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider <b>must</b>, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.</p> <p>Insurance arrangements for Work for the Dole participants are covered under <a href="#">Insurance</a> in this Guideline.</p>
<p><b>Fees</b></p>	<p>DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The Department's IT System will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.</p> <p>DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES Provider claims and commences DES Participants in all Places in an activity it <b>must</b> pay the relevant costs directly to the Host Organisation.</p> <p>Where a DES Provider claims and commences a DES Participant in a Work for the Dole Place for which a Provider is the Lead Provider, the DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT System.</p> <p>In consultation with the Coordinator and/or the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers <b>must not</b> charge DES Providers an administration or management fee for any reason</p>

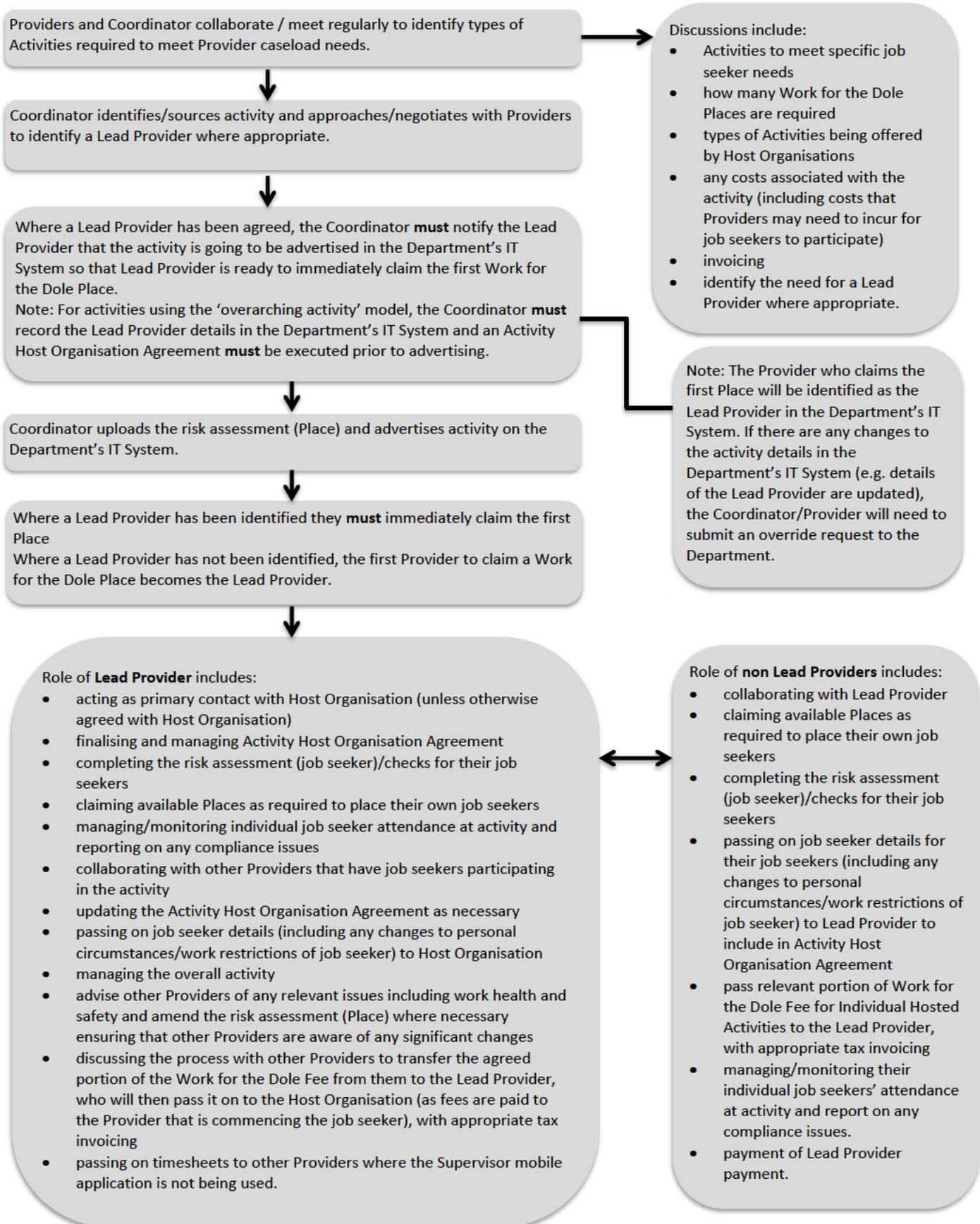
	<p>relating to DES Participants undertaking Work for the Dole. <span style="color: red;">Document 8</span></p> <p>Where a DES Participant is the first job seeker to commence in a Place sourced by a Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.</p>
<b>Recording attendance</b>	<p>The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an activity for DES Participants <b>must</b> be done through timesheets provided to the Lead Provider and the DES Provider.</p>



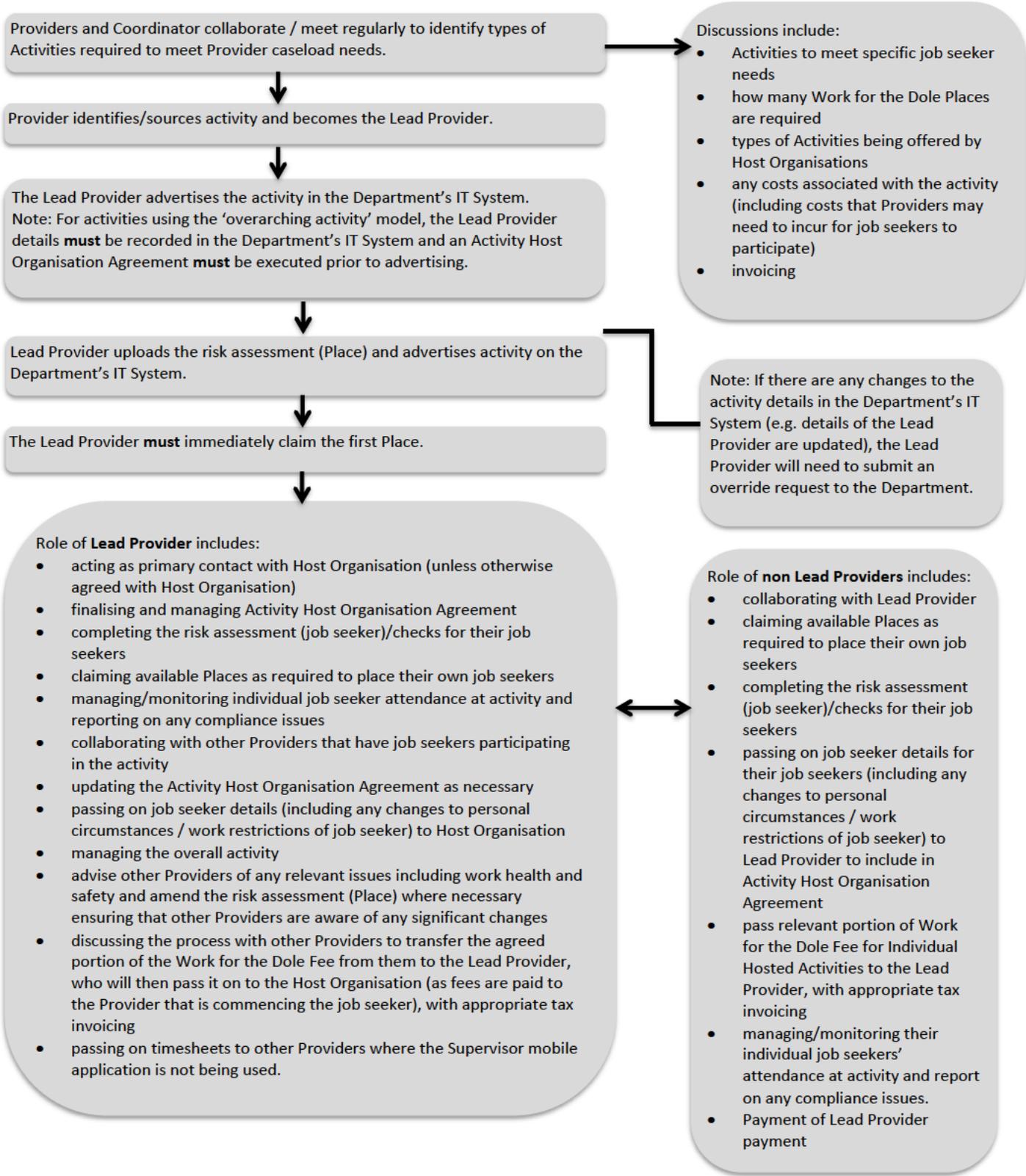
## Attachment C: Sourcing and setting up Work for the Dole activities

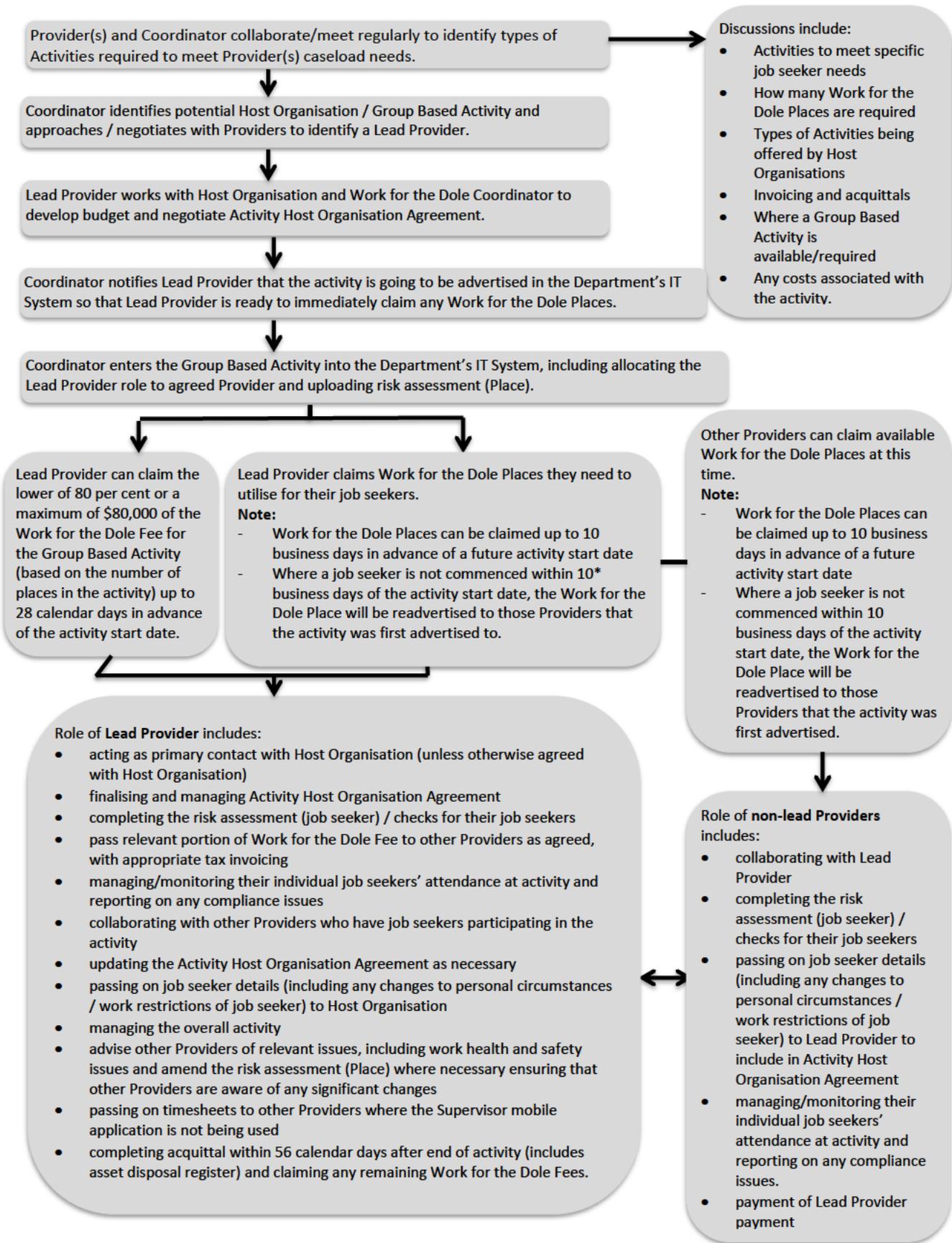


**Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Coordinator**

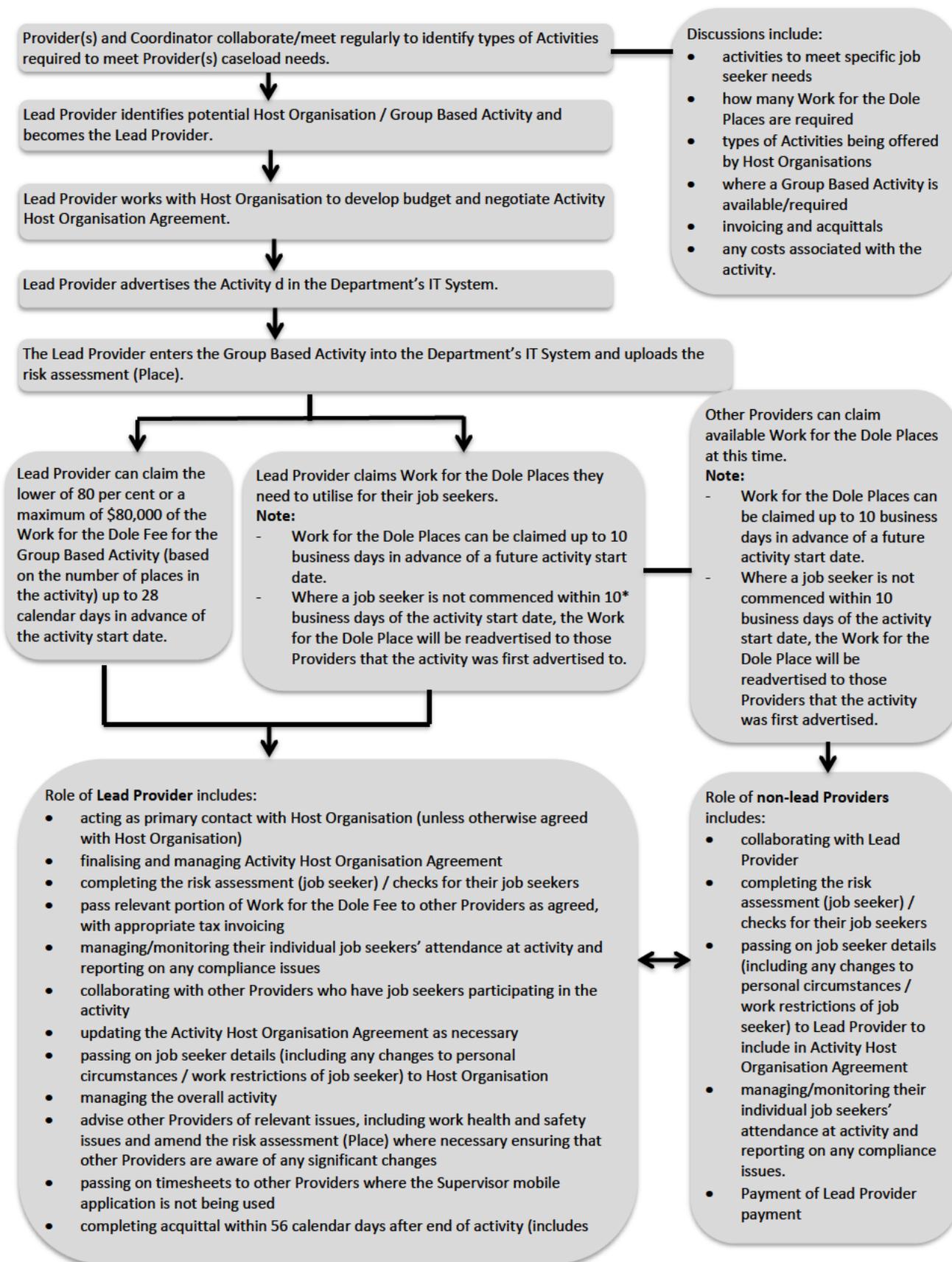


# Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider

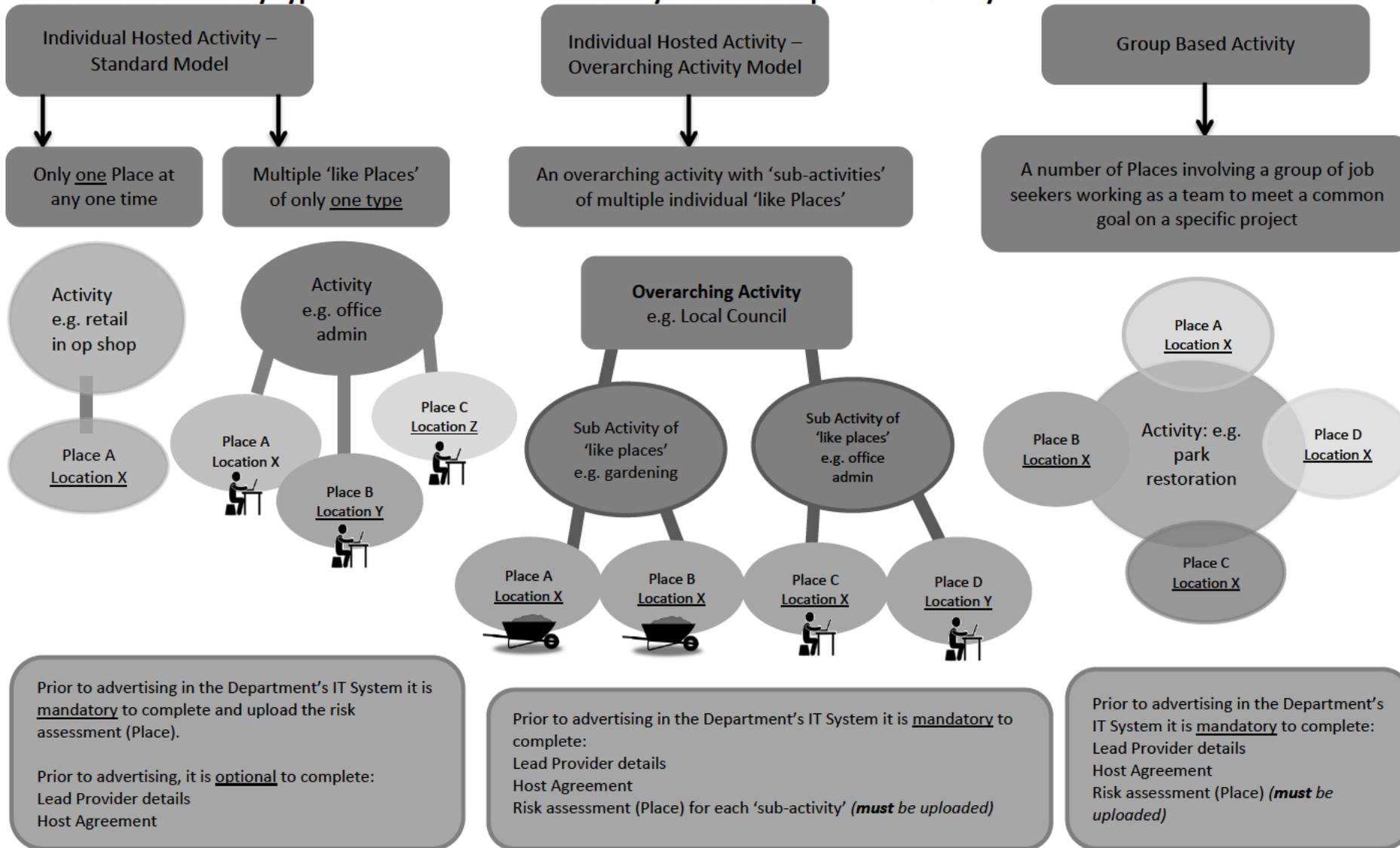




## Lead Provider Model—Group Based Activity sourced by a Provider



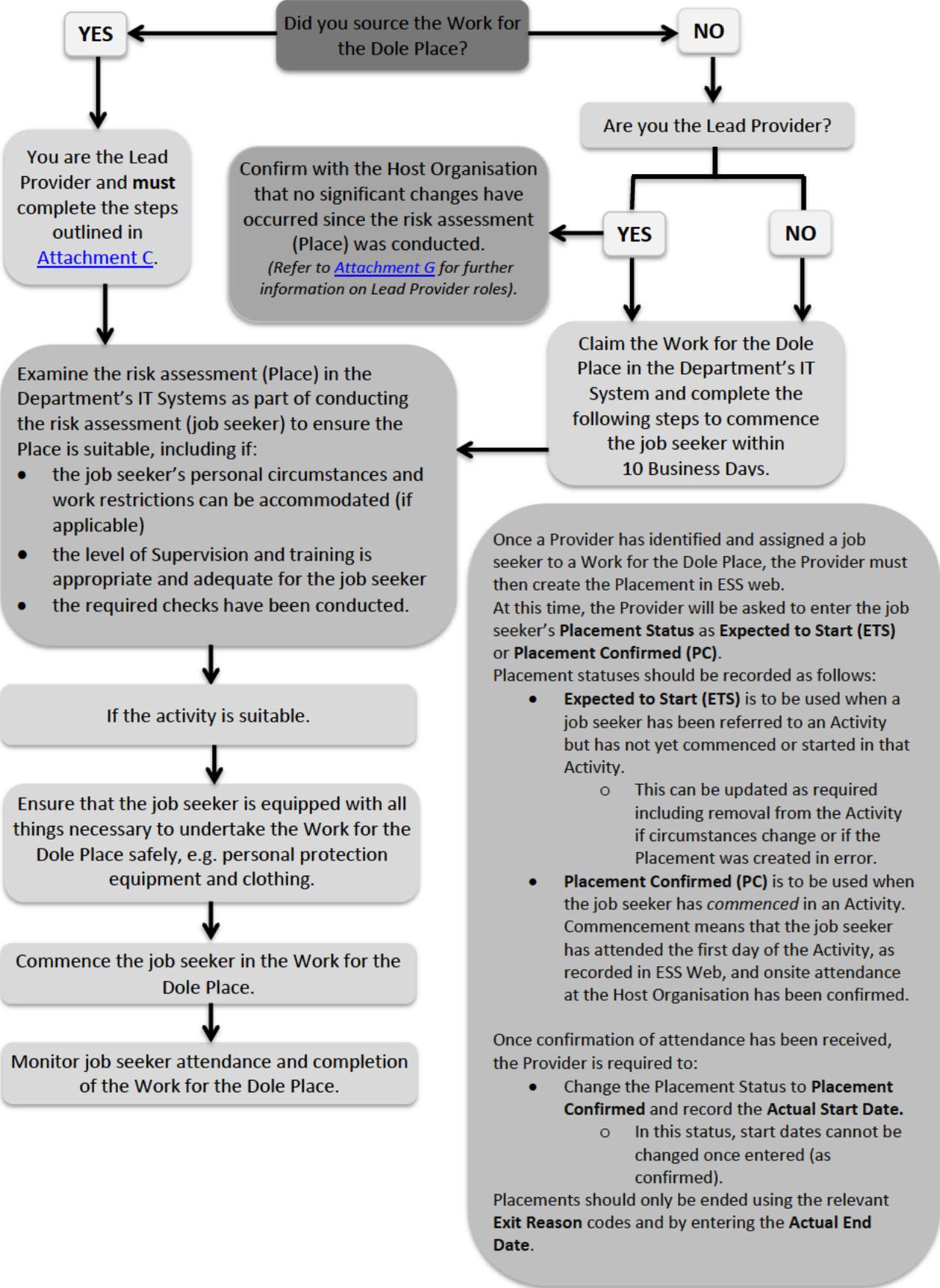
### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Work for the Dole Guideline

Effective Date: 5 December 2016

# Attachment F: Commencing a job seeker in a Work for the Dole Place

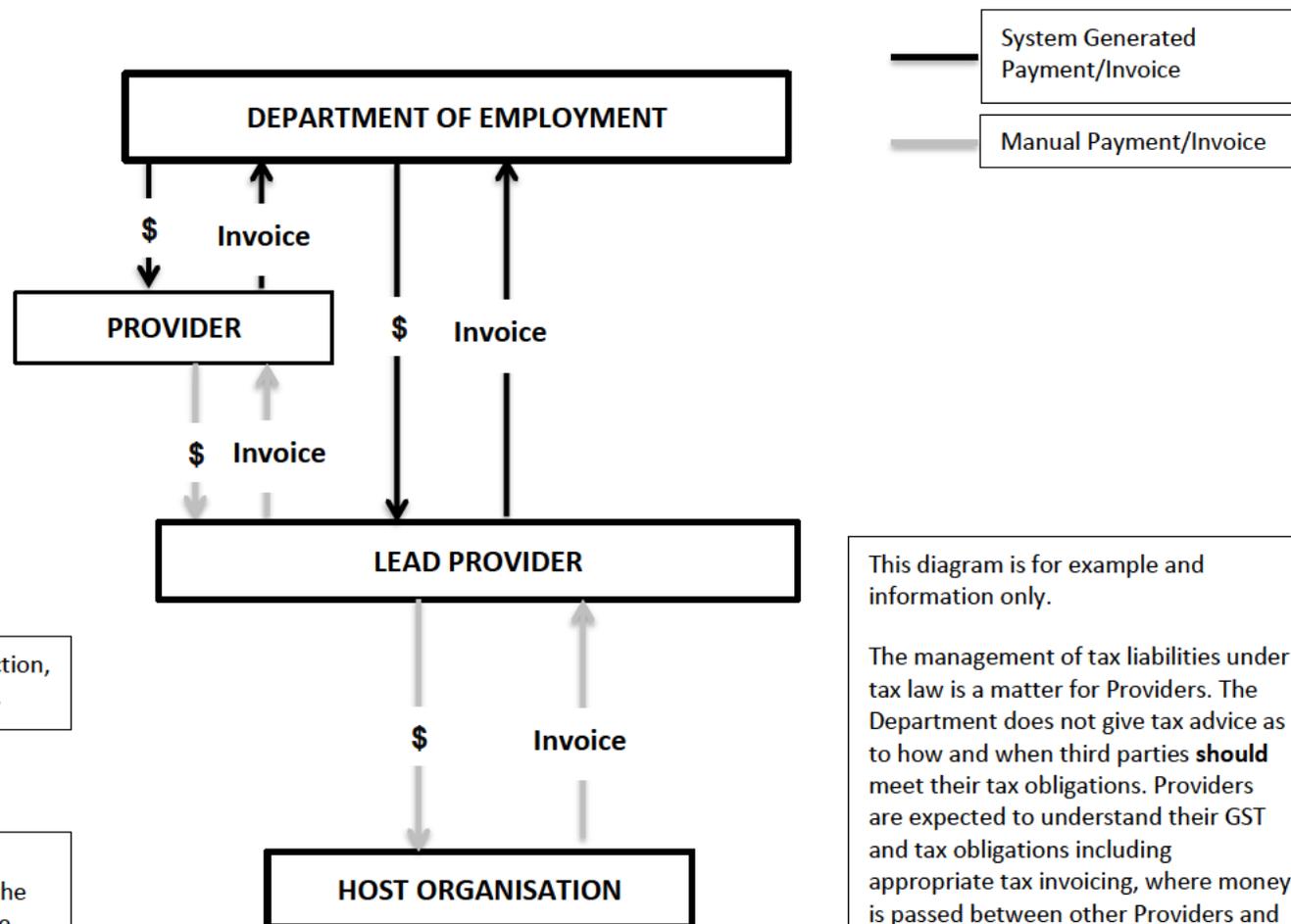


## Attachment G : Invoicing

### Individual Hosted Activities with Multiple Places

Note: Work for the Dole Fees become available to jobactive Providers upon commencement of the first job seeker into an individual hosted place. From this date, Providers have 56 days to lodge their claim for the Work for the Dole Fee.

Lodged claims for the individual hosted Work for the Dole Fees are paid weekly by the Department.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.

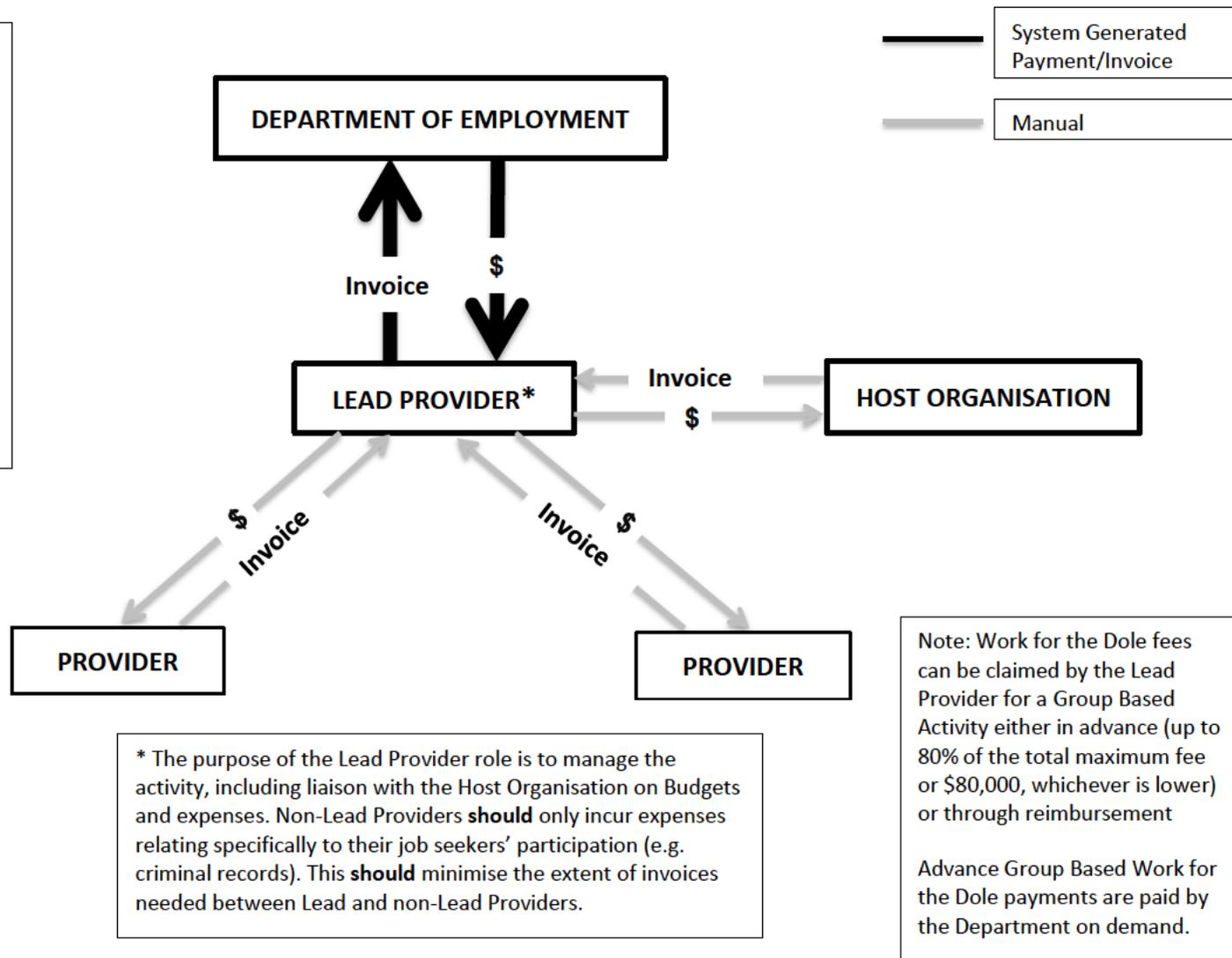
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

### Group Based Activities

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.





Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers and Work for the Dole Coordinators when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

Version: 2.0

Published on: 22 June 2017

Effective from: 1 July 2017

**Effective End: 31 December 2017**

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Changes from the previous version (Version 1.8)

**Policy changes:**

NIL

**Wording changes:**

Re-written into new template

Inclusion of Documentary Evidence from the Documentary Evidence Guideline

**Document Change History:**

A full document history is available at Provider Portal.

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Related documents and references

[Privacy Guideline](#)

[Work for the Dole IT Supporting Document](#)

[Activity Diary and Annual Activity Requirement Details IT Supporting Document](#)

[Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)

[Job Seeker Compliance Framework Guideline](#)

[Activity Management Guideline](#)

[Servicing Job Seekers with Challenging Behaviours Guideline](#)

[Documentary Evidence Guideline](#)

[Employment Fund General Account Guideline](#)

[Norfolk Island Guideline](#)

[Performance Framework Guideline](#)

[2015 Transition Provider Advice](#)

[Activity Host Organisation Agreement Template – Group Based Activity](#)

[Activity Host Organisation Agreement Template – Individual Hosted Activity](#)

[Work for the Dole Assessment Checklist \(Place\)](#)

[Work for the Dole Assessment Checklist \(Job Seeker\)](#)

[Expenditure Guide](#)

[Community Support Projects: Concept Approval Template](#)

[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the Work for the Dole Phase after 12 months of being in jobactive and every subsequent year that they remain unemployed.

Job seekers under 60 years of age with Mutual Obligation Requirements have an Annual Activity Requirement when they enter the Work for the Dole Phase. The Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities when in the Work for the Dole Phase.

Work for the Dole is one of a number of approved Activities job seekers aged 18–59 years can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot be placed in Work for the Dole Activities, even if they wish to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, Note 3 in clause 107.1 and Annexure A1, Sections B12, B13 and B14)

### Participation in Work for the Dole outside the Work for the Dole Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)).

When commencing job seekers in Work for the Dole Activities, providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

- Regardless of whether a job seeker participates in a Work for the Dole activity in the Case Management Phase or Work for the Dole Phase, it must be added to the job seeker's Job Plan and becomes a compulsory Activity subject to compliance action if not completed.

Volunteers in jobactive who are eligible for six months in Stream A only cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3 and 108.4)

## Compliance Activities in the Work for the Dole Phase

Where a job seeker is undertaking Work for the Dole as part of a Compliance Activity in the Work for the Dole phase the hours will not count towards the job seeker's Annual Activity Requirement. For further information refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#) and [Job Seeker Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Work for the Dole Coordinators and Providers

### Work for the Dole Coordinator

The requirements of Work for the Dole Coordinators (Coordinators) are set out in the *jobactive Deed 2015–2020 – Work for the Dole Coordinator* and throughout this Guideline.

Coordinators must deliver the servicing strategies outlined in their tender response for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the Coordinator

The primary role of Coordinators is to source sufficient, suitable Work for the Dole Places by engaging with existing and potential Host Organisations and collaborating with jobactive providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Coordinators must also work with providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of the Coordinator

Coordinators must:

- develop and maintain good working relationships with potential and participating Host Organisations and other stakeholders
- ensure Host Organisations meet all eligibility and work health and safety requirements
- perform due diligence on Host Organisation and ensure they have a good reputation



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by Competent Persons and meet relevant laws and Departmental policies and procedures on work health and safety

- ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed
- address the needs of Host Organisations and providers in a timely manner
- work proactively and collaborate with providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- in consultation with providers, securing sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))

- comply with all relevant Commonwealth, state, territory or local authority legislation and regulations, including work health and safety
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the nature of places is appropriate and that providers are taking up places, and
- report significant issues they identify or that are brought to their attention to the relevant provider and if appropriate, the Department.

### Sourcing Places

As part of securing Work for Dole Places, Coordinators must:

- plan their Activities in consultation with providers and Host Organisations
- ensure Host Organisations understand program requirements
- identify the requirements of each Work for the Dole Place
- conduct risk assessments (Place) and comply with relevant laws and Department policies and procedures on work health and safety
- retain documentation relating to each Work for the Dole Place they secure
- advertise Work for the Dole Places in ESS Web,
- ensure information about Host Organisations is shared with the Lead Provider and
- maintain contact with Host Organisations.

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

### Collaboration

Coordinators should meet regularly with jobactive providers and keep them informed of potential Activities and Places so they can plan and collaborate to meet the needs of both Host Organisations and providers.

Coordinators must identify and share information on best practice with the Department, jobactive providers and Host Organisations in the management and delivery of the Work for the Dole Program where applicable. Such information may include:

- where a Host Organisation is involved with multiple providers
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program by providers in their Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice by a Coordinator, it may circulate advice about this best practice to other Coordinators.

(jobactive Deed references: jobactive Clauses 19.5, 40, Schedule 1 - B.2, B.3.1, B.3.2, B.3.3, B3.6, B.3.10)

### jobactive Provider

The requirements of providers are set out in the *jobactive Deed 2015-2020* and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Responsibilities of the provider

Providers are at the centre of the delivery of the Work for the Dole Program and have a range of obligations, including those set out below

#### Managerial

- collaborate with the Coordinator and other providers in their Employment Region
- when the Lead Provider, negotiate, execute and update as necessary, the Activity Host Organisation Agreement in accordance with the Deed
- when Lead Provider, liaise regularly with the Host Organisation and other providers (as necessary) to ensure the Activity is delivered as agreed
- ensure that the integrity and reputation of the Work for the Dole Program is maintained, and
- comply with all relevant Commonwealth, state or territory or local authority legislation and regulations, including work health and safety.

#### Operational

- plan appropriately for the delivery of the Work for the Dole Program including liaison with the Coordinator about forthcoming caseload requirements
- when Lead Provider, review the risk assessment (Place), ensure all actions identified in the risk assessment have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected



**Work Health & Safety content:** monitor and update the risk assessment (Place) as appropriate when there are significant changes to the Activity, including work, health and safety issues. The updated risk assessment (Place) must be uploaded to ESS Web

- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase



**Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current risk assessment (job seeker) for that Activity and is suited to the Activity

- ensure that job seekers are meeting their Annual Activity Requirement (further information on the Work for the Dole Phase can be found at Attachment A of the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#))
- manage job seekers in Work for the Dole Places in Individual Hosted Activities and Group Based Activities
- provide the necessary assistance and support to job seekers to help them to transition into employment as quickly as possible
- advise job seekers where they can access the Job Seeker Insurance Guide

- comply with processes outlined in the Insurance Readers Guide, and
- act as the Lead Provider where the provider offers to do so, or where the provider takes the first Place in an Activity, or sources the Activity.

Providers must retain documentation relating to each Work for the Dole Place in accordance with the [Documentary Evidence section](#) of this Guideline. Providers must provide these Records to the Department upon request.

### Sourcing Places

It is the primary role of the Coordinator to source Places. However, if a provider sources a Work for the Dole Place(s), the provider is required to undertake all of the functions which would have been done by the Coordinator, including but not limited to:

- planning their Activities and ensuring Host Organisations understand program requirements
- identifying the requirements of each Work for the Dole Place
- conducting the risk assessment (Place) and complying with relevant laws and Departmental policies and procedures on work, health and safety, and
- maintaining contact with the Host Organisation.

Where the provider sources the Work for the Dole Activity they will be the Lead Provider for the Activity.

Further information can be found in the [Setting Up Work For the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18(a), 110.1, 110.2, 110.3, 111.1, 111.2, 114, 115)

### Lead Providers

Unless the Host Organisation agrees otherwise they should only deal with one provider. In most cases this will be the Lead Provider which is the provider that has the Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Lead Providers are identified one of three ways:

1. they are the provider who sourced the Work for the Dole Activity
2. the Coordinator has sourced the Place and collaborated with providers in their Employment Region to identify a suitable Lead Provider before the Activity is advertised on ESS Web, or
3. the Coordinator has sourced the Place and the first provider to claim a Place on the ESS Web becomes the Lead Provider.

Where a Lead Provider is identified before the Activity is advertised on ESS Web, the Coordinator is required to notify the Lead Provider that the Activity is going to be advertised and reserve any places for the Lead Provider as required. The Lead Provider should claim the reserved Work for the Dole Places they wish to use for their job seekers within 48 hours, before the Places are returned to the pool they were advertised to.

All other providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

## Lead Provider Payment

A Lead Provider is entitled to a payment of up to \$100 taken from the Work for the Dole Fee where a participant from another provider is the first person to commence in a Place in the Activity. The Lead provider Payment applies to both Individual Hosted Activities and Group Based Activities.

The Lead Provider Payment will be calculated based on activity duration and paid automatically to Lead Providers through ESS Web. More information can be found in ESS Web under Work for the Dole Payments.

This is detailed further in the [Work for the Dole Fees](#) section of this Guideline.

## Responsibilities of the Lead Provider

The Lead Provider must:

- ensure the Host Organisation is aware of program requirements including acquittal requirements prior to finalising the Activity Host Organisation Agreement
- ensure that the Host implements all actions agreed in the Activity Host Organisation Agreement and those identified through risk assessments
- execute and update the Activity Host Organisation Agreement during the Activity as required,
- appropriately manage the overall Activity and ensure it is delivered as agreed,
- collaborate with other providers, including any DES providers, that have job seekers participating in the Activity
- reserve Places for Non-Lead Providers (from 1 July 2017, Lead Providers will be able to reserve places in ESS Web for other providers for a maximum period of 48 hours. If the places are not claimed within that timeframe, the places will return to the pool they were advertised to)



**Work Health & Safety content:** immediately advise other providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks



**Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

- suspend or terminate the Activity where required
- complete the acquittal report for the Activity
- collect relevant DES Work for the Dole payments from DES providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES providers to pass the fees directly to them)
- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that are approved prior to the Invoicing Solution from 1 July 2017
  - For Activities entered into the system and approved **after** 1 July 2017, the Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.

- pay the relevant Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Host Organisation has agreed for providers to pass the Fees directly to them),
- pass relevant amounts of the Work for the Dole Fee for Group Based Activities to other providers as agreed, and
- undertake all Non-Lead provider requirements (as outlined below) for their own job seekers.

## Non-Lead Providers

Where other providers (not the Lead Provider) commence a job seeker into an Activity, they must:



**Work Health & Safety content:** conduct a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe, prior to commencement in the Activity



**Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity



**Work Health & Safety content:** review and revise the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity;

- pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement
- monitor and manage the job seeker's attendance to ensure participation and compliance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this.
- collaborate with the Lead Provider to ensure Host Organisation relationships are maintained.
- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that are approved prior to the Invoicing Solution from 1 July 2017
  - For Activities entered into the system and approved after 1 July 2017, the Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.

Refer to [Attachments C, E and F](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2 ,110.3 ,110.5 ,124.7 ,124.8 ,124.8 ,124.14 ,124.16, 124.17; jobactive Deed – Work for the Dole Coordinator Schedules 1 - B .3.2 (c), B.3.9 (b))

## Media and promotion

Coordinators and jobactive providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee intends to attend, Coordinators and jobactive providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Coordinator or provider relating to the Services outlined in the Deed, the Coordinator or provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that the Coordinator has developed.

Coordinators must market and promote the Work for the Dole Program as required by the Department and manage any enquiries relating to the Work for the Dole Program. Coordinators should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60, jobactive Deed Work for the Dole Coordinator clause 49, schedule 1 B.3.13)

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### 3. Considerations for setting up Work for the Dole Activities

#### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- in a not-for-profit arm of a for-profit organisation

*except* in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Coordinators and providers need to satisfy themselves that the potential Host Organisation is eligible to host a Work for the Dole Activity, is able to meet all program requirements and is able to deliver the proposed Activity as agreed.

When setting up a Work for the Dole Activity the Work for the Dole Coordinator (and provider where they source Activities) needs to advise the Host Organisation of all program requirements including work health and safety requirements and if it is a Group Based Activity the types of documentary evidence that may be required to support any funding received.

Work for the Dole Coordinators and providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

#### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with Work-like Experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like Experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

jobactive providers and Coordinators should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disability.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months - 182 calendar days) in duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

jobactive providers and Coordinators should be mindful that Group Based Activities should be primarily reserved for Stream C Participants and these Activities should be appropriately suited to the needs of these job seekers.

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

#### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before commencing in the Place and inform the provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirements.

#### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills that helps them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

## Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, Coordinators and providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\*, adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents (including men and women), and
- any other people that the provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1 (b) – jobactive Deed Work for the Dole Coordinator Schedule 1 B.3.5, B.3.6)

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a provider becomes aware of displacement, the provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Coordinator identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the relevant provider, Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j), jobactive Deed Work for the Dole Coordinator Schedule 1 B.3.5 (j))

## Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Unless it is a Community Support Project, Coordinators (or providers) are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b), jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.5 (a) (b))

## Requesting permission for Activities on Private Property

If a Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Coordinator (or provider where they have identified the Activity) will need to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including :
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property

- where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees who will supervise job seekers
  - a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
  - confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the Coordinator (or provider where it has identified the Activity) is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the provider and should take into account the nature of the Activity and the requirements of the job seeker), and
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1 ,108.21 ,108.22, 110.2, 111.1, 111.2, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.5)

## Supervision

Providers and Coordinators must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Coordinators (or the provider who sources the Place) need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.



**Work Health & Safety content:** Providers and Coordinators should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the Coordinator and provider must take into account whether the nominated supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved.

As part of sourcing Work for the Dole Activities, Coordinators (or the provider who sources the Place) are required to discuss with Host Organisations to ensure that they are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a supervisor is away) during an Activity, Coordinators and Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The supervision details should be updated in the risk assessments.

Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than at the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where the ESS Web (specifically the Activity Diary) is being used by the provider to record required participation. Through the application, Supervisors can record preliminary attendance results, which will be automatically sent to the ESS Web to update the provider's records.

(jobactive Deed references: Clauses 8, 111, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6 (h))

## Checks

Where a Coordinator or provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the Coordinator (or provider if they sourced the Place) must record this on ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the [Employment Fund General Account](#)

**Guideline.** The Work for the Dole Fee may be used by the provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3 , jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6 (k), B.3.9 (a))

## Provision of training

Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (c), jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6 (j))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers and Coordinators must continue to meet all other Deed and Guideline requirements.

This means that providers or Coordinators can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

## Implementation

CSPs can be initiated by one or more providers (as a joint Activity) or by a Coordinator. Providers or Coordinators should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, providers and Coordinators can target Activities most appropriately. There is no limit on the number of CSPs that a provider or Coordinator can set up.



**System step:** Providers and Coordinators must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers or Coordinators must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a provider or Coordinator develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow providers or Coordinators to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Coordinators or providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place

- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, providers or Coordinators need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen and then select 'Community Support Project' as the subtype.

Providers are asked to make Work for the Dole Place in CSPs viewable to other providers and to consider requests to collaborate.

A form is available on the Provider Portal for providers or Coordinators to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1, jobactive Deed Work for the Dole Schedule: 1 B.3.5)

### Different Activity types

#### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one provider.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items

- cleaning
- mowing lawns
- weeding
- rubbish collection
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

### Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple providers

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

While Group Based Activities are primarily to be reserved for Stream C Participants, there is some flexibility for participants from Stream A or B to be placed in them where there are insufficient Stream C participants available.

For example, a Group Based Activity in a small rural location could include a mixture of Stream A, B and C job seekers where:

- they are the only job seekers available in the location (subject to the Activity being suitable for the job seeker)
- the only Work for the Dole Activity available in the area at the time is a Group Based Activity.

While the priority is on securing Individual Hosted Activities, there will also be circumstances where Group Based Activities are the most appropriate. For example, in a regional area where there are limited number of Host Organisations or options for Activities.



All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.

See [Attachment E](#) to this Guideline for an overview of the different Activity types.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.14 – jobactive Deed Work for the Dole Coordinator Schedule 1 B.3.1, B.3.4 (b) (d), B.3.6.(g) (h) (j))

## Negotiating cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Coordinators (or providers where they have sourced the Place) must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fee are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation,
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to providers will be pro-rated, however, providers may choose to pass on the full amount to the Host Organisation.

An example of a pro-rated fee would be if an Individual Hosted Activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 (or  $5/6 \times \$1000.00$ ).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro rata amount if the Activity duration is more or less than six-months ). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure.

### Considerations for Coordinators negotiating the Work for the Dole Fee

When negotiating the portion of the Work for the Dole Fee that is to be passed on to the Host Organisation, Coordinators should consider:

- job seeker participation costs incurred by providers (for example, police and other checks)
- who will be providing job seekers with Personal Protective Equipment and/or transport
- the compulsory Lead Provider payment of up to \$100 per six month Work for the Dole Place.

Wherever possible Coordinators must include Lead Providers in the negotiation of Group Based Activity Budgets.

(jobactive Deed references: Schedule 1 B.3.1, B.3.6 (k))

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations.

Coordinators and providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the *jobactive* Deed and these Guidelines.

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## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Coordinator (or the provider who sources the Place) that sources the Place, must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements

- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the Commonwealth into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a Competent Person, all work health and safety requirements are completed and the Activity can commence safely

- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)
- record the Activity and place details in ESS Web for advertising.

Coordinators can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor the geographical distribution of Coordinator-sourced Work for the Dole Places across each Employment Region to ensure these are fairly distributed, for example, based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.1 (c), B.3.2, B.3.6, B.3.7, B.3.9))

## Recording the Activity on ESS Web



**System step:** Where the Coordinator (or provider where it has sourced the Place) has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant
- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12 months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being advertised (see Keeping People Safe below).

### Advertising the Place/Activity

Coordinators and providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The Coordinator can hold Places for the Lead Provider for up to 48 hours before advertising the Place(s) more broadly.

Once the Coordinator advertises an Activity more broadly on ESS Web, it will be visible to providers when searching for suitable Places for job seekers and is managed on a 'first come, first served' basis. Where a provider secures their own Work for the Dole Activities/Places, they will not be required to advertise the Activity to other providers unless they choose to do so.

Where a Place is claimed by a provider and a job seeker is referred, but not commenced within 10 days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.9))

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or



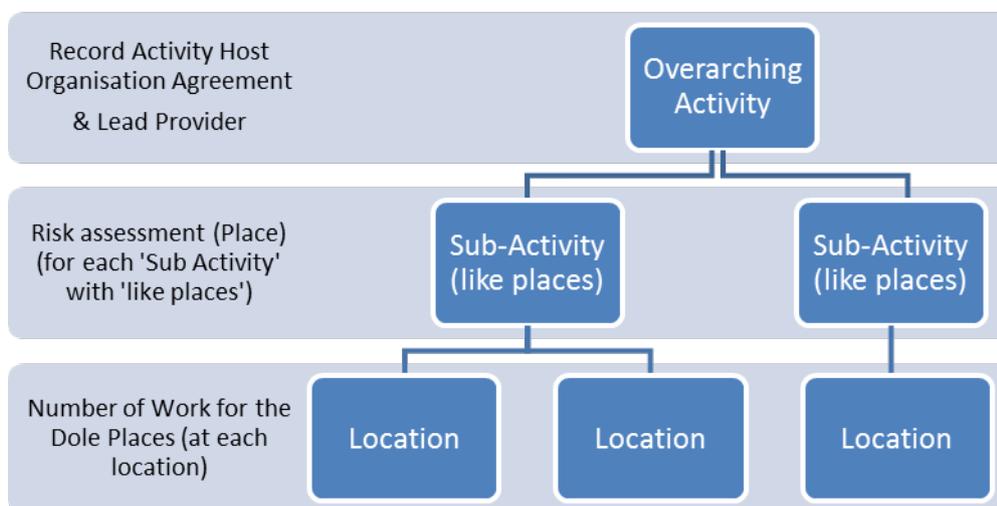
**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Coordinator (or provider where it has sourced the Place) must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and

- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



See [Attachment E](#) to this Guideline for an overview of the different Activity types. Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Activity Host Organisation Agreement

An Activity Host Organisation Agreement must be signed for each Work for the Dole Activity. A template agreement is available on the Provider Portal for providers to use.

The Activity Host Organisation Agreement must always be between the provider and the Host Organisation.

Where providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word clauses 2.4, 6.2(b) and 6.5 in the Department's template agreement.

The agreed timeframe for passing on funds to the Host Organisation by providers, and the acquittal requirements for Host Organisations must be detailed in the Activity Host Organisation Agreement.

The Lead Provider must negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. Unless otherwise agreed with the Host Organisation, the provider cannot renegotiate the cost of a Work for the Dole Place that has already been agreed between the Host Organisation and the Coordinator. The provider must retain written evidence of any agreed changes and should notify the Coordinator of these changes.

For Group Based Activities and Individual Hosted Activities using the 'overarching Activity' model, the Activity Host Organisation Agreement must be executed before the Activity can be advertised in ESS Web. Where applicable the Lead Provider will work with other providers to ensure they have all requirements fulfilled.

 **Work Health & Safety content:** Where a Coordinator has sourced a Place, as part of negotiating the Activity Host Organisation Agreement the Lead Provider must check the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)

 **Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.

Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed.

Retain written evidence of any agreed changes and should notify the Coordinator of these changes.

(jobactive Deed references: Clauses 107.5, 108.13, Annexure A)

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## 5. Keeping people safe

### Work health and safety

 **Work Health & Safety content:** Providers must ensure that at the commencement and throughout the activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with the Coordinator, other providers, Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person

 **Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

 **Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer [Model Work Health and Safety \(WHS\) Act 2011](#)).

 **Work Health & Safety content:** The provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The providers **must** provide these details to the Department upon request.

### Risk Assessment (Place)

 **Work Health & Safety content:** The Coordinator (or the provider where it has sourced the Place) must ensure a risk assessment is undertaken by a Competent Person for each potential Work for the Dole Activity and must be satisfied there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the

Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and Competent Person are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the Competent Person is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity

- that the Host Organisation and Competent Person are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in Multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those activities are:

- with one Host Organisation, and
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify other providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, other providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6, B.3.7, B.3.8, B.3.11)

### Assessment Checklist (Place)



**Work Health & Safety content:** The Coordinator or the provider which has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Coordinator and Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6, B.3.7, B.3.8, B.3.9)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a Competent Person for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and

- history of aggressive behaviour.
- any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
- that the level of supervision being provided is adequate and appropriate for the job seeker
- any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
- the job seeker has been advised of the work health and safety and incident reporting and escalation processes
- the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) will need to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the Coordinator (or provider where it has sourced the Place) must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. However, these policies have exclusions.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (g), 110.8, jobactive Deed Work for the Dole Coordinator: Schedule 1 B.3.6 (c))

### Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

Where the Coordinator has sourced the Place, the Host Organisation may choose to liaise directly with the Coordinator, rather than the provider, to manage and resolve any incidents either in the first instance or on an ongoing basis. In these cases, the Coordinator should act as an intermediary between the Host Organisation and provider to help manage this process.

### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

### When must an Incident be reported?

The provider must notify QBE Insurance (Australia) Ltd, Arthur J. Gallagher Pty Ltd and their Account Manager within 24 hours of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)

- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

#### All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- *A personal accident/non Medicare expenses claim form/incident report* must be completed when an incident involves a job seeker's accident, injury or death and a copy of the form sent to:
  - QBE Insurance (Australia) Ltd (accidentandhealth@qbe.com)
  - Arthur J. Gallagher Pty Ltd (GOV.claims@ajg.com.au)
  - the provider's Account Manager
- *A public and products liability claim form/incident report* is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage. Once completed, the *public and products liability claim form/incident report* must be sent to:
  - Arthur J. Gallagher Pty Ltd (GOV.claims@ajg.com.au)
  - the provider's Account Manager

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the provider to lodge a Participation Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

#### Recording Requirements in ESS



**System step:** The provider should record details of incidents in the 'Job Seeker Participant Events' screen in ESS Web.

The provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Job Seekers with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6,110.7,110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives providers flexibility in managing their job seekers.

Providers are able to claim a *future* Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and
2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

Where a provider claims a Work for the Dole Place that is *currently available* to start, the provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

## Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period—please refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)). Ideally providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet

the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment F](#) to this Guideline and the Activity Diary and Annual Activity Requirement Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The provider must schedule job seekers' participation requirements into the 'Activity Diary'—a tool in ESS Web that assists providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.



**Documentary evidence:** For job seekers in Work for the Dole Activities, providers must ensure that they maintain records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done within 10 Business Days of the job seeker's participation. For more information refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the provider (through the Lead Provider as appropriate) as soon as practicable, but by no later than at the end of the relevant working week, when a job seeker does not attend their Activity
- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the Job Seeker Compliance Framework Guideline.

While job seekers are undertaking Work for the Dole Activities, providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities

- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of distribution and filling of Work for the Dole Places

Coordinators must monitor the distribution of Work for the Dole Places across their contracted Employment Region(s) to ensure that all providers in the Employment Region have sufficient suitable Work for the Dole Places to which they can refer job seekers on their caseloads within the necessary timeframes.

Where Work for the Dole Places remain unfilled, the Coordinator should contact providers to facilitate the filling of these Places.

Coordinators and providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Where these Places are due to commence, the Coordinator should contact providers to fill these as a matter of priority.

(jobactive Deed references: Clause 108.18 (e) jobactive Deed Work for the Dole Coordinator clause 48, schedule 1 B.3.2, B.3.10)

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## 8. Work for the Dole Fees

### Work for the Dole Fees (Coordinator)

For Coordinator-sourced Places, a Work for the Dole Place Fee will be paid by the Department to the Coordinator on commencement of the first job seeker in that Place.

### Work for the Dole Fees (Provider)

Work for the Dole Fees are paid to the provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place, or a pro rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** Where Coordinators source Work for the Dole Places, they must identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in ESS Web.

Where the provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another provider refers a job seeker to one of the Places within an Activity managed by the Lead Provider, they must provide the Lead Provider with the agreed portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Coordinator and/or Lead Provider with the Host Organisation. This should take into

consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Coordinators should keep in mind any costs that providers may need to cover for their job seekers to participate in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the provider must use the balance solely for Services undertaken by the provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

#### Pro-rata of the Individual Hosted Work for the Dole Fees

##### For Activities of up to six months duration

Pro rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

##### For Activities longer than six months

Where the Activity is longer than six months in duration, pro rata payments are measured from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

##### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should be reflected in the Activity Host Organisation Agreement.

Where the Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set as 1 April however it did not begin until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment	Individual Host Activity	

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment	Individual Host Activity	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

### Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro rata amount if the Activity duration is more or less than six-months ). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the other providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

### Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed

80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

The Lead Provider must obtain and keep all Tax Invoices and/or receipts confirming payment relevant to the Activity

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES providers must contact the relevant Coordinator who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES participant is about to commence, the Lead Provider must collaborate with the DES provider.

DES providers must not be the Lead Provider for any Work for the Dole Activity, unless they are claiming all Places in a Work for the Dole Activity. In this case providers will have no interaction with the DES provider. In this instance the DES provider must, in accordance with this Guideline, undertake all [Lead Provider](#) requirements, including, but not limited to, negotiating the Activity Host Organisation Agreement, organising any police or other checks required for their own job seekers, ensuring there is adequate and appropriate Supervision in consultation with the Coordinator and Host Organisation and updating the risk assessment (Place) as necessary.

Where a Coordinator is sourcing a Place for a DES Participant in an Activity that will also include jobactive job seekers they must inform the DES provider to not claim the first Place so that they are not allocated the Lead Provider role in the ESS Web(unless they are going to use all Places in that Activity).

#### Risk assessment (job seeker)

If the DES provider is not the Lead Provider it must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES providers who claim a Work for the Dole Place.

DES providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. Where the DES provider claims and commences DES Participants in all Places in an Activity it must pay the relevant costs directly to the Host Organisation.

Where a DES provider claims and commences a DES Participant in a Work for the Dole Place for which a provider is the Lead Provider, the DES provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be

passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES provider by the Lead Provider. The transfer of funds from DES providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Coordinator and/or the Lead Provider, DES providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a Coordinator, the Coordinator will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

#### Recording DES participant attendance at Work for the Dole

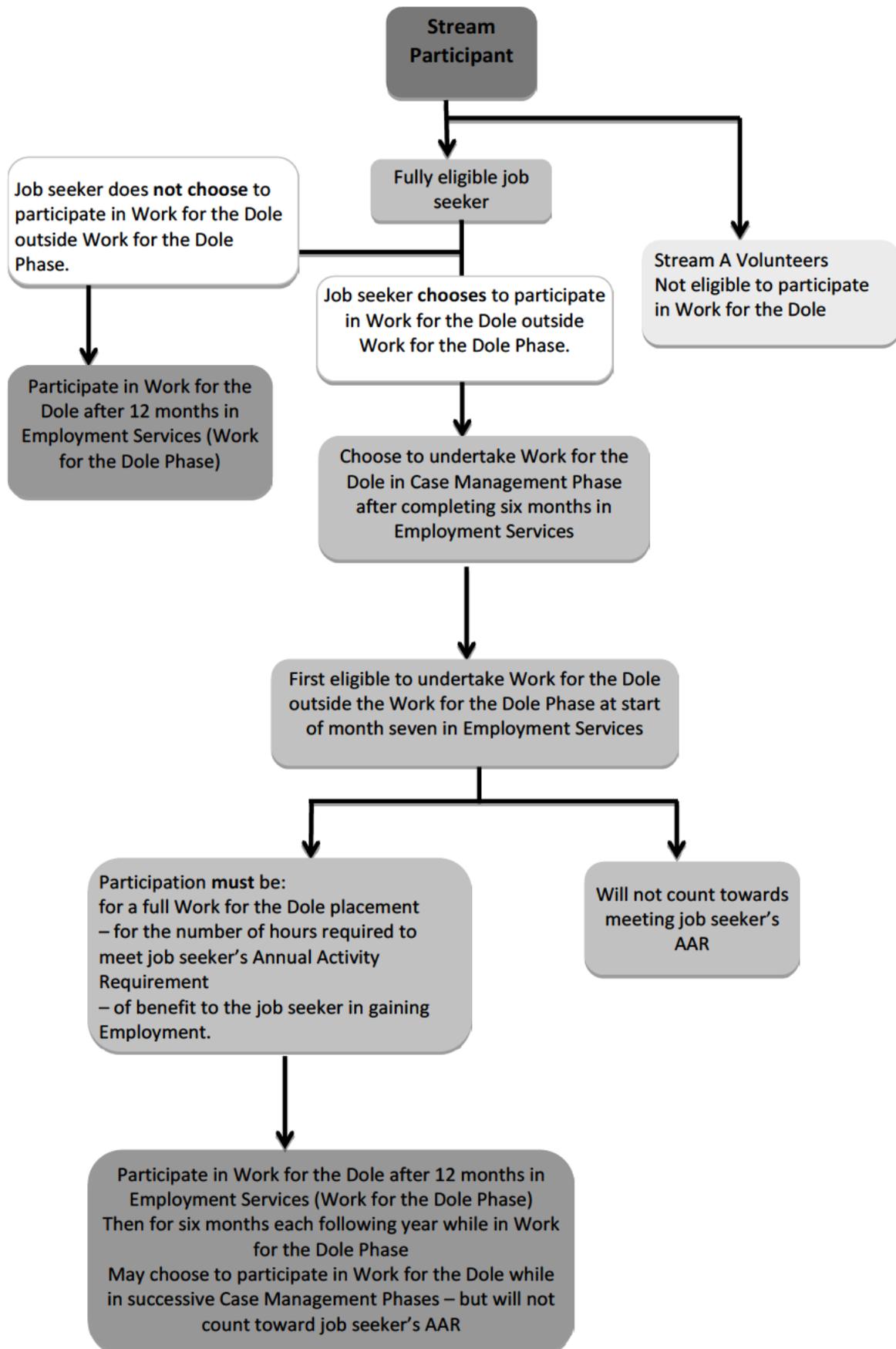
The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an Activity for DES Participants must be done through timesheets provided to the Lead Provider and the DES provider.

#### Community Support Projects

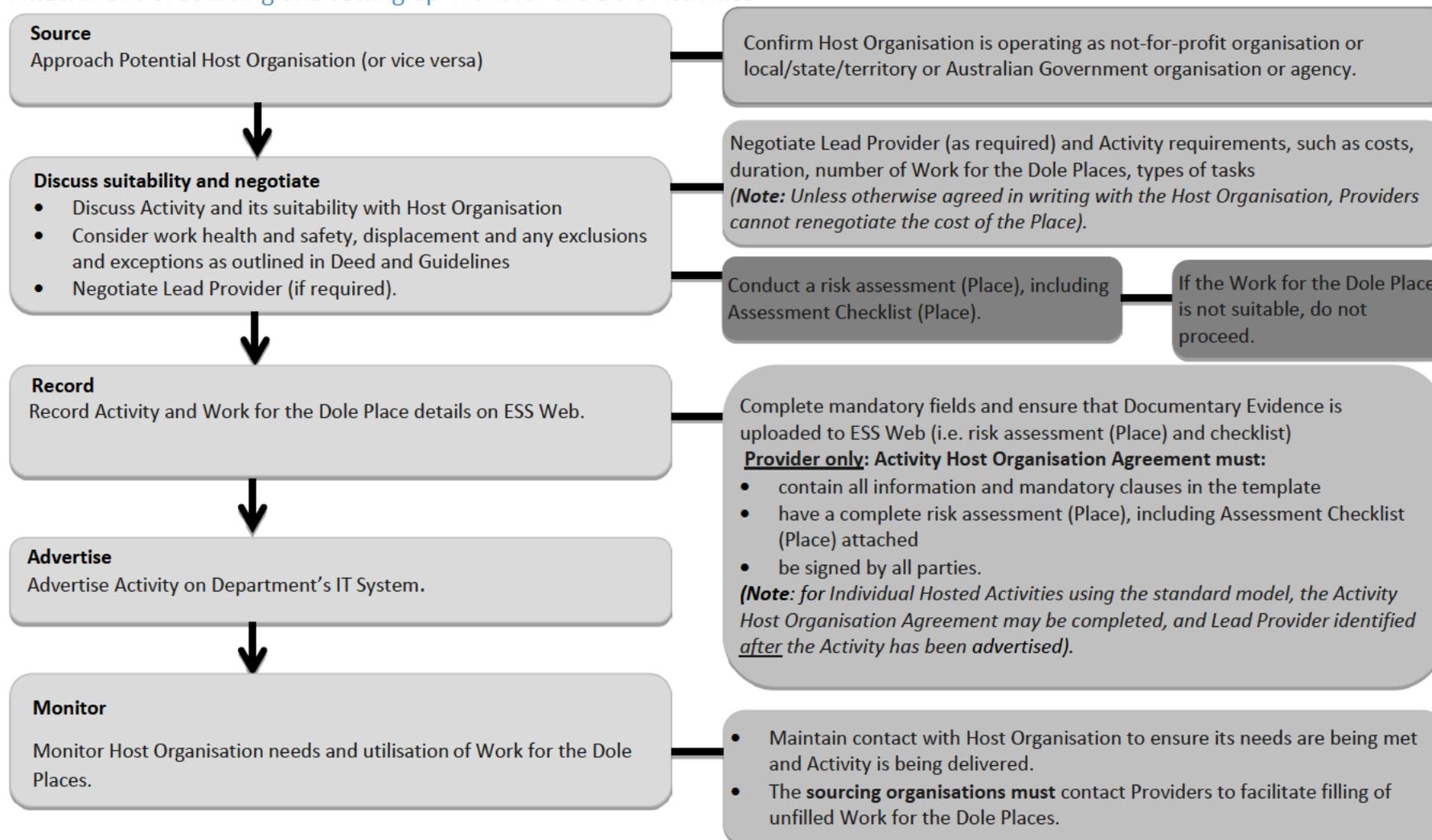
Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

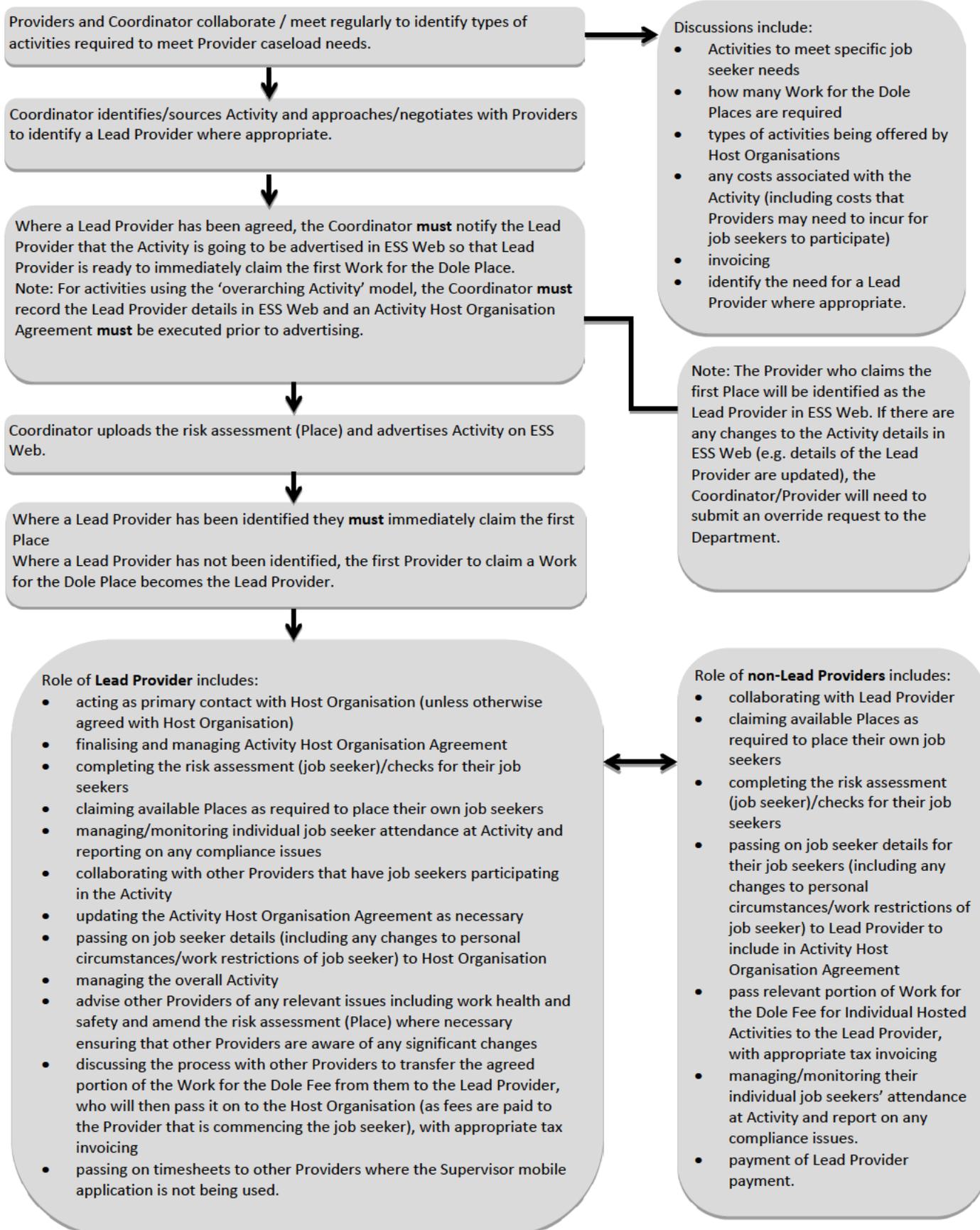


### Attachment C: Sourcing and setting up Work for the Dole Activities

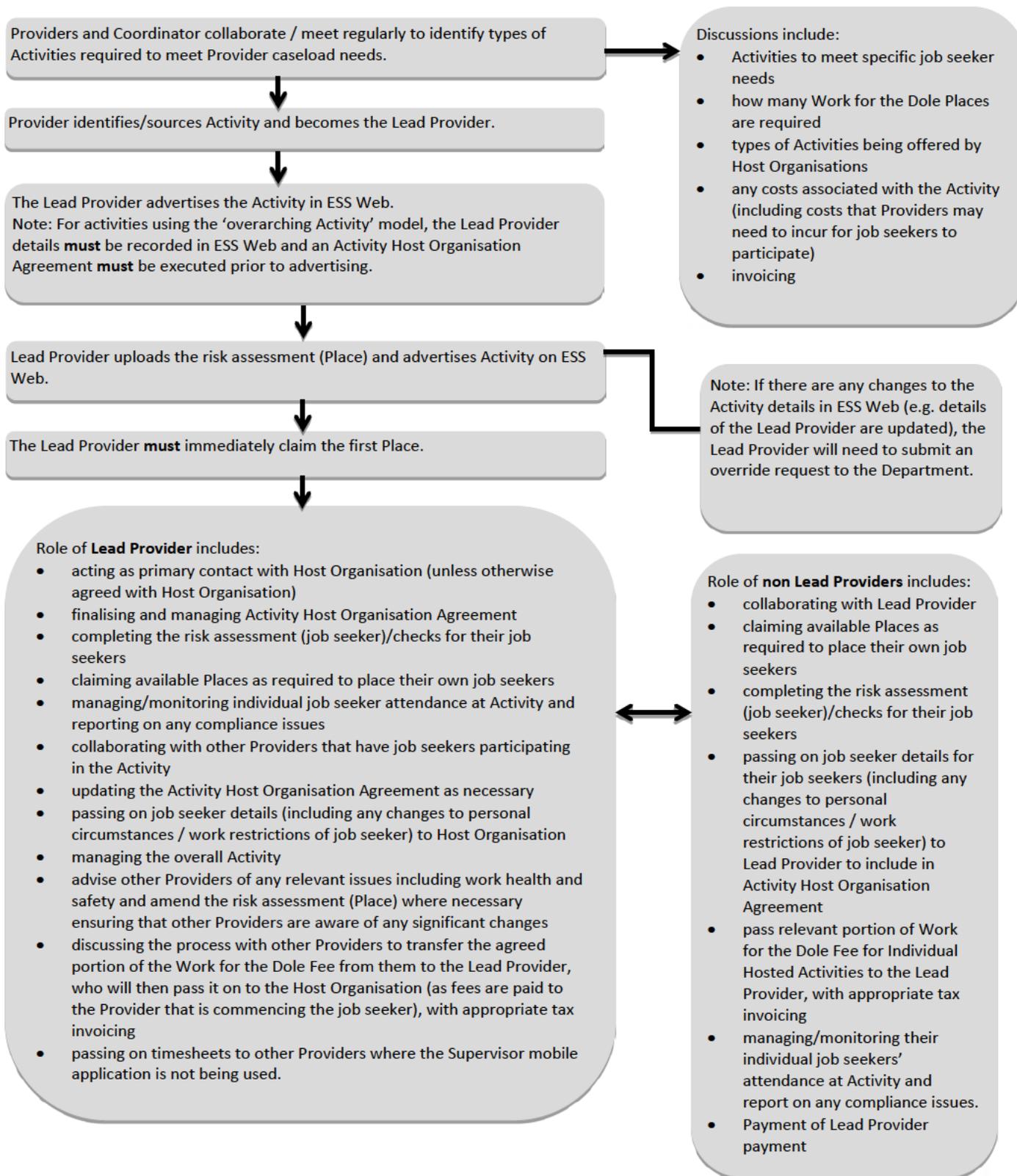


## Attachment D: Lead Provider Model

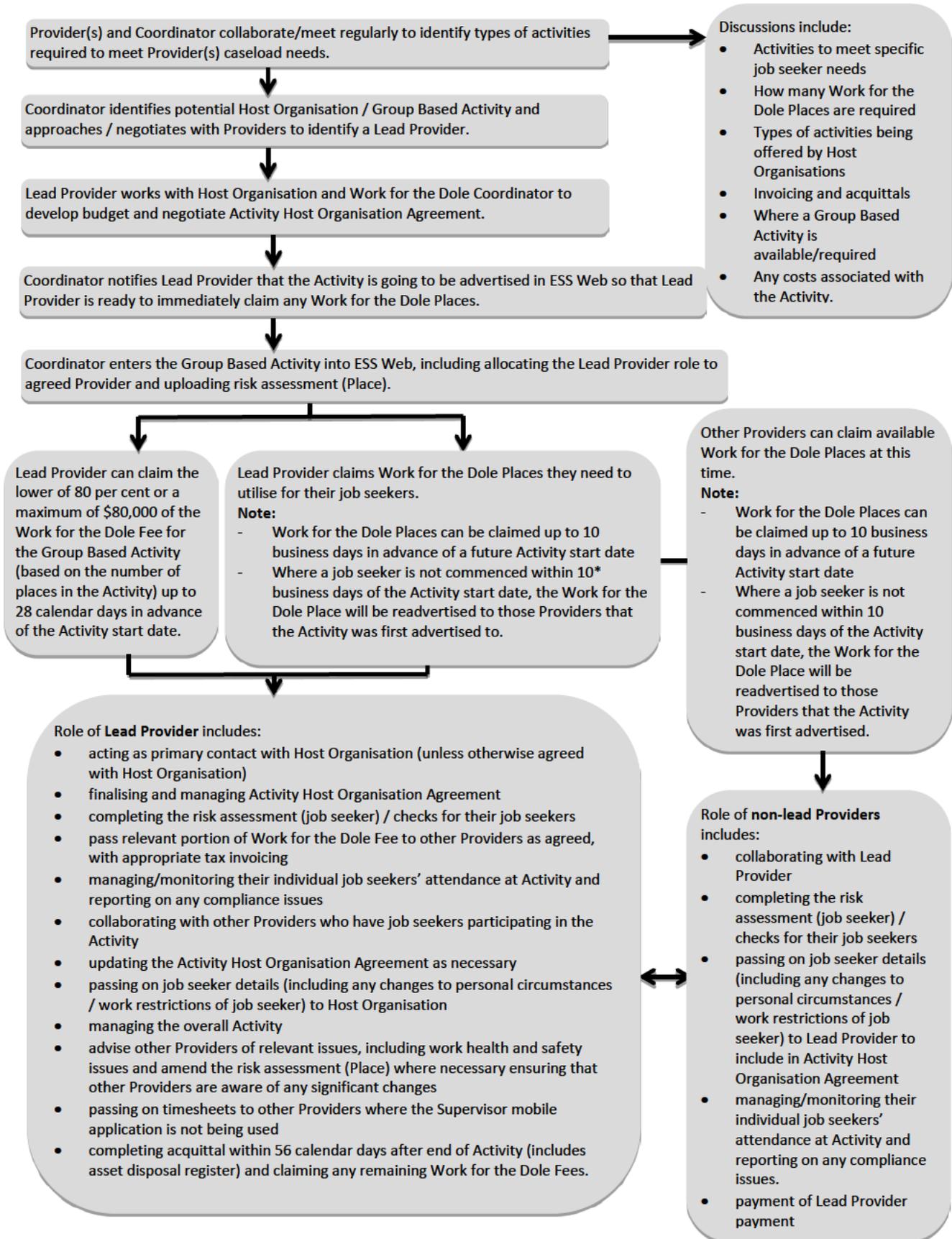
### Individual Hosted Activities with multiple Places sourced by a Coordinator



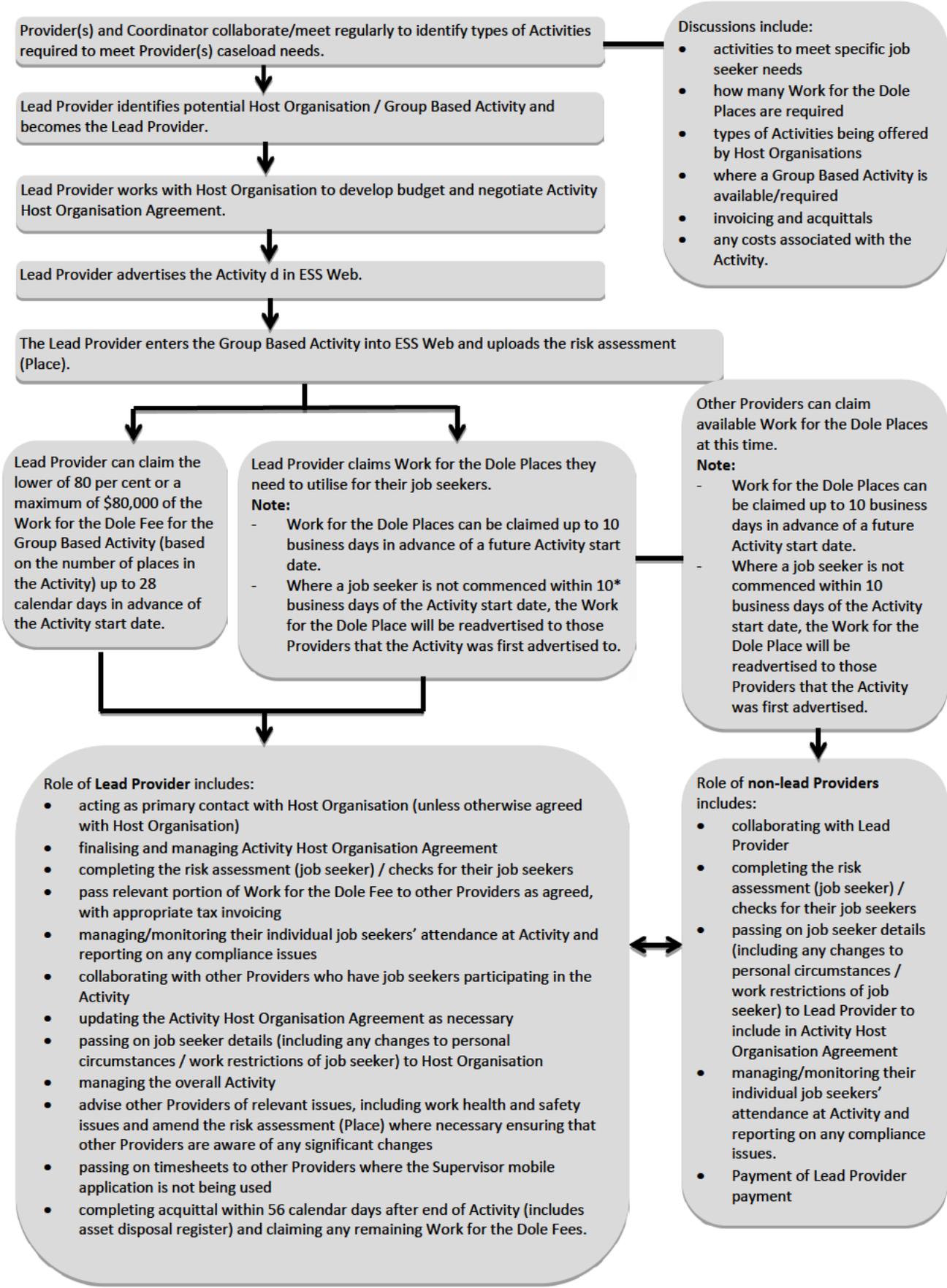
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider



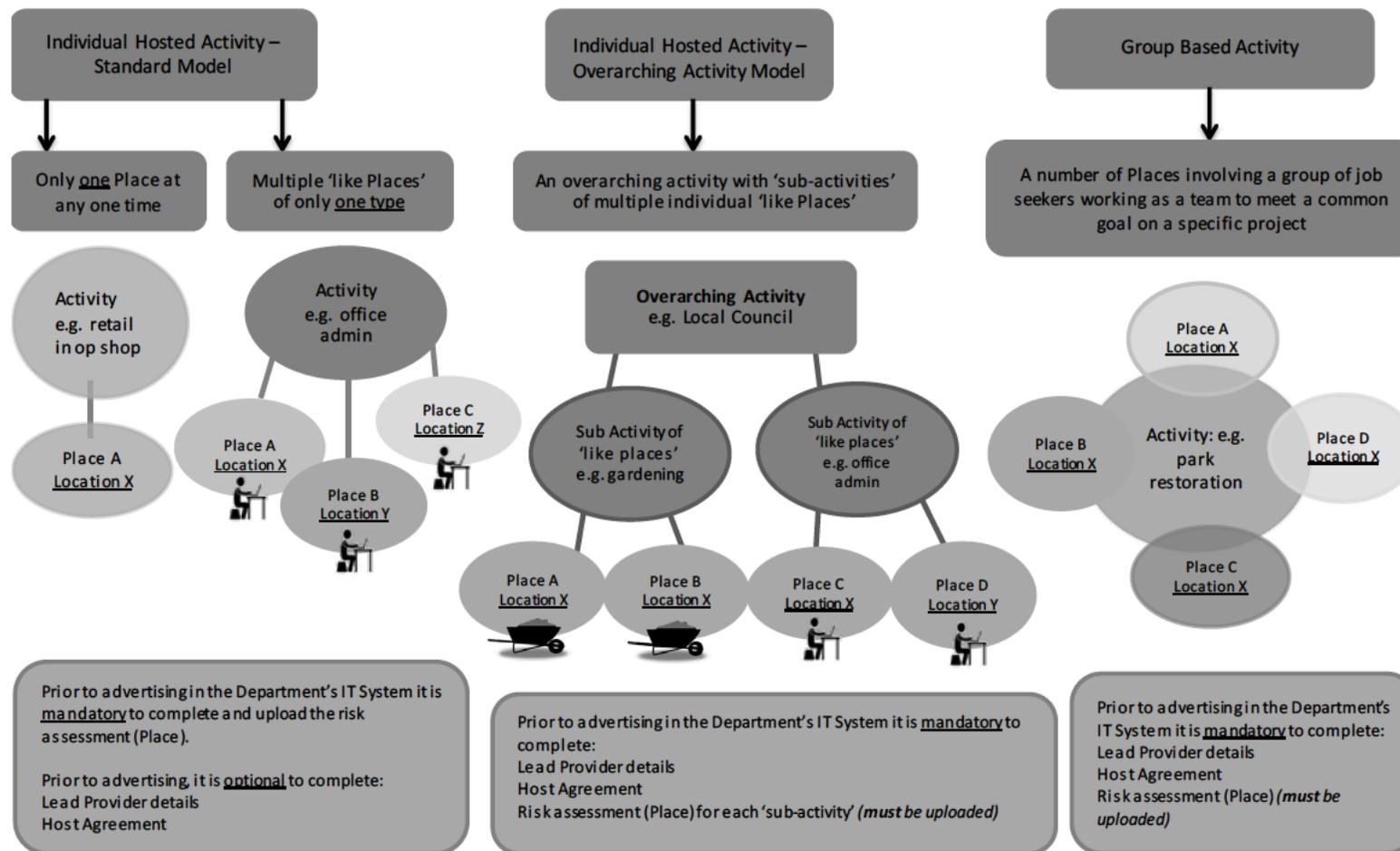
## Lead Provider Model—Group Based Activity sourced by a Coordinator



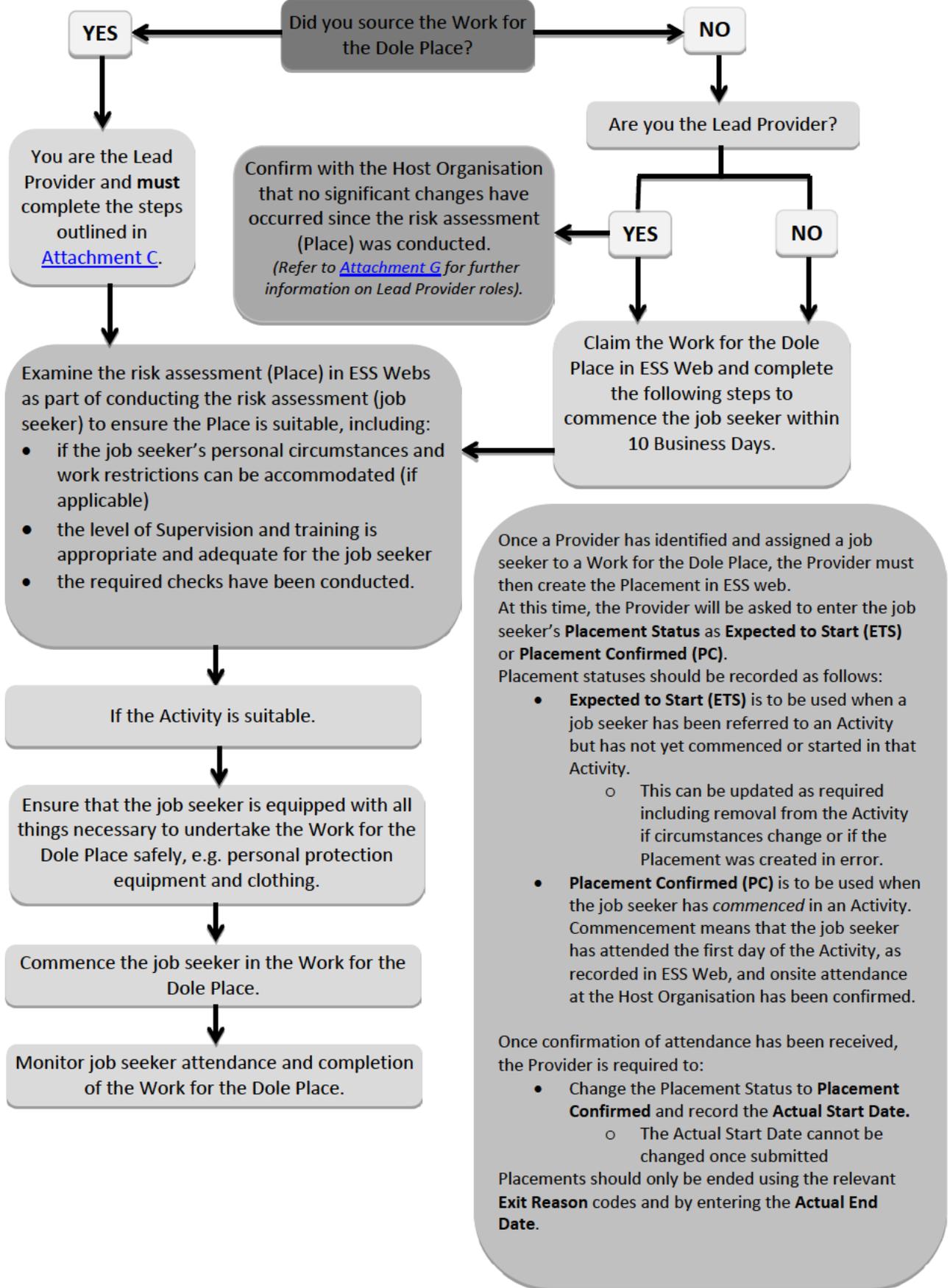
### Lead Provider Model—Group Based Activity sourced by a Provider



### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Attachment F: Commencing a job seeker in a Work for the Dole Place

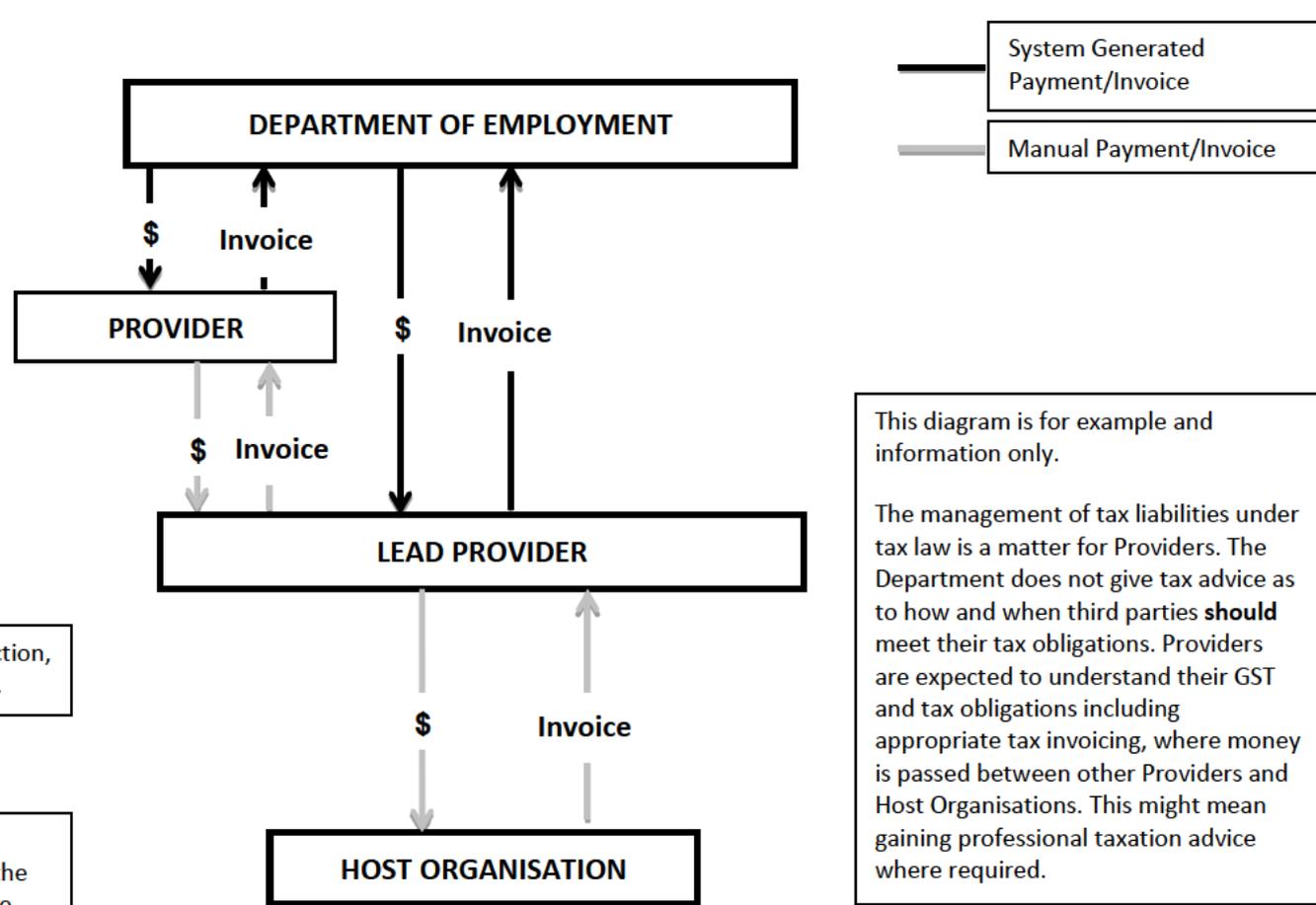


Attachment G: Invoicing

Individual Hosted Activities with Multiple places

Note: Work for the Dole Fees are paid to jobactive Providers upon commencement of the first job seeker into an individual hosted place. The individual hosted Work for the Dole fee date will be will automatically lodged in ESS Web. Providers are no longer required to manually lodge this payment.

Individual hosted Work for the Dole Fees are paid weekly by the Department.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.

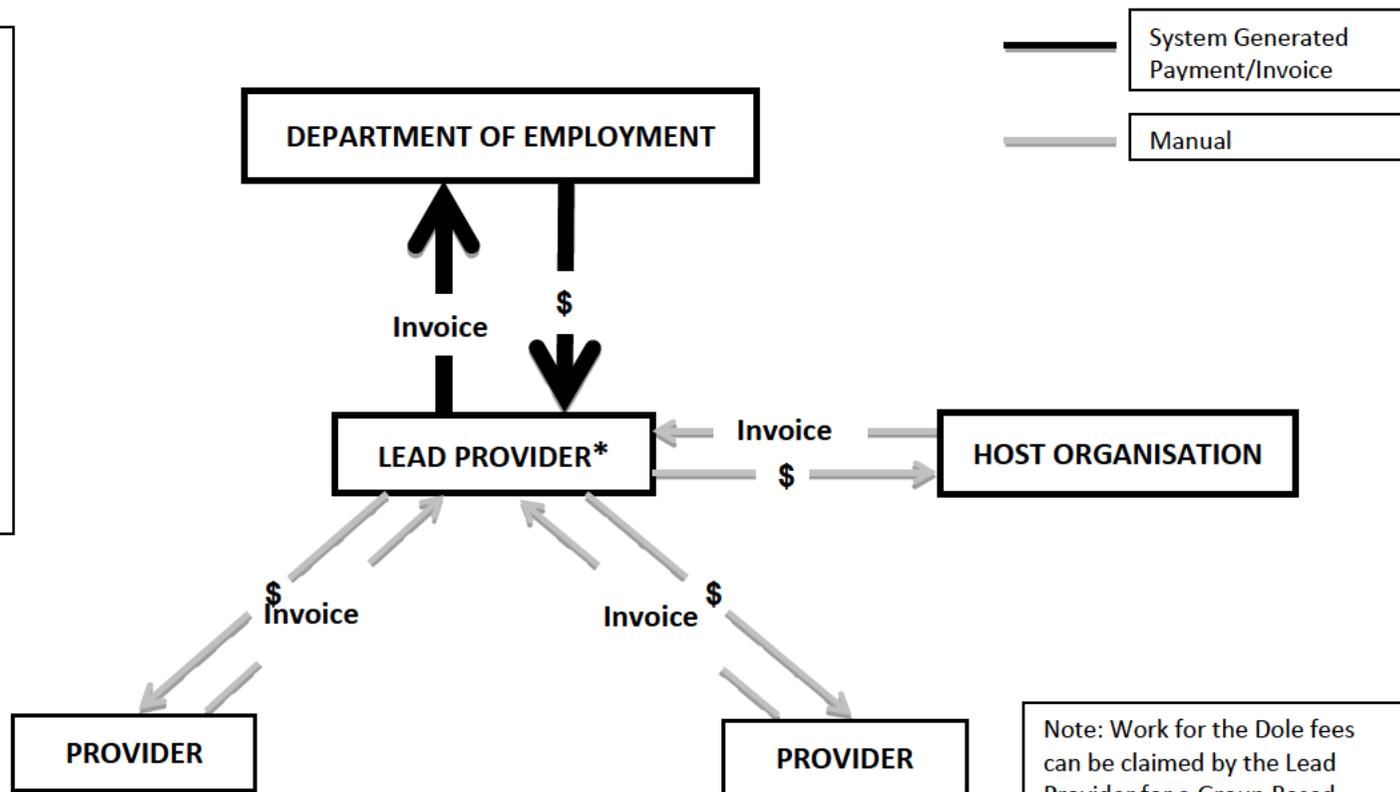
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

Group Based Activities (prior to 1 July 2017)

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the Activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.

Note: Work for the Dole fees can be claimed by the Lead Provider for a Group Based Activity either in advance (up to 80% of the total maximum fee or \$80,000, whichever is lower) or through reimbursement

Advance Group Based Work for the Dole payments are paid by the Department on demand.

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All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

Published on: 31 October 2017

Effective from: 1 January 2018

Effective End: 30 June 2018

Version: 2.1

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## Changes from the previous version (Version 2.0)

### Policy changes:

**Work for the Dole Coordinator:** Removal of Work for the Dole Coordinators from the Guideline to reflect their cessation by 31 December 2017

**Indigenous specific Activities:** Recommendation that providers with an Indigenous case load should look for opportunities to establish Indigenous specific, community based Work for the Dole projects (page 14)

**Exceptional circumstances for Group Based Activities:** Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances and these Activities should be appropriately suited to the needs of job seekers (page 24)

**Work for the Dole Fees for Group Based Activities:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, Asset register and Disposal plan (page 26).

**Activity Host Organisation Agreement:** When using their own template, the provider must ensure all topics in the Department's template agreement are covered and must include word for word any clauses specified as mandatory in the Department's template agreement (page 29).

Effective End: 30 June 2018

**Activity Host Organisation Agreement:** The Activity Host Organisation Agreement including the risk assessment (Place) and the [Assessment Checklist \(Place\)](#) needs to be uploaded to ESS Web (page 30).

**The risk assessment (job seeker):** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place (page 34).

**Work for the Dole Place Fees:** Inclusion of payment of a Work for the Dole Place Fee for the provider who sources the Place (page 39)

**Wording changes:**

Various wording changes throughout the Guideline as a result of the streamlining and refocussing of Work for the Dole announced in the 2017/18 Budget.

**Document Change History:**

A full document history is available at Provider Portal.

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Related documents and references

[Privacy Guideline](#)

[Work for the Dole IT Supporting Document](#)

[Activity Diary and Annual Activity Requirement Details IT Supporting Document](#)

[Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)

[Job Seeker Compliance Framework Guideline](#)

[Activity Management Guideline](#)

[Servicing Job Seekers with Challenging Behaviours Guideline](#)

[Documentary Evidence Guideline](#)

[Employment Fund General Account Guideline](#)

[Norfolk Island Guideline](#)

[Performance Framework Guideline](#)

[Activity Host Organisation Agreement Template – Group Based Activity](#)

[Activity Host Organisation Agreement Template – Individual Hosted Activity](#)

[Work for the Dole Assessment Checklist \(Place\)](#)

[Work for the Dole Assessment Checklist \(Job Seeker\)](#)

[Expenditure Guide](#)

[Community Support Projects: Concept Approval Template](#)

[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers who are under 60 years of age with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18–59 years can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, Note 3 in clause 107.1 and Annexure A1, Sections B12, B13 and B14)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)).

When commencing job seekers in Work for the Dole Activities, providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

- A job seeker's participation in a Work for the Dole Activity must be added to the job seeker's Job Plan regardless of which Phase it takes place in. The participation becomes a compulsory Activity subject to compliance action if not completed.

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3 and 108.4)

## Compliance Activities in the Work for the Dole Phase

Where a job seeker in the Work for the Dole Phase is undertaking Work for the Dole as part of a Compliance Activity the hours will not count towards the job seeker's Annual Activity Requirement. For further information refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#) and [Job Seeker Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

## 2. Role of Providers

The requirements of providers are set out in the *jobactive Deed 2015-2020* and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of providers is to source and fill sufficient, suitable Work for the Dole Places to meet their case load needs by engaging with existing and potential Host Organisations and collaborating with other providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations and providers in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- ensure job seekers are meeting their Annual Activity Requirements
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.

- △ **Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements
- △ **Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current Risk Assessment (Job Seeker)
- △ **Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide
- △ **Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (Job Seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety
- △ **Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed
-  **Documentary Evidence Requirement:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the Documentary Evidence section of this Guideline. Providers must provide these Records to the Department upon request.

### Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to other providers.

(jobactive Deed references: clauses 108.5, 108.10, 108.18)

### Sourcing Places

As part of securing Work for Dole Places, providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation
- ensure Host Organisations understand program requirements, including the types of documentary evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements

- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers; meet caseload needs, including specified targets; and accommodate job seeker locations
- reserve Places in ESS Web as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.



**Work Health & Safety content:** conduct the risk assessment (Place) and comply with relevant laws and Departmental policies and procedures on work, health and safety



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.



**Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that providers are commencing job seekers

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2, 114, 115)

## Lead Providers

A Lead Provider is the provider that has the Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the provider who sourced the Work for the Dole Activity
2. it is agreed between providers in the Employment Region that a particular provider is the Lead Provider before the Activity is advertised on ESS Web, or
3. for Individual Hosted Activities, the provider is the first provider to claim a Place in an Activity Advertised on ESS Web for which there is no Lead Provider identified.

All other providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

## Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety

- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Activity Host Organisation Agreement
- address the needs of Host Organisations and other providers in a timely manner
- ensure that the Host implements all actions agreed in the Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and other providers (as necessary) to ensure the Activity is delivered as agreed in the Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and other providers (as necessary), including any DES providers, that have job seekers participating in the Activity
- reserve Places for Non-Lead Providers (from 1 July 2017, Lead Providers will be able to reserve places in ESS Web for other providers for a maximum period of two full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool)
- report significant issues to the relevant provider and if appropriate the Department
- suspend or terminate the Activity where required
- complete the acquittal/ reimbursement report for Group Based Activities
- collect relevant DES Work for the Dole payments from DES providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES providers to pass the fees directly to them)
- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - For Activities approved in ESS Web from 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Activity Host Organisation Agreement requires providers to pass the Fees directly to the Lead Provider), and
- pay any agreed Work for the Dole Fee for Group Based Activities to other providers that have participants in the Activity
- undertake all Non-Lead provider requirements (as outlined below) for their own job seekers.



**Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.

- △ **Work Health & Safety content:** immediately advise other providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.
- △ **Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

## Non-Lead Providers

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, non-Lead Providers must:

- △ **Work Health & Safety content:** ensure a [competent person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe
- △ **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity
- △ **Work Health & Safety content:** ensure a [competent person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity

When non-Lead Providers commence a job seeker into an Activity, in addition to provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- pass on the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider to include in the Activity Host Organisation Agreement
- monitor and manage the job seeker's attendance to ensure participation and compliance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide,
- inter-invoice with Non-Lead Providers for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - for Activities entered into the system and approved after 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.

Refer to [Attachments C, E and F](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2 ,110.3 ,110.5 ,124.7 ,124.8 ,124.8 ,124.14 ,124.16, 124.17)

## Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the provider relating to the Services outlined in the Deed, the provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole program as required by the Department and manage any enquiries relating to the Work for the Dole program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

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## 3. Considerations for setting up Work for the Dole Activities

### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arms of for-profit organisations

*except* in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity,
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements, and
- able to deliver the proposed Activity as agreed.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace.

Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months (182 calendar days)) duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing , showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers with an Indigenous case load should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects.

Indigenous specific activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community,
- are linked to community goals, and
- help support achievable and meaningful career pathways for Indigenous job seekers.
- They can be Individually Hosted Activities or Group Based Activities.

From 1 January 2018, providers can access the Employment Fund to provide pre-employment and pre and post-placement mentoring for Indigenous job seekers and Host Organisations

More information on access to the Employment Fund can be obtained through using the Employment Fund General Account Guideline.

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before commencing in the Place and inform the provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirements.

### Prohibited Work for the Dole Activities

Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific activity and the Department's prior written approval has been obtained,
- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g.: a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained).
- unlawful activities, and
- anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.

### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

### Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the

Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)

- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\*and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents (including men and women), and
- any other people that the provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1 (b))

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a provider becomes aware of displacement, the provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the provider identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the

Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

### Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Unless it is a Community Support Project, providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

### Requesting permission for Activities on Private Property

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the provider and should take into account the nature of the Activity and the requirements of the job seeker), and
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the provider must take into account whether the nominated supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved.

As part of sourcing Work for the Dole Activities, providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a supervisor is away) during an Activity, Lead Providers

need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The supervision details should be updated in the risk assessments.

Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end of the relevant working week. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where ESS Web (specifically the Activity Diary) is being used by the provider to record required participation. In addition, the Provider must record, in the Activity Diary, the Hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record preliminary attendance results, which will be automatically sent to ESS Web to update the provider's records.

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the provider must record this in ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the [Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

## Provision of training

Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (c))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building

- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, providers can target Activities most appropriately. There is no limit on the number of CSPs that a provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads)

and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area

- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

#### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

#### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

#### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, providers need to select ‘Work for the Dole’ in the Activity Type field of the Add Activity screen and then select ‘Community Support Projects’ as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to other providers and to consider requests to collaborate.

A form is available on the Provider Portal for providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one provider.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- cleaning
- mowing lawns
- weeding
- rubbish collection
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

## Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple providers

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C participants available for the Group Based Activity to operate
- the Activity is in a location where there are limited participants available (for example a regional or remote location)
- the participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous job seeker

Where a Stream A or Stream B participant's circumstances are unique and not covered by any of the above exceptional circumstances, a provider can request in writing the Department's approval to place the participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B participant in a Group Based Activity must include the reason for job seeker needing to be placed in the Group Based Activity and why no other Activity in the area is suitable.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.

See [Attachment E](#) to this Guideline for an overview of the different Activity types.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.14, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fee are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation,
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to providers will be pro-rated, however, providers may choose to pass on the full amount to the Host Organisation.

*For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).*

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence Requirement:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the *jobactive* Deed and these Guidelines.

## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants
- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)
- record the Activity and place details in ESS Web for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements are completed and the Activity can commence safely

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

## Recording the Activity on ESS Web



**System step:** Where the provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant
- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12-months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being advertised (see Keeping People Safe below).

## Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The Advertising level can be changed by the Lead Provider at any time. For example, if the activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing provider decides who to advertise an activity to, they can then reserve places for other providers. Reserved Places will be held for up to two business days from the date of the reserve. If a provider doesn't claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the IT Supporting Document for more information on how to Reserve Places.

Where a Place is claimed by a provider and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11)

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or

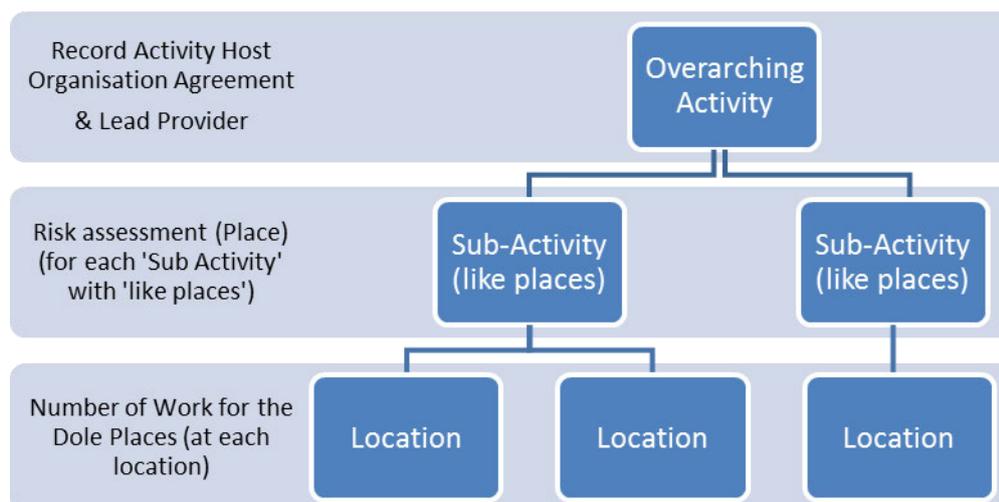


**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and
- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



See [Attachment E](#) to this Guideline for an overview of the different Activity types. Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Activity Host Organisation Agreement

An Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. A template agreement is available on the Provider Portal for providers to use.

The Activity Host Organisation Agreement must always be between the provider and the Host Organisation.

Where providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The provider must retain written evidence of any agreed changes to the Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Activity Host Organisation Agreement must be executed before the Activity can be approved in ESS Web. Where applicable the Lead Provider will work with other providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the provider who sourced the Place, the Lead Provider—as part of negotiating the Activity Host Organisation Agreement—must ensure a [competent person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)



**Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Activity Host

Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Activity Host Organisation Agreement (including the completed risk assessment (Place)) must be uploaded to ESS Web.



**Documentary evidence:** Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to ESS Web.



**Documentary evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with other providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person



**Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.



**Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer [Model Work Health and Safety \(WHS\) Act 2011](#)).



**Work Health & Safety content:** The provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The provider **must** provide these details to the Department upon request.

### Risk Assessment (Place)



**Work Health & Safety content:** The provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must be satisfied there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations

- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those activities are:

- with one Host Organisation, and
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify other providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the provider and/or the Host

Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, other providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)



**Work Health & Safety content:** The provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.

- any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
- that the level of supervision being provided is adequate and appropriate for the job seeker
- any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
- the job seeker has been advised of the work health and safety and incident reporting and escalation processes
- the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) will need to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. However, these policies have exclusions.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (g), 110.8)

### Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

#### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

#### When must an Incident be reported?

The provider must notify QBE Insurance (Australia) Ltd, Arthur J. Gallagher Pty Ltd and their Account Manager within 24 hours of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

## All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A *personal accident/non Medicare expenses claim form/incident report* must be completed when an incident involves a job seeker's accident, injury or death and a copy of the form sent to:
  - QBE Insurance (Australia) Ltd (accidentandhealth@qbe.com)
  - Arthur J. Gallagher Pty Ltd (GOV.claims@ajg.com.au)
  - the provider's Account Manager
- A *public and products liability claim form/incident report* is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage. Once completed, the *public and products liability claim form/incident report* must be sent to:
  - Arthur J. Gallagher Pty Ltd (GOV.claims@ajg.com.au)
  - the provider's Account Manager

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the provider to lodge a Participation Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

## Recording Requirements in ESS



**System step:** The provider should record details of incidents in the 'Job Seeker Participant Events' screen in ESS Web.

The provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Job Seekers with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives providers flexibility in managing their job seekers.

Providers are able to claim a *future* Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and
2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

Where a provider claims a Work for the Dole Place that is *currently available* to start, the provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's background, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period—please refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)). Ideally providers should place one job seeker

into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment F](#) to this Guideline and the Activity Diary and Annual Activity Requirement Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The provider must schedule job seekers' participation requirements into the 'Activity Diary'—a tool in ESS Web that assists providers to manage and service job seekers on their caseload, including Mutual Obligation Requirements.



**Documentary evidence:** For job seekers in Work for the Dole Activities, providers must ensure that they maintain records of attendance (for example, time records or attendance submitted through the 'Supervisor' mobile device application) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done within 10 Business Days of the job seeker's participation. For more information refer to the [Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the provider (through the Lead Provider as appropriate) as soon as practicable, but by no later than at the end of the relevant working week, when a job seeker does not attend their Activity
- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- follow the process of compliance reporting to the Department of Human Services as outlined in the Deed and the Job Seeker Compliance Framework Guideline.

While job seekers are undertaking Work for the Dole Activities, providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- report job seekers to the Department of Human Services if those job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108.18 (e))

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid for activities created after 1 July 2017. Refer to the IT Support Document for more information on the IT Invoicing Solution.



**System step:** Where the provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another provider refers a job seeker to one of the Places within an Activity managed by the Lead Provider, they must provide the Lead Provider with the agreed portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Lead Provider with the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are

negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the provider must use the balance solely for Services undertaken by the provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

#### Pro-rata of the Individual Hosted Work for the Dole Fees

##### For Activities of up to six-months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

##### For Activities longer than six-months

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

##### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Activity Host Organisation Agreement.

Where the Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days) however a job seeker did not commence until 1 May the maximum fee available for the Place would be \$833.33 or  $(5/6 \times \$1000)$ .

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

### Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the other providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

### Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the

combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

The Lead Provider must obtain and keep all Tax Invoices and/or receipts confirming payment relevant to the Activity

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES providers must contact a relevant jobactive provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES participant is about to commence, the Lead Provider must collaborate with the DES provider.

DES providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES providers who claim a Work for the Dole Place.

DES providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES provider by the Lead Provider. The transfer of funds from DES providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Lead Provider, DES providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a jobactive provider, the jobactive provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES participant attendance at Work for the Dole

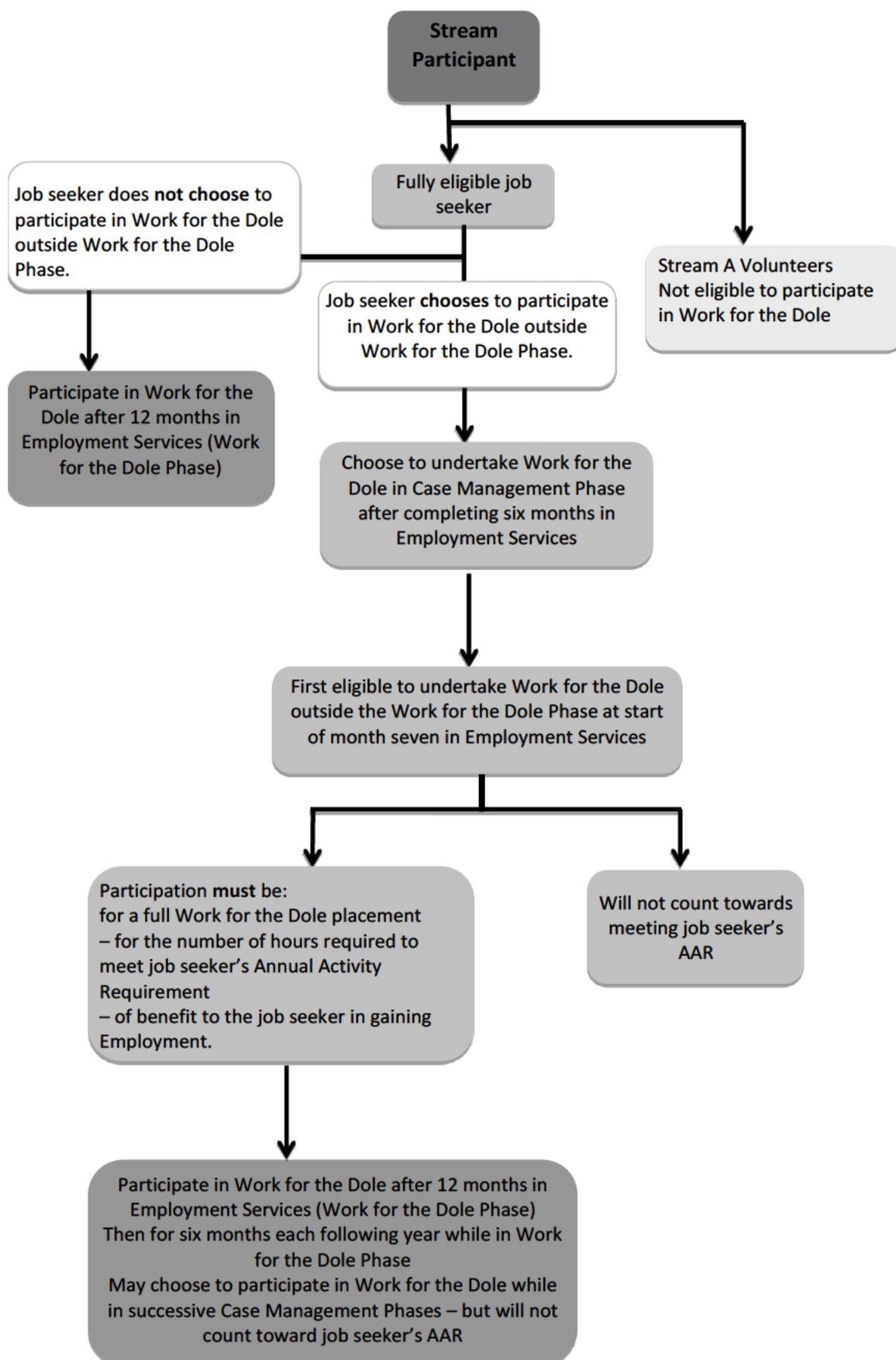
The Supervisor Mobile App does not currently support DES Participants. Therefore, recording attendance at an Activity for DES Participants must be done through timesheets provided to the Lead Provider and the DES provider.

### Community Support Projects

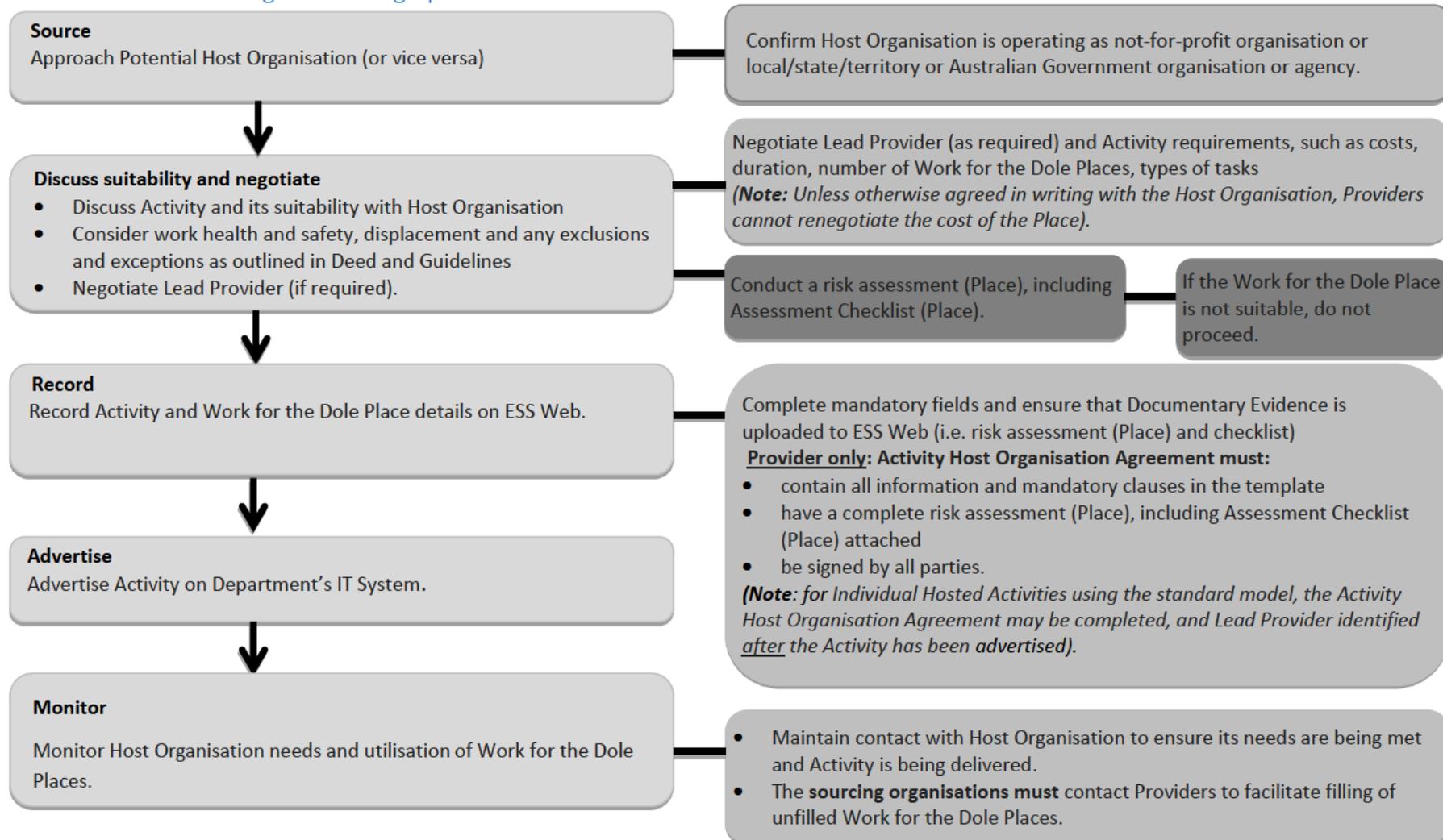
Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

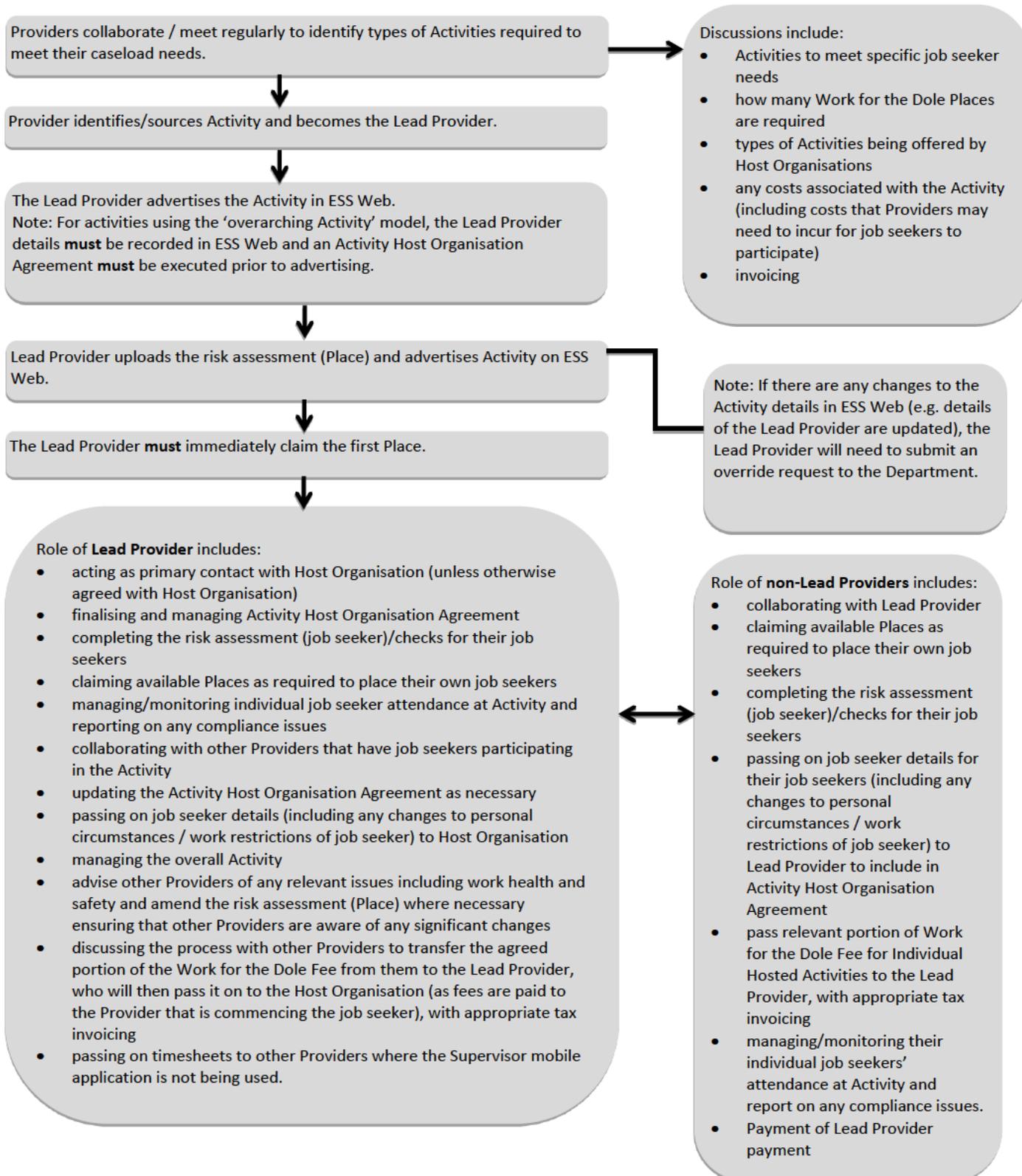


### Attachment C: Sourcing and setting up Work for the Dole Activities

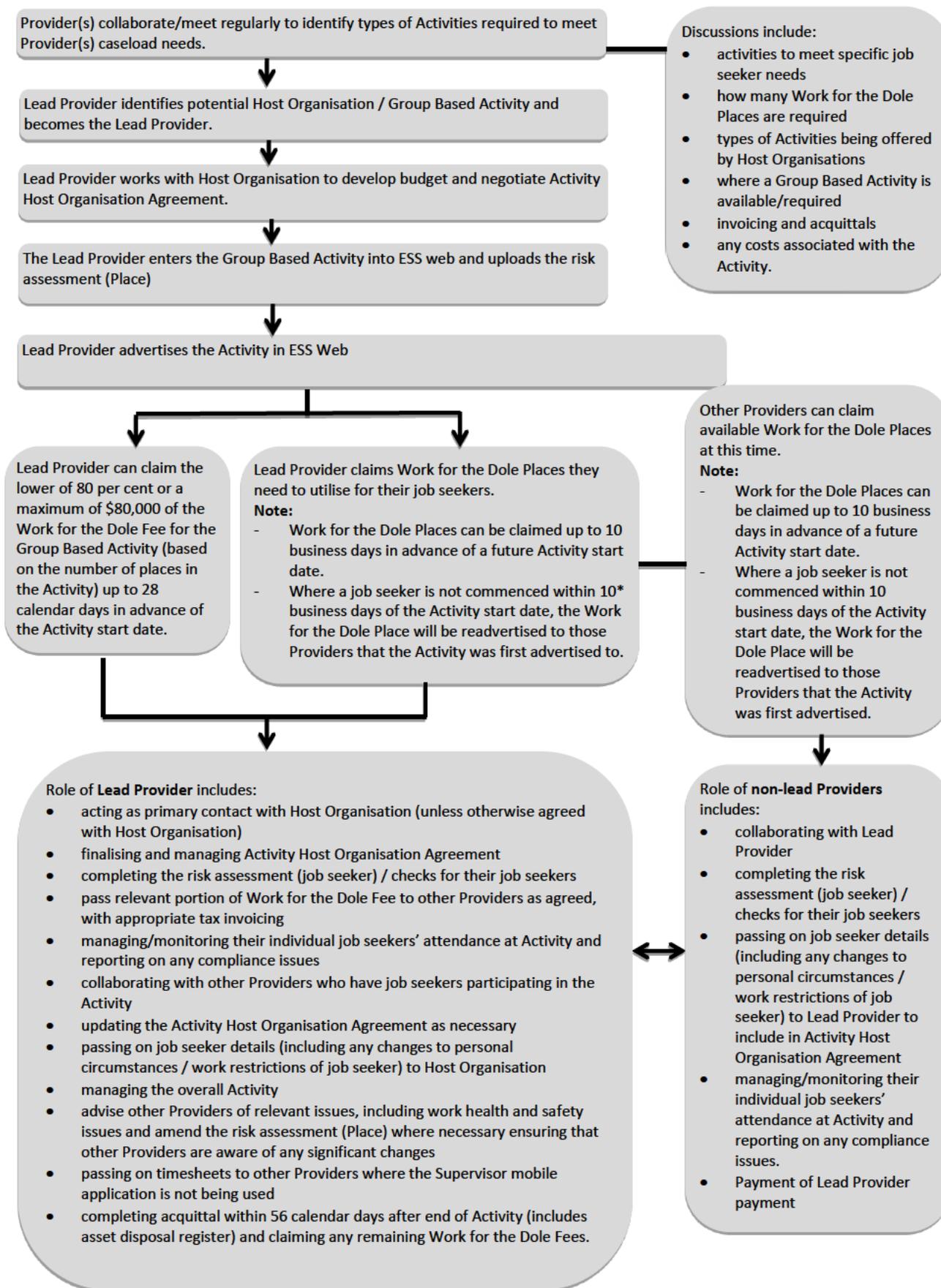


## Attachment D: Lead Provider Model

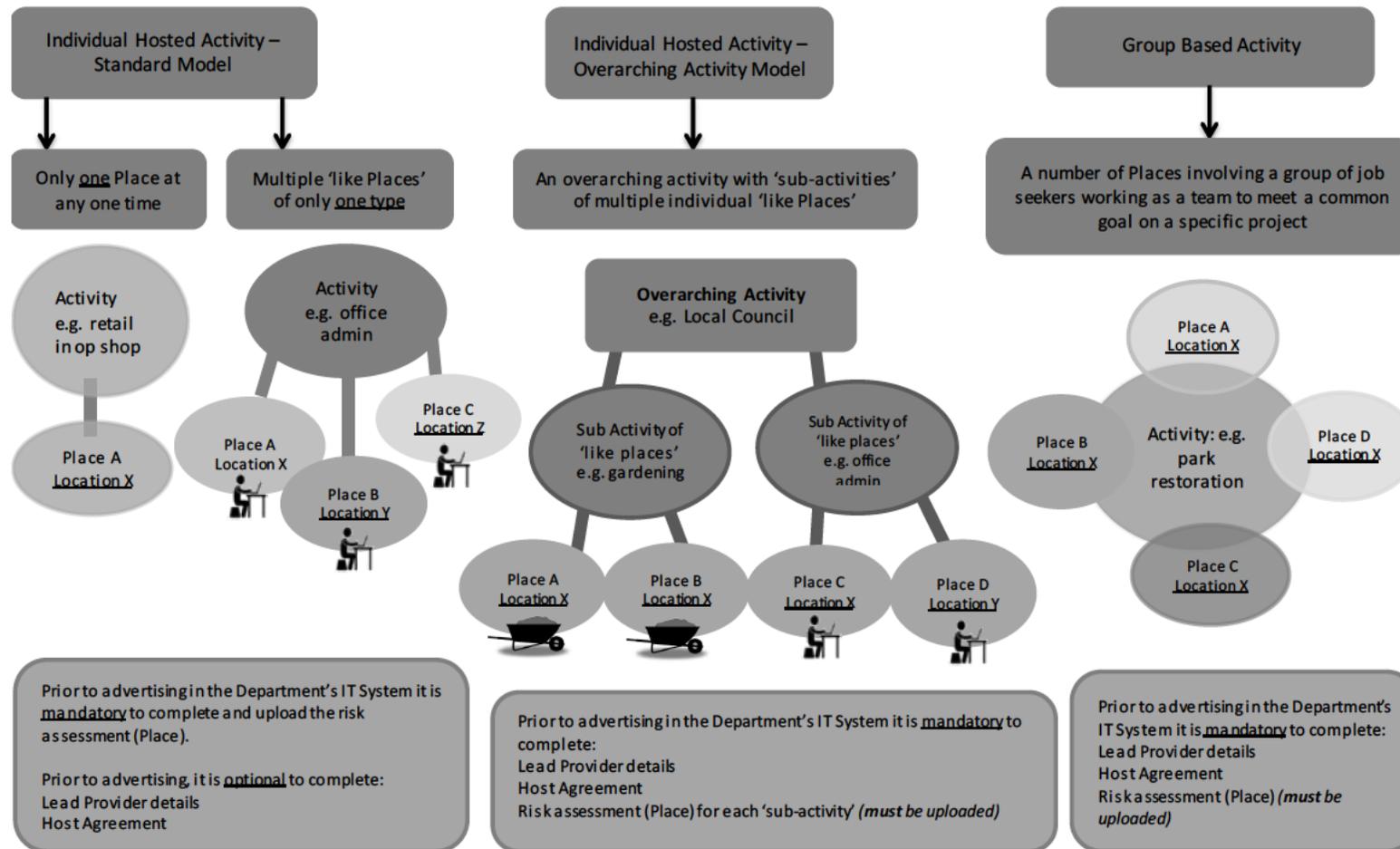
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider



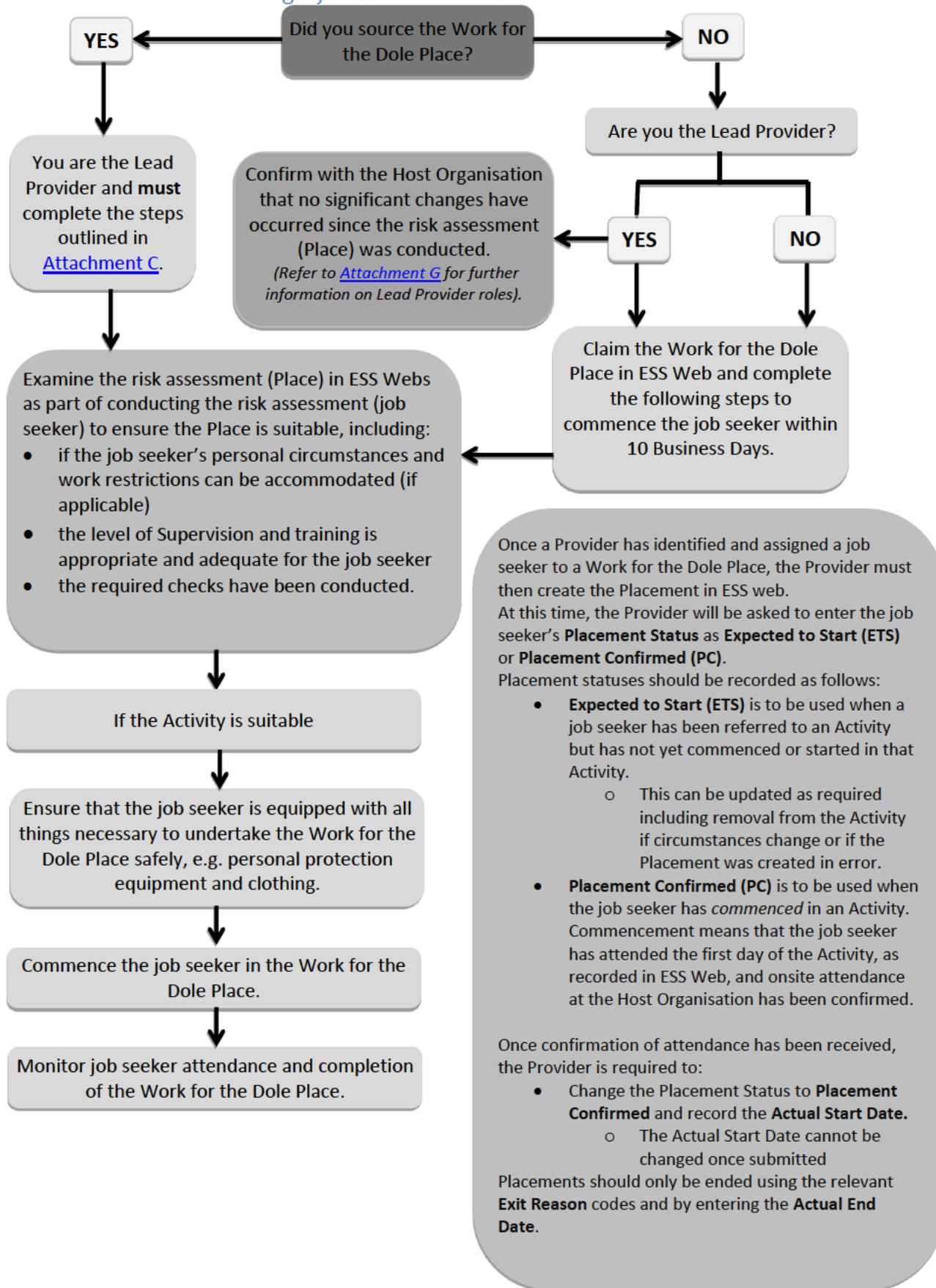
## Lead Provider Model—Group Based Activity sourced by a Provider



### Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Attachment F: Commencing a job seeker in a Work for the Dole Place



Attachment G: Invoicing

Individual Hosted Activities with Multiple places

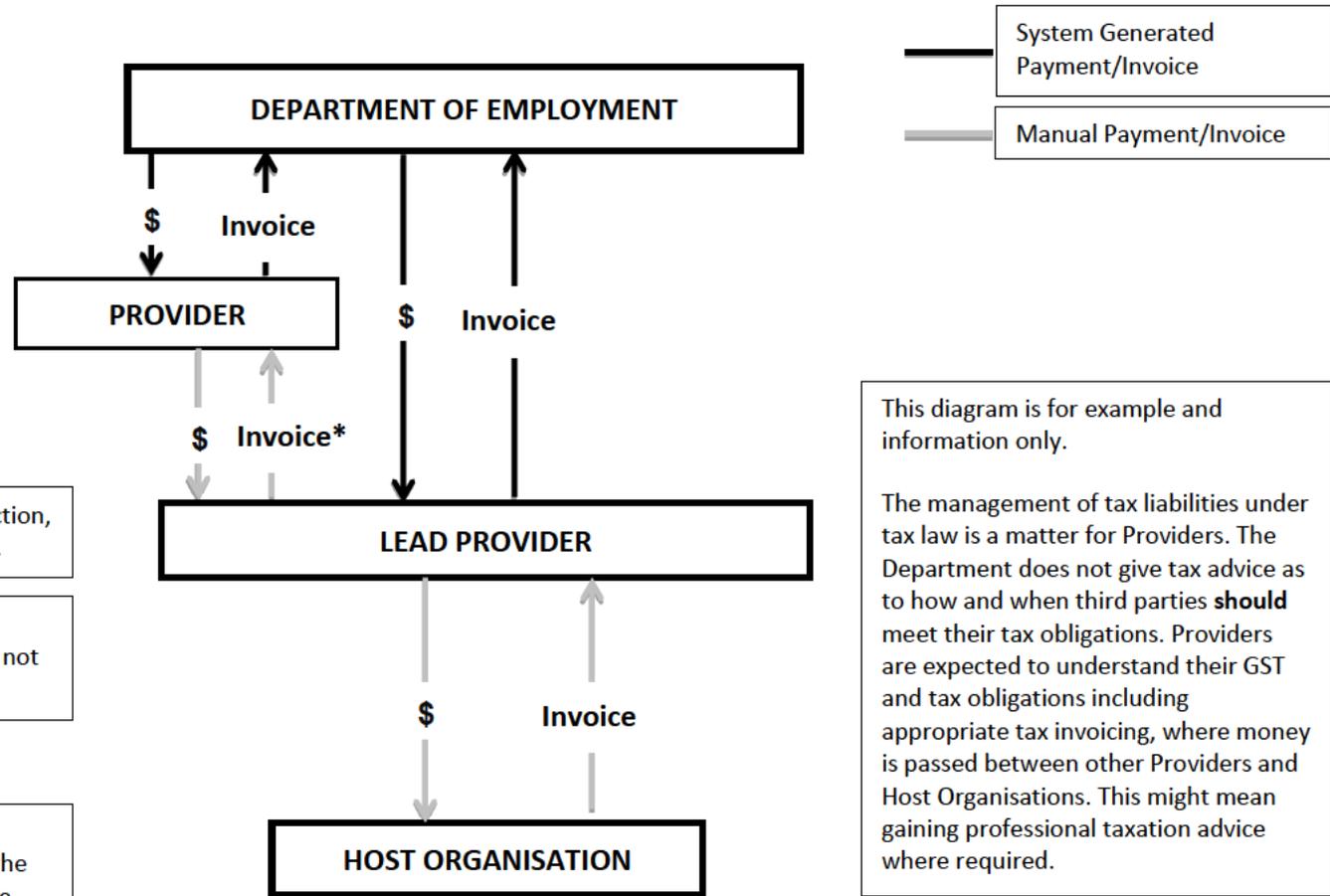
Note: Work for the Dole Fees are paid to jobactive Providers upon commencement of the first job seeker into an individual hosted place. The individual hosted Work for the Dole fee date will be automatically lodged in ESS Web. Providers are no longer required to manually lodge this payment.

Individual hosted Work for the Dole Fees are paid weekly by the Department.

Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* For Activities created after 1 July 2017, the need to inter-invoice between providers will not be required due to the IT Invoicing Solution

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.



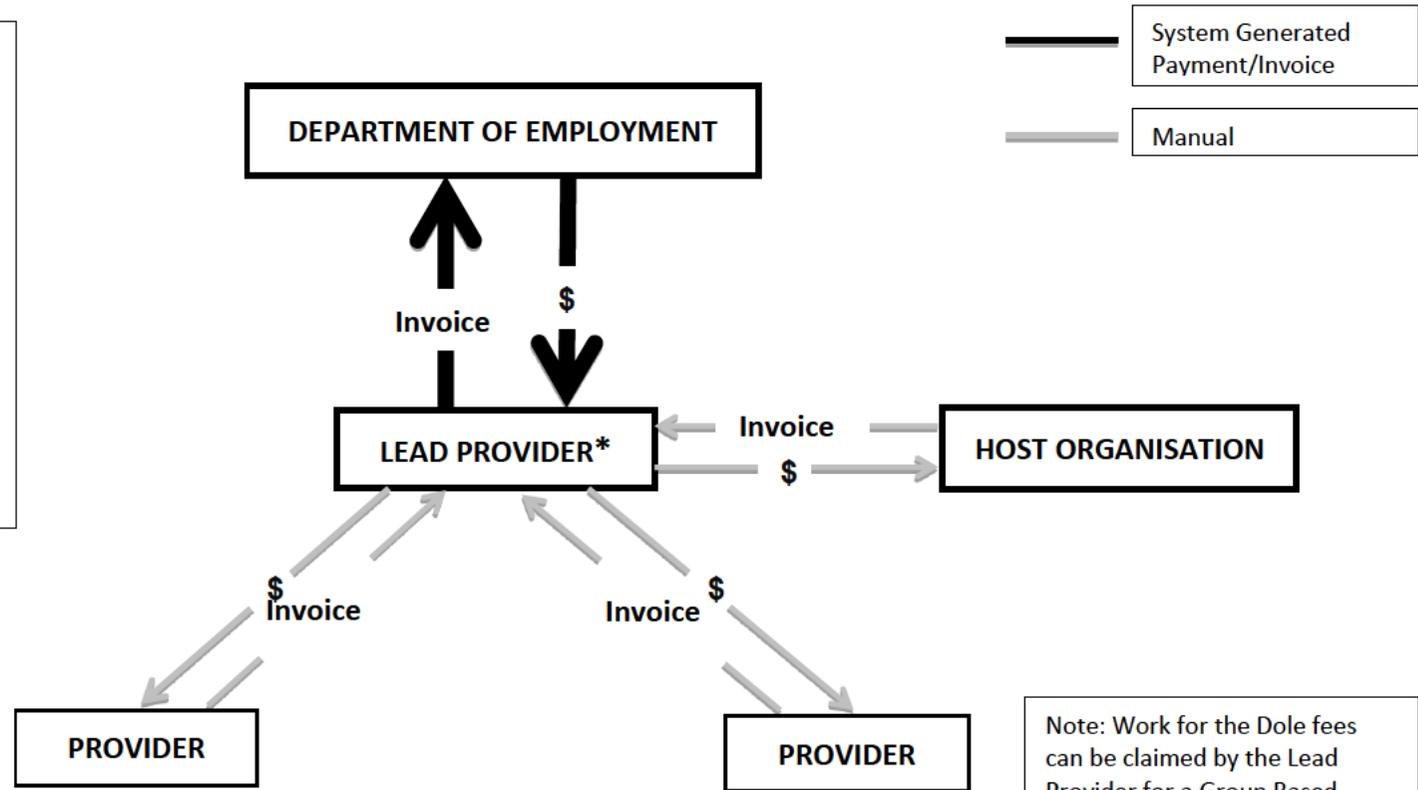
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

Group Based Activities (prior to 1 July 2017)

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the Activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.

Note: Work for the Dole fees can be claimed by the Lead Provider for a Group Based Activity either in advance (up to 80% of the total maximum fee or \$80,000, whichever is lower) or through reimbursement

Advance Group Based Work for the Dole payments are paid by the Department on demand.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

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## Changes from the previous version (Version 2.2)

**Policy changes:**

Nil

**Wording changes:**

Page 6 – Participation in Work for the Dole during the Work for the Dole Phase: removal of extra word

Page 19 – Supervision: updated to wording of supervisor reporting of non-attendance or non-compliance to ensure consistency with Targeted Compliance Framework requirements.

Page 26 – Third party intermediaries: updated wording to clarify that third party intermediaries must also meet guideline requirements for a suitable host.

Page 31 – Risk Assessment (Place): updated wording to ensure consistency with *jobactive 2015-2020 Deed* requirements

Page 36 – **Insurance and incident reporting**: update to the wording on reporting incidents to the insurance provider.

**Document Change History:**

A full document history is available at Provider Portal.

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**Related documents and references**

[Privacy Guideline](#)

[Work for the Dole IT Supporting Document](#)

[Calendar and AAR Details IT Supporting Document](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

[Targeted Compliance Framework Guideline](#)

[Activity Management Guideline](#)

[Servicing Individuals with Challenging Behaviours Guideline](#)

[Employment Fund General Account Guideline](#)

[Norfolk Island Guideline](#)

[Performance Framework Guideline](#)

[Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)

[Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)

[Work for the Dole Assessment Checklist \(Place\)](#)

[Work for the Dole Assessment Checklist \(Job Seeker\)](#)

[Expenditure Guide](#)

[Community Support Projects: Concept Approval Template](#)

[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, Note 3 in clause 107.1 and Annexure A1, Sections B12, B13 and B14)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)).

When commencing job seekers in Work for the Dole Activities, providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

A job seeker's commitment to participate in a Work for the Dole Activity must be entered into the job seeker's Job Plan and linked to the Work for the Dole placement, regardless of the Phase the job seeker is in. The days and times the job seeker is required to participate in the Activity must be scheduled in the job seeker's Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity and any non-compliance subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the Targeted Compliance Framework Guideline.

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3 and 108.4)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and Targeted Compliance Framework Guideline.

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Providers

The requirements of providers are set out in the *jobactive Deed 2015-2020* and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with other providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations and providers in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- ensure job seekers are meeting their Annual Activity Requirements
- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure job seekers attending activities can locate and scan the daily code to self-report their attendance
- monitor and enter participation results into the job seeker's Calendar in the Department's IT system for job seekers not required to report their own attendance or where they are unable to do so on an individual day and request assistance by Close of Business on the day

- follow up on non-attendance
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current Risk Assessment (Job Seeker)



**Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (Job Seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence Requirement:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the Documentary Evidence section of this Guideline. Providers must provide these Records to the Department upon request.

## Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to other providers.

(jobactive Deed references: clauses 108.5, 108.10, 108.18)

## Sourcing Places

As part of securing Work for the Dole Places, providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation
- ensure Host Organisations understand program requirements, including the types of documentary evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers; meet caseload needs, including specified targets; and accommodate job seeker locations
- reserve Places in ESS Web as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.

 **Work Health & Safety content:** conduct the risk assessment (Place) and comply with relevant laws and Departmental policies and procedures on work, health and safety

 **Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.

 **Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that providers are commencing job seekers

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2, 114, 115)

## Lead Providers

A Lead Provider is the provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the provider who sourced the Work for the Dole Activity
2. it is agreed between providers in the Employment Region that a particular provider is the Lead Provider before the Activity is advertised on ESS Web, or
3. for Individual Hosted Activities, the provider is the first provider to claim a Place in an Activity Advertised on ESS Web for which there is no Lead Provider identified.

All other providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

### Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and other providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and other providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and other providers (as necessary), including any DES providers, that have job seekers participating in the Activity
- monitor the Work for the Dole activity to ensure it continues to be suitable and safe for participants
- reserve Places for Non-Lead Providers (from 1 July 2017, Lead Providers will be able to reserve places in ESS Web for other providers for a maximum period of two full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool)
- report significant issues to the relevant provider and if appropriate the Department
- suspend or terminate the Activity where required
- complete the acquittal/ reimbursement report for Group Based Activities. Where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.
- collect relevant DES Work for the Dole payments from DES providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES providers to pass the fees directly to them)
- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - For Activities approved in ESS Web from 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be

required. System generated payments will be made separately to the Lead and Non-Lead Provider.

- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires providers to pass the Fees directly to the Lead Provider), and
- pay any agreed Work for the Dole Fee for Group Based Activities to other providers that have participants in the Activity
- undertake all Non-Lead provider requirements (as outlined below) for their own job seekers.

 **Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.

 **Work Health & Safety content:** immediately advise other providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.

 **Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

## Non-Lead Providers

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, non-Lead Providers must:

 **Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe

 **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity

 **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity

When non-Lead Providers commence a job seeker into an Activity, in addition to provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- pass on and maintain the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the job seeker's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this

- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide,
- inter-invoice with Non-Lead Providers for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - for Activities entered into the system and approved after 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.

Refer to [Attachments C, E and F](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2 ,110.3 ,110.5 ,124.7 ,124.8 ,124.8 ,124.14 ,124.16, 124.17)

## Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the provider relating to the Services outlined in the Deed, the provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole program as required by the Department and manage any enquiries relating to the Work for the Dole program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

## 3. Considerations for setting up Work for the Dole Activities

### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

*except* in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity,

- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements, and
- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- Have engaged in illegal operations or promote or condone any form of unlawful conduct
- Be associated with the sex industry
- Promote or condone gambling
- Promote or condone any form of violence, self-harm or suicide
- Promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- Provide any other service or action that is likely to bring the job seeker, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months (182 calendar days)) duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers with an Indigenous case load should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects.

Indigenous specific activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community,
- are linked to community goals, and
- help support achievable and meaningful career pathways for Indigenous job seekers.
- they can be Individually Hosted Activities or Group Based Activities.

From 1 January 2018, providers can access the Employment Fund to provide pre-employment and pre and post-placement mentoring for Indigenous job seekers and Host Organisations

More information on access to the Employment Fund can be obtained through using the Employment Fund General Account Guideline.

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before commencing in the Place and inform the provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirement.

### Prohibited Work for the Dole Activities

Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific activity and the Department's prior written approval has been obtained,

- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g.: a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained).
- unlawful activities, and
- anything that might bring the job seeker, the Work for the Dole Programme, the Provider or the Department into disrepute.

### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

### Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\*and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)

- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents (including men and women), and
- any other people that the provider or the Department identifies as vulnerable.

**\*Note:** ‘Continuous Supervision’ means that a job seeker must be with or alongside the Supervisor or within the Supervisor’s line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1 (b))

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a provider becomes aware of displacement, the provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the provider identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

The term ‘private property’ means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term ‘private homes’ means places of residence where individuals currently reside and the ‘grounds’ to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Unless it is a Community Support Project, providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

### Requesting permission for Activities on Private Property

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the provider and should take into account the nature of the Activity and the requirements of the job seeker), and

- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the provider must take this into account.

For example, whether the nominated supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The supervision details should be updated in the risk assessments.

Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end

of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where ESS Web (specifically the Calendar) is being used by the provider to record required participation. In addition, the Provider must record, in the Calendar, the Hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to ESS Web. All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the Targeted Compliance Framework Guideline.

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the provider must record this in ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

## Provision of training

Training within a Work for the Dole Activity can be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (c))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building

- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, providers can target Activities most appropriately. There is no limit on the number of CSPs that a provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads)

and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area

- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

#### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

#### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

#### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, providers need to select ‘Work for the Dole’ in the Activity Type field of the Add Activity screen and then select ‘Community Support Projects’ as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to other providers and to consider requests to collaborate.

A form is available on the Provider Portal for providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one provider.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- cleaning
- mowing lawns
- weeding
- rubbish collection
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

## Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple providers

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C participants available for the Group Based Activity to operate
- the Activity is in a location where there are limited participants available (for example a regional or remote location)
- the participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous job seeker

Where a Stream A or Stream B participant's circumstances are unique and not covered by any of the above exceptional circumstances, a provider can request in writing the Department's approval to place the participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B participant in a Group Based Activity must include the reason for job seeker needing to be placed in the Group Based Activity and why no other Activity in the area is suitable.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.

See [Attachment E](#) to this Guideline for an overview of the different Activity types.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.14, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation,
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to providers will be pro-rated, however, providers may choose to pass on the full amount to the Host Organisation.

*For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).*

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence Requirement:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the *jobactive* Deed and these Guidelines. Third party intermediaries must also meet guideline requirements for a suitable host organisation.

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## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants
- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)

- record the Activity and place, including activity schedule/s in ESS Web for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements are completed and the Activity can commence safely

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

## Recording the Activity on ESS Web



**System step:** Where the provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant
- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places the activity schedule/s that job seekers will be participating in, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12-months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being advertised (see Keeping People Safe below).

## Activity Schedules

Providers must enter in the schedule/s that will apply to the activity prior to advertising the activity. The schedule/s relate to the days/hours that job seekers may participate in the activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the activity is being run and how job seekers will participate.

**System step:** All schedule/s are developed during the activity creation to approval stage. It is located on the Location Details screen within the Department's IT System.

For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The Advertising level can be changed by the Lead Provider at any time. For example, if the activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing provider decides who to advertise an activity to, they can then reserve places for other providers. Reserved Places will be held for up to two business days from the date of the reserve. If a provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the IT Supporting Document for more information on how to Reserve Places.

Where a Place is claimed by a provider and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11)

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or



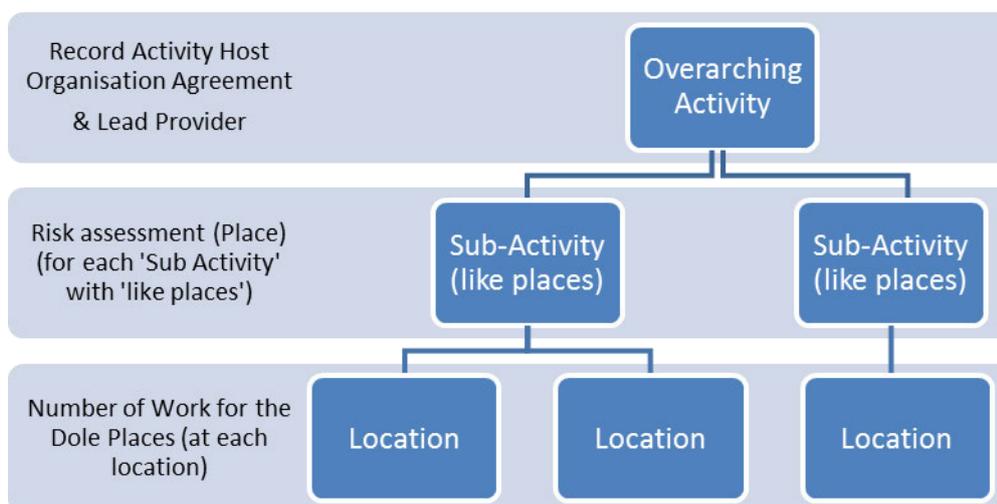
**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and

- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



See [Attachment E](#) to this Guideline for an overview of the different Activity types. Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

A Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for providers to use.

The Work for the Dole Activity Host Organisation Agreement must always be between the provider and the Host Organisation.

Where providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity can be approved in ESS Web. Where applicable the Lead Provider will work with other providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there

have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)



**Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to ESS Web prior to the Activity start date.



**Documentary evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to ESS Web.



**Documentary evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with other providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person



**Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.



**Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer [Model Work Health and Safety \(WHS\) Act 2011](#)).



**Work Health & Safety content:** The provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The provider **must** provide these details to the Department upon request.

## Risk Assessment (Place)



**Work Health & Safety content:** The provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken

relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers

- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those activities are:

- with one Host Organisation, and
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider

must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify other providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, other providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)



**Work Health & Safety content:** The provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:

- working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.
- any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
  - any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
  - that the level of supervision being provided is adequate and appropriate for the job seeker
  - any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
  - the job seeker has been advised of the work health and safety and incident reporting and escalation processes
  - the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
  - that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
  - whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) will need to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon

request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. However, these policies have exclusions.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (g), 110.8)

### Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

#### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

#### When must an Incident be reported?

The provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

## All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A *personal accident/non Medicare expenses claim form/incident report* must be completed when an incident involves a job seeker's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A *public and products liability claim form/incident report* is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage. Once completed, the *public and products liability claim form/incident report* must be sent to:
  - Arthur J. Gallagher Pty Ltd (GOV.claims@ajg.com.au)
  - the provider's Account Manager

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the provider to lodge a Participation Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

## Incident Recording Requirements in ESS



**System step:** The provider should record details of incidents in the 'Job Seeker Participant Events' screen in ESS Web.

The provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Individuals with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives providers flexibility in managing their job seekers.

Providers are able to claim a *future* Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and
2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

Where a provider claims a Work for the Dole Place that is *currently available* to start, the provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period)—please refer to the [Managing and Monitoring Mutual Obligation](#)

[Requirements Guideline](#)). Ideally providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment F](#) to this Guideline and the Calendar and AAR Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The provider must schedule the daily participation requirements into the job seeker's Calendar—a tool in ESS Web that assists providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the provider must enter the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary evidence:** For job seekers in Work for the Dole Activities, providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or job seekers evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done by Close of Business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the provider (through the Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity
- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported

- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108.18 (e))

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid for activities created after 1 July 2017. Refer to the IT Support Document for more information on the IT Invoicing Solution.



**System step:** Where the provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless

otherwise agreed by the Host Organisation. Where another provider refers a job seeker to one of the Places within an Activity managed by the Lead Provider, they must provide the Lead Provider with the agreed portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Lead Provider with the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the provider must use the balance solely for Services undertaken by the provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

### Pro-rata of the Individual Hosted Work for the Dole Fees

#### [For Activities of up to six-months duration](#)

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

#### [For Activities longer than six-months](#)

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

#### [Pro-rating the Host Organisation Fee](#)

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days) however a job seeker did not

commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

## Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the other providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

## Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs'

means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

Receipts and tax invoices or some other acceptable form of evidence of payment **must** be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.

**System step: The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.**

---

## 9. Attachments

### Attachment A: Disability Employment Services

#### DES providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES providers must contact a relevant jobactive provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES participant is about to commence, the Lead Provider must collaborate with the DES provider.

DES providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES providers who claim a Work for the Dole Place.

DES providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES provider by the Lead Provider. The transfer of funds from DES providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Lead Provider, DES providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a jobactive provider, the jobactive provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES participant attendance at Work for the Dole

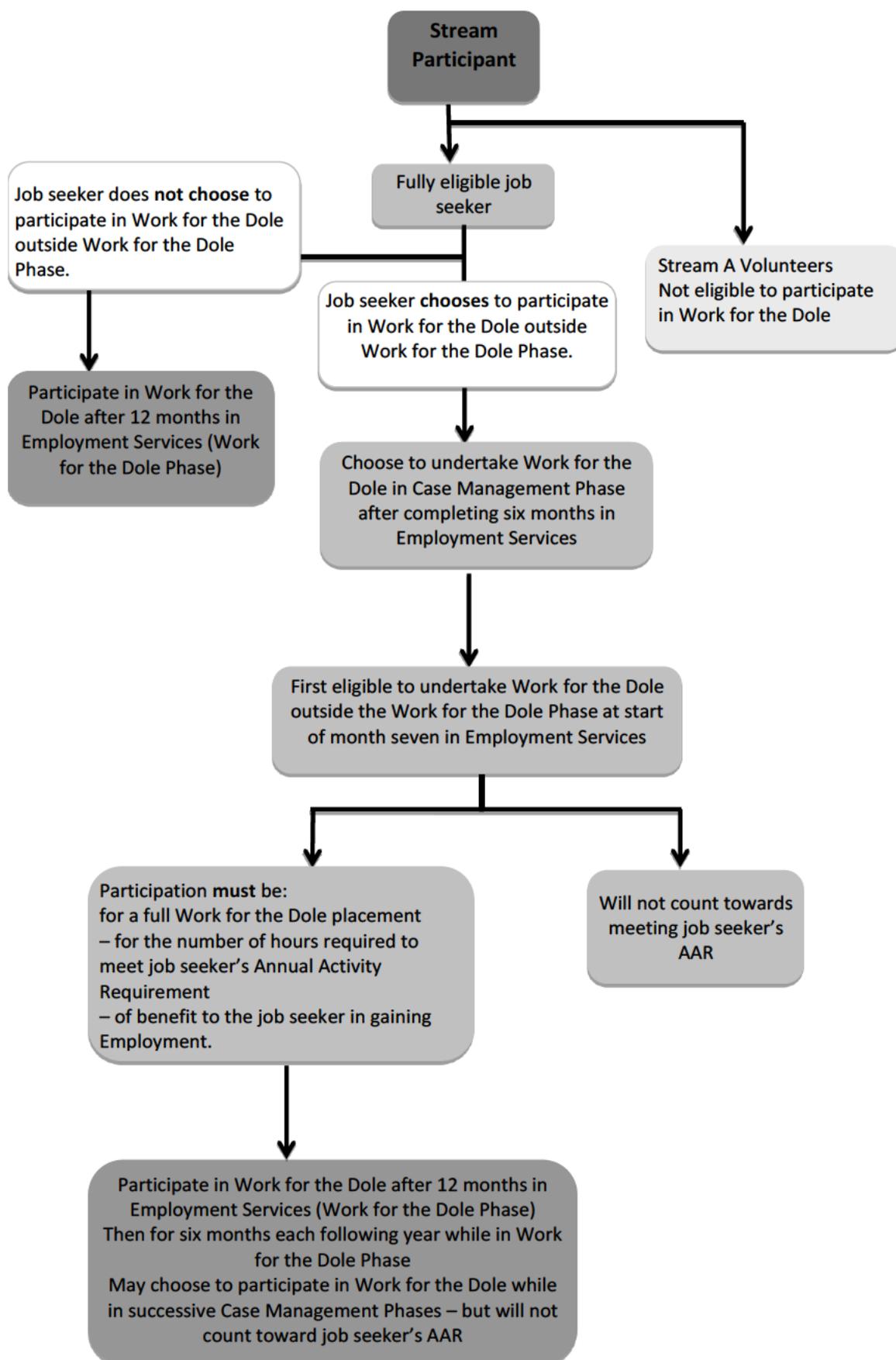
For DES participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

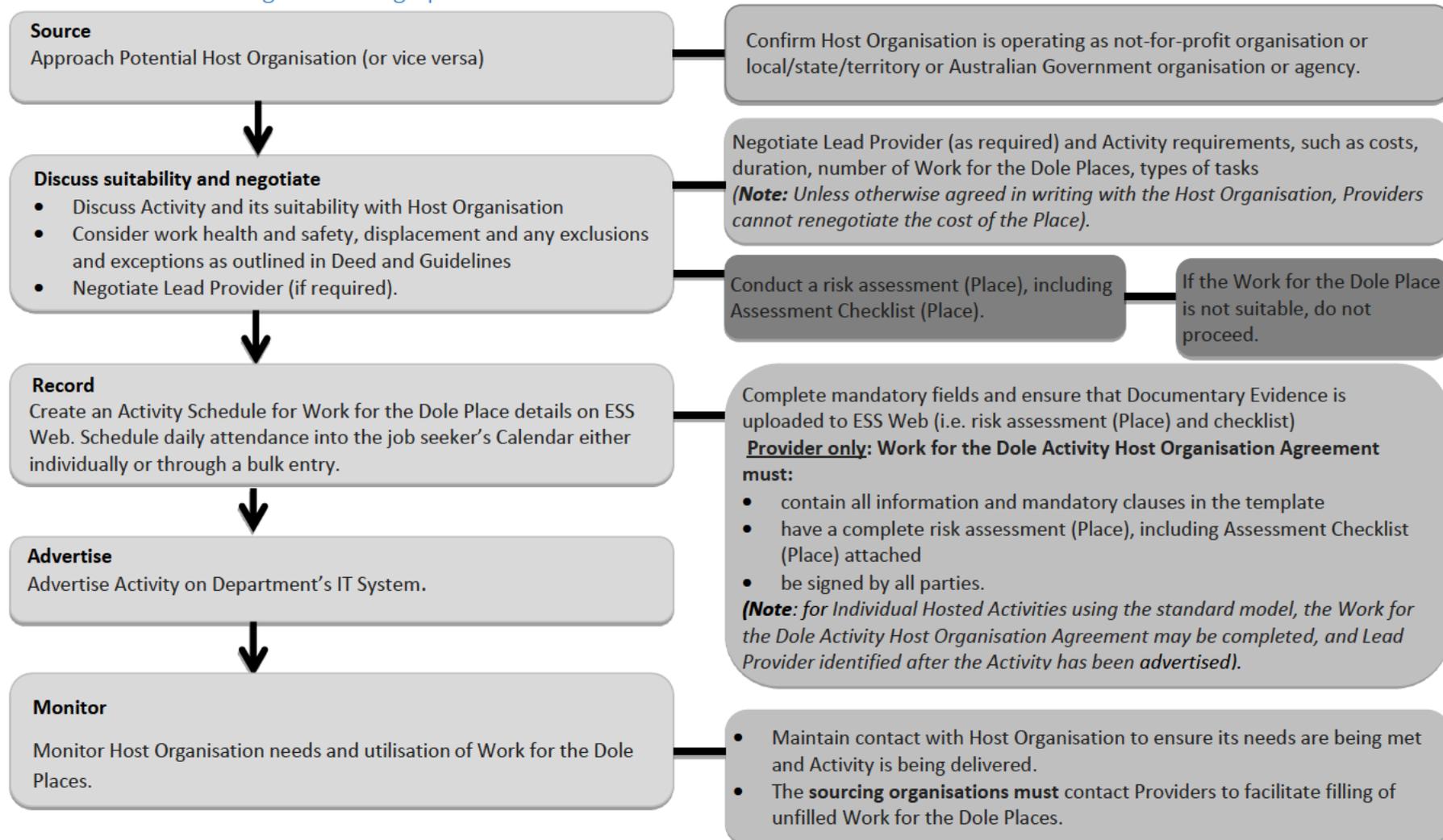
Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

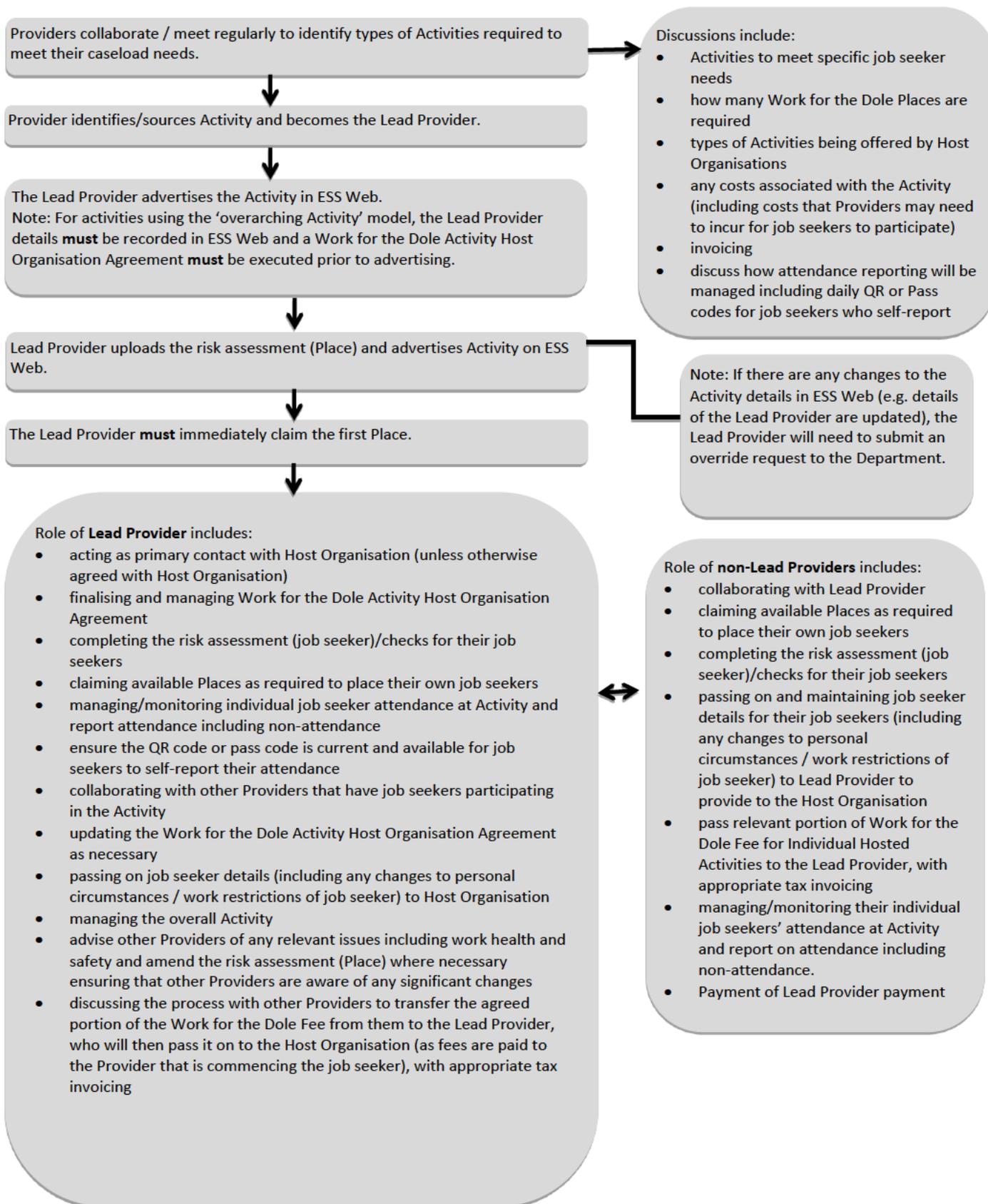


### Attachment C: Sourcing and setting up Work for the Dole Activities

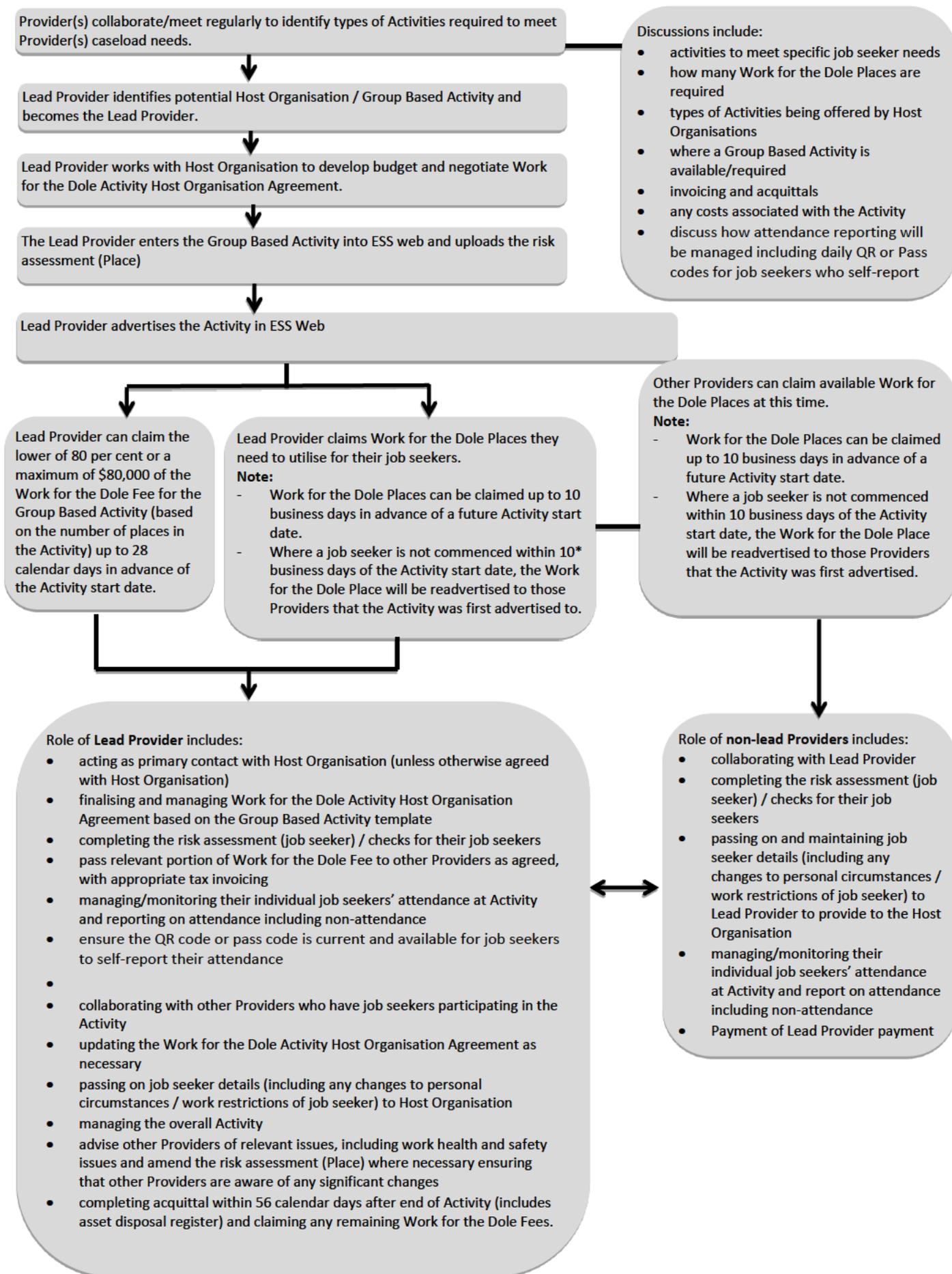


## Attachment D: Lead Provider Model

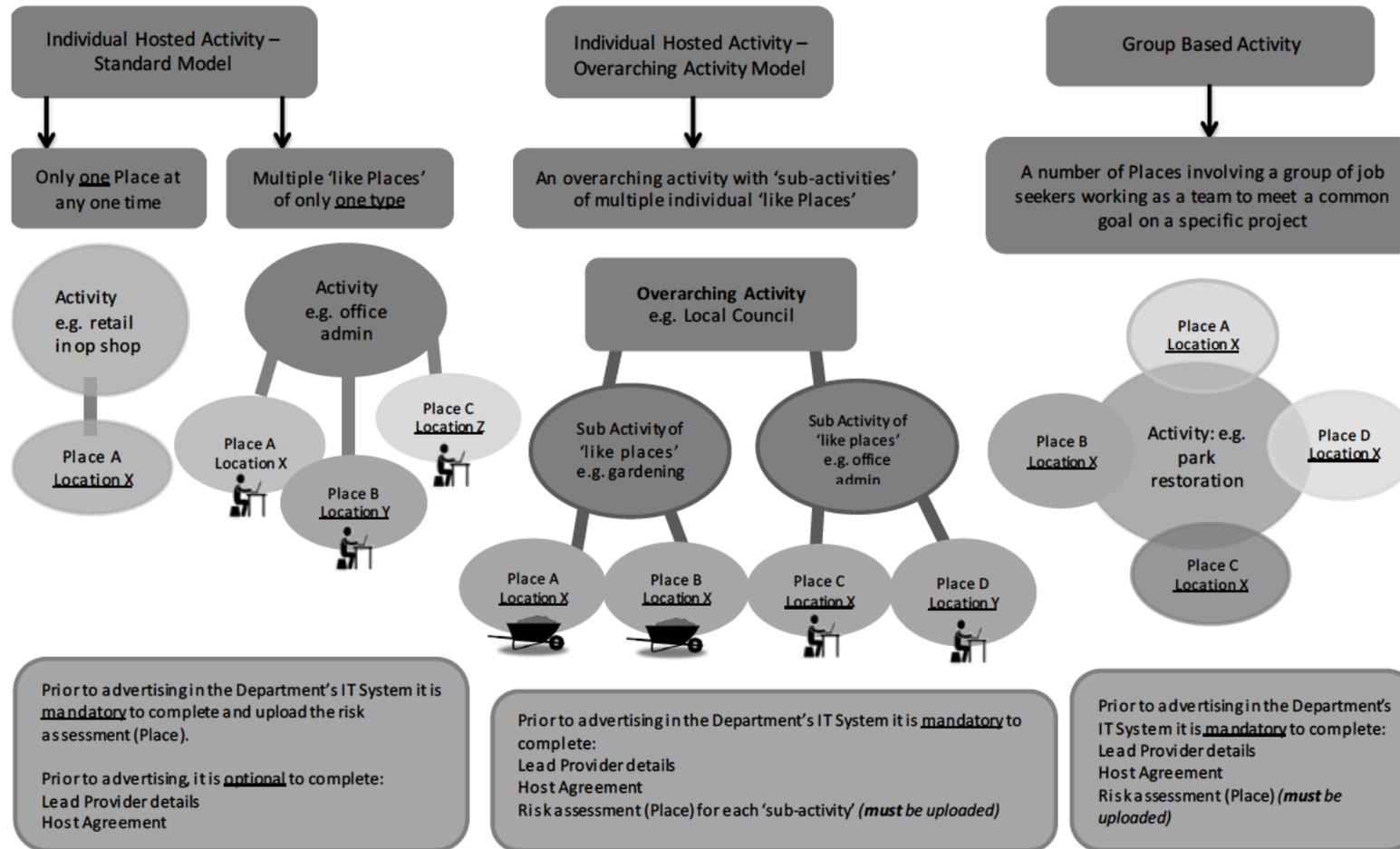
### Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider



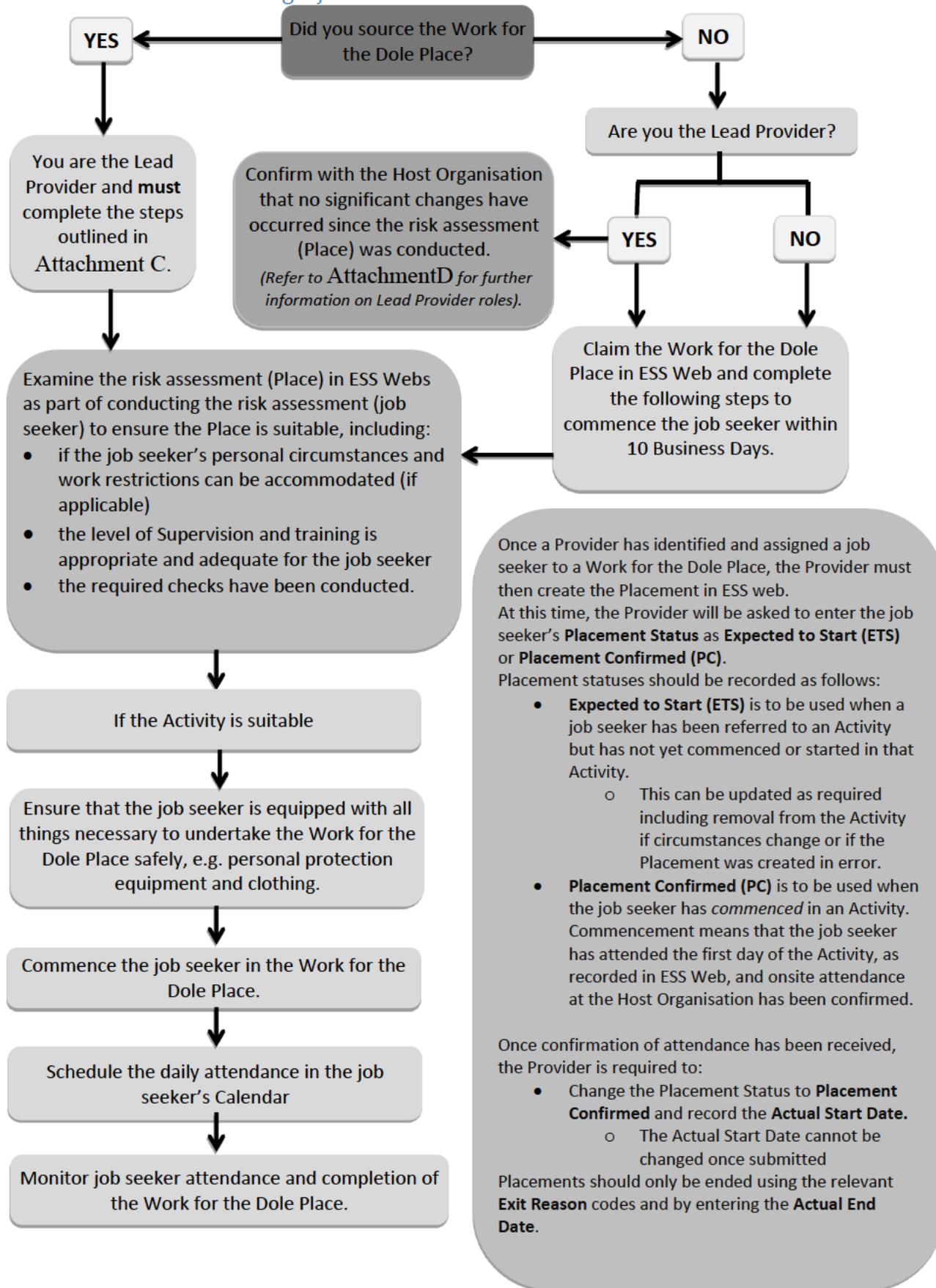
## Lead Provider Model—Group Based Activity sourced by a Provider



Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Attachment F: Commencing a job seeker in a Work for the Dole Place



Attachment G: Invoicing

Individual Hosted Activities with Multiple places

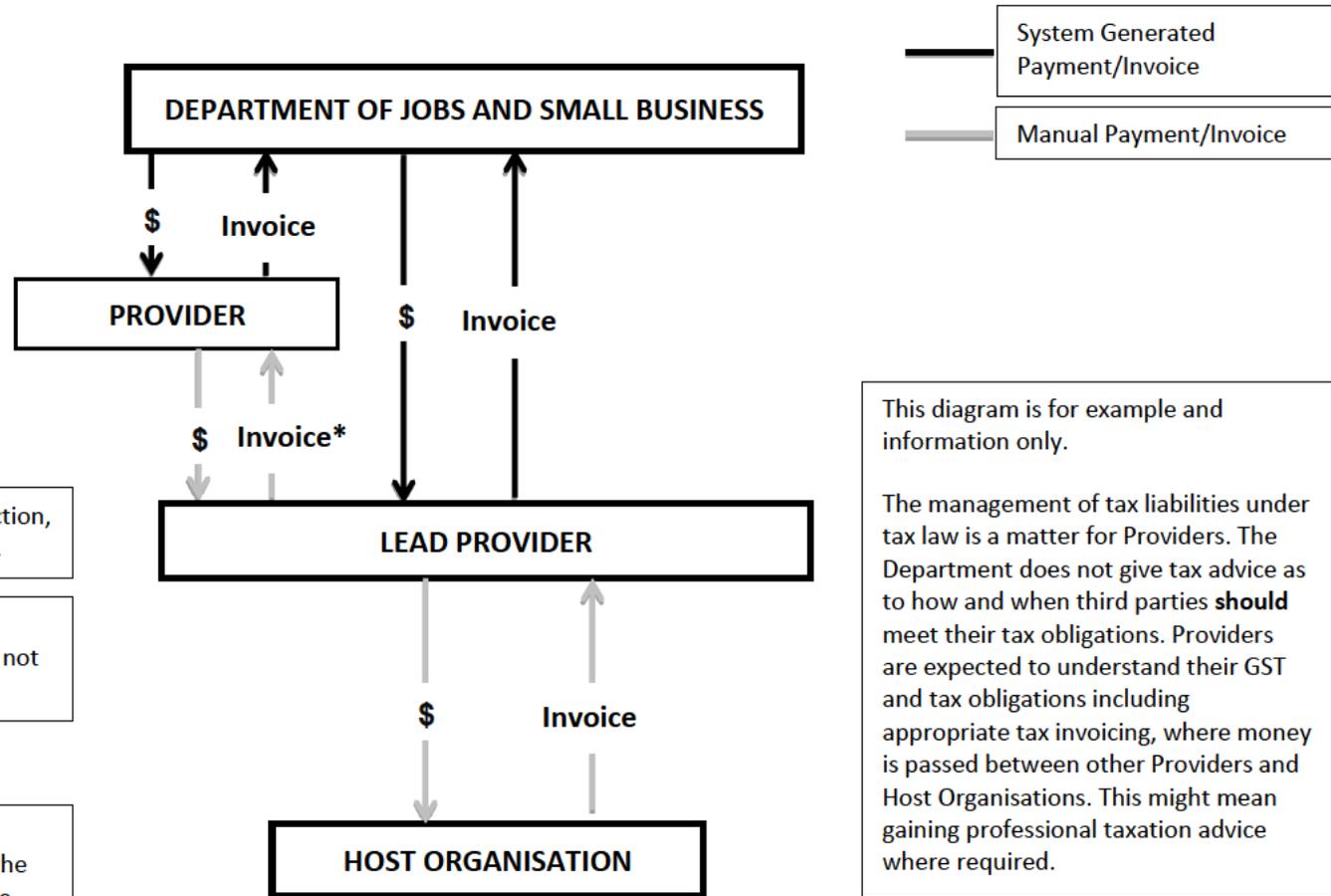
Note: Work for the Dole Fees are paid to jobactive Providers upon commencement of the first job seeker into an individual hosted place. The individual hosted Work for the Dole fee date will be will automatically lodged in ESS Web. Providers are no longer required to manually lodge this payment.

Individual hosted Work for the Dole Fees are paid weekly by the Department.

Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* For Activities created after 1 July 2017, the need to inter-invoice between providers will not be required due to the IT Invoicing Solution

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.



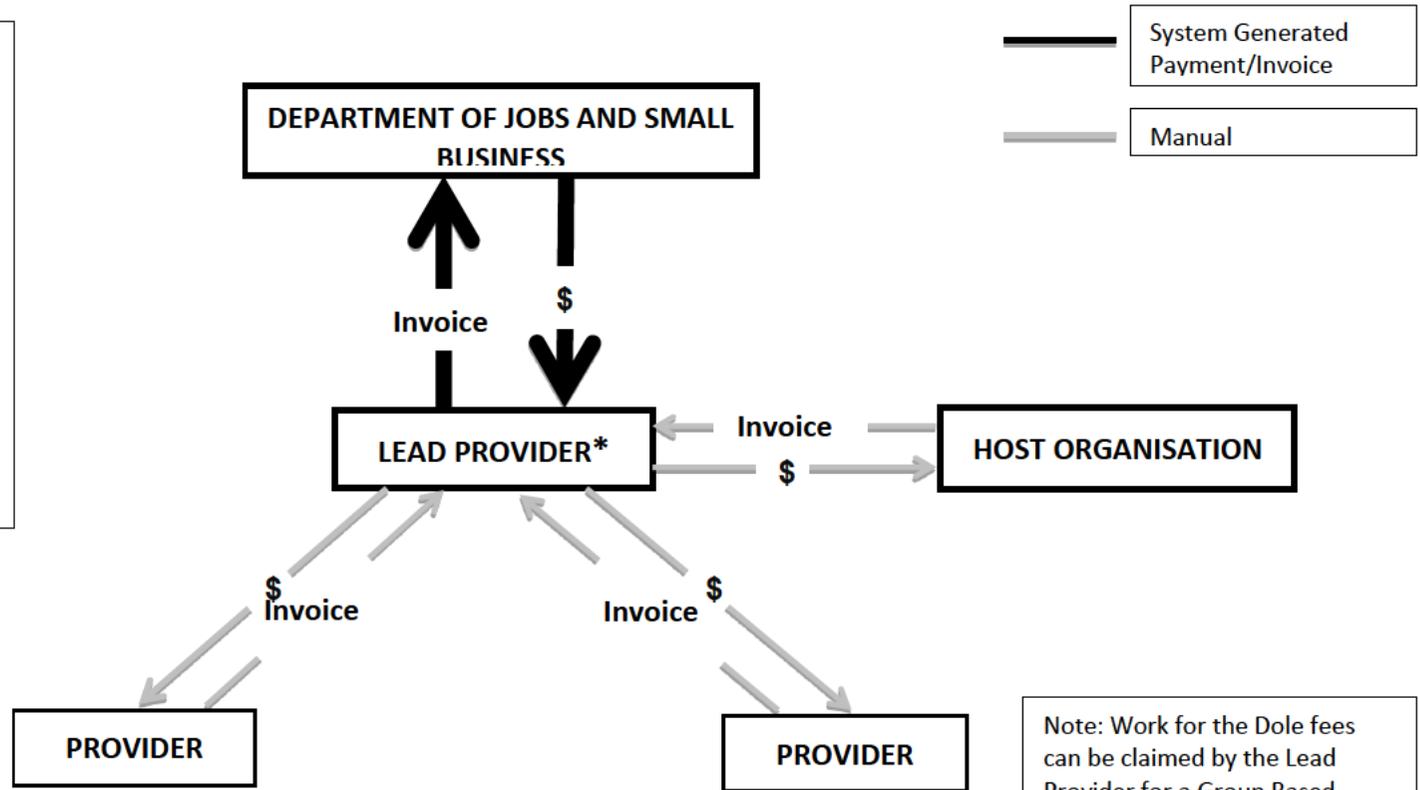
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

Group Based Activities (prior to 1 July 2017)

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the Activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.

Note: Work for the Dole fees can be claimed by the Lead Provider for a Group Based Activity either in advance (up to 80% of the total maximum fee or \$80,000, whichever is lower) or through reimbursement

Advance Group Based Work for the Dole payments are paid by the Department on demand.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

Published on: 30 May 2019

Version: 2.4

Effective from: 1 July 2019

Effective End Date: 1 December 2019

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## Changes from the previous version (Version 2.3)

### Policy changes:

Nil

### Wording changes:

Throughout – editorial changes to reflect accurate capitalisation

Page 10 – Sourcing Places – Updated to clarify requirement to ensure Activity will not result in displacement

Page 13 – Responsibility of Non-Lead Provider – Removal of invoicing processes relating to pre 1 July 2017

Page 18 – Supervision – Updated to include more information on non-Work for the Dole participants at activities

Page 28 – Recording the Activity on ESS Web – Updated to clarify the risk assessment (place) must be uploaded prior to the activity being approved in ESS Web.

### Document Change History:

A full document history is available at Provider Portal.

Effective End Date: 1 December 2019

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**Related documents and references**

[Privacy Guideline](#)

[Work for the Dole IT Supporting Document](#)

[Calendar and AAR Details IT Supporting Document](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

[Targeted Compliance Framework Guideline](#)

[Activity Management Guideline](#)

[Servicing Individuals with Challenging Behaviours Guideline](#)

[Employment Fund General Account Guideline](#)

[Norfolk Island Guideline](#)

[Performance Framework Guideline](#)

[Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)

[Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)

[Work for the Dole Assessment Checklist \(Place\)](#)

[Work for the Dole Assessment Checklist \(Job Seeker\)](#)

[Expenditure Guide](#)

[Community Support Projects: Concept Approval Template](#)

[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that Providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, Note 3 in clause 107.1 and Annexure A1, Sections B12, B13 and B14)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)).

When commencing job seekers in Work for the Dole Activities, Providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

A job seeker's commitment to participate in a Work for the Dole Activity must be entered into the job seeker's Job Plan and linked to the Work for the Dole placement, regardless of the Phase the job seeker is in. The days and times the job seeker is required to participate in the Activity must be scheduled in the job seeker's Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity and any non-compliance subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the Targeted Compliance Framework Guideline.

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3 and 108.4)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and Targeted Compliance Framework Guideline.

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Providers

The requirements of Providers are set out in the *jobactive Deed 2015-2020* and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of Providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with other Providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with other Providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations and Providers in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- ensure job seekers are meeting their Annual Activity Requirements
- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure job seekers attending activities can locate and scan the daily code to self-report their attendance
- monitor and enter participation results into the job seeker's Calendar in the Department's IT system for job seekers not required to report their own attendance or where they are unable to do so on an individual day and request assistance by Close of Business on the day

- follow up on non-attendance
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current risk assessment (job seeker)



**Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (job seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence Requirement:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the Documentary Evidence section of this Guideline. Providers must provide these Records to the Department upon request.

### Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to other Providers.

(jobactive Deed references: clauses 108.5, 108.10, 108.18)

### Sourcing Places

As part of securing Work for the Dole Places, Providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation and that the proposed Activity will not result in displacement of paid workers
- ensure Host Organisations understand program requirements, including the types of documentary evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other Providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers; meet caseload needs, including specified targets; and accommodate job seeker locations
- reserve Places in ESS Web as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.



**Work Health & Safety content:** conduct the risk assessment (Place) and comply with relevant laws and Departmental policies and procedures on work, health and safety



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.



**Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that Providers are commencing job seekers

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2, 114, 115)

## Lead Providers

A Lead Provider is the Provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the Provider who sourced the Work for the Dole Activity
2. it is agreed between Providers in the Employment Region that a particular Provider is the Lead Provider before the Activity is advertised on ESS Web, or

3. for Individual Hosted Activities, the Provider is the first Provider to claim a Place in an Activity Advertised on ESS Web for which there is no Lead Provider identified.

All other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

### Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and other Providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and other Providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and other providers (as necessary), including any DES providers, that have job seekers participating in the Activity
- monitor the Work for the Dole activity to ensure it continues to be suitable and safe for participants
- reserve Places for Non-Lead Providers (from 1 July 2017, Lead Providers will be able to reserve places in ESS Web for other providers for a maximum period of two full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool)
- report significant issues to the relevant provider and if appropriate the Department
- suspend or terminate the Activity where required
- complete the acquittal/ reimbursement report for Group Based Activities. Where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.
- collect relevant DES Work for the Dole payments from DES providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES providers to pass the fees directly to them)

- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - For Activities approved in ESS Web from 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires Providers to pass the Fees directly to the Lead Provider), and
- pay any agreed Work for the Dole Fee for Group Based Activities to other providers that have participants in the Activity
- undertake all Non-Lead provider requirements (as outlined below) for their own job seekers.

 **Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.

 **Work Health & Safety content:** immediately advise other providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.

 **Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

## Non-Lead Providers

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, Non-Lead providers must:

 **Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe

 **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity

 **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity

When Non-Lead providers commence a job seeker into an Activity, in addition to Provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety

- pass on and maintain the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the job seeker's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide,

Refer to [Attachments C, E and F](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2 ,110.3 ,110.5 ,124.7 ,124.8 ,124.8 ,124.14 ,124.16, 124.17)

## Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, Providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Provider relating to the Services outlined in the Deed, the Provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole program as required by the Department and manage any enquiries relating to the Work for the Dole program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

## 3. Considerations for setting up Work for the Dole Activities

### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

*except* in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity,
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements, and

- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- Have engaged in illegal operations or promote or condone any form of unlawful conduct
- Be associated with the sex industry
- Promote or condone gambling
- Promote or condone any form of violence, self-harm or suicide
- Promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- Provide any other service or action that is likely to bring the job seeker, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months (182 calendar days)) duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the Provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the Provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects that reflect their Indigenous caseload.

Indigenous specific activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community,
- are linked to community goals, and
- help support achievable and meaningful career pathways for Indigenous job seekers.
- they can be Individually Hosted Activities or Group Based Activities.

From 1 January 2018, Providers can access the Employment Fund to provide pre-employment and pre and post-placement mentoring for Indigenous job seekers and Host Organisations

More information on access to the Employment Fund can be obtained through using the Employment Fund General Account Guideline.

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before being referred to the Place and inform the Provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the Provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirement.

### Prohibited Work for the Dole Activities

Work for the Dole activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific activity and the Department's prior written approval has been obtained,
- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g.: a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained).
- unlawful activities, and
- anything that might bring the job seeker, the Work for the Dole Program, the Provider or the Department into disrepute.

### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

### Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, Providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\* and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents, and
- any other people that the Provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1 (b))

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a Provider becomes aware of displacement, the Provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Provider identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

Unless it is a Community Support Project, Providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

## Requesting permission for Activities on Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the Provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, Providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the Provider and should take into account the nature of the Activity and the requirements of the job seeker), and
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.

Supervisors need to be aware of non-Work for the Dole participants (e.g. members of the public) on site at activities and their level of interaction with and proximity to Work for the Dole participants while undertaking the activity. Further information is available in the host handbook.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the Provider must take this into account.

For example, whether the nominated Supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, Providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a Supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in Supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The Supervision details should be updated in the risk assessments.

Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end

of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where ESS Web (specifically the Calendar) is being used by the Provider to record required participation. In addition, the Provider must record, in the Calendar, the Hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to ESS Web. All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the Targeted Compliance Framework Guideline.

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a Provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the Provider must record this in ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, Providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for Criminal Records checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the Provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the Provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the Provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

## Provision of training

Training within a Work for the Dole Activity will be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (c))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building

- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that Providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more Providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, Providers can target Activities most appropriately. There is no limit on the number of CSPs that a Provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads)

and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area

- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a Provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow Providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

#### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

#### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

#### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, Providers need to select ‘Work for the Dole’ in the Activity Type field of the Add Activity screen and then select ‘Community Support Projects’ as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- cleaning
- mowing lawns
- weeding
- rubbish collection
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

## Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple Providers

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C participants available for the Group Based Activity to operate
- the Activity is in a location where there are limited participants available (for example a regional or remote location)
- the participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous job seeker

Where a Stream A or Stream B participant's circumstances are unique and not covered by any of the above exceptional circumstances, a Provider can request in writing the Department's approval to place the participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B participant in a Group Based Activity must include the reason for job seeker needing to be placed in the Group Based Activity and why no other Activity in the area is suitable.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.

See [Attachment E](#) to this Guideline for an overview of the different Activity types.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.14, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation,
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to Providers will be pro-rated, however, Providers may choose to pass on the full amount to the Host Organisation.

For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence Requirement:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the *jobactive* Deed and these Guidelines. Third party intermediaries must also meet guideline requirements for a suitable host organisation.

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## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from Providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants
- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)

- record the Activity and place, including activity schedule/s in ESS Web for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements are completed and the Activity can commence safely

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

### Recording the Activity on ESS Web



**System step:** Where the Provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant
- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places the activity schedule/s that job seekers will be participating in, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12-months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being approved in ESS Web. (see Keeping People Safe below).

### Activity Schedules

Providers must enter in the schedule/s that will apply to the activity prior to advertising the activity. The schedule/s relate to the days/hours that job seekers may participate in the activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the activity is being run and how job seekers will participate.

**System step:** All schedule/s are developed during the activity creation to approval stage. It is located on the Location Details screen within the Department's IT System.

For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The Advertising level can be changed by the Lead Provider at any time. For example, if the activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing Provider decides who to advertise an activity to, they can then reserve places for other Providers. Reserved Places will be held for up to two business days from the date of the reserve. If a Provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the IT Supporting Document for more information on how to Reserve Places.

Where a Place is claimed by a Provider and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11)

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or



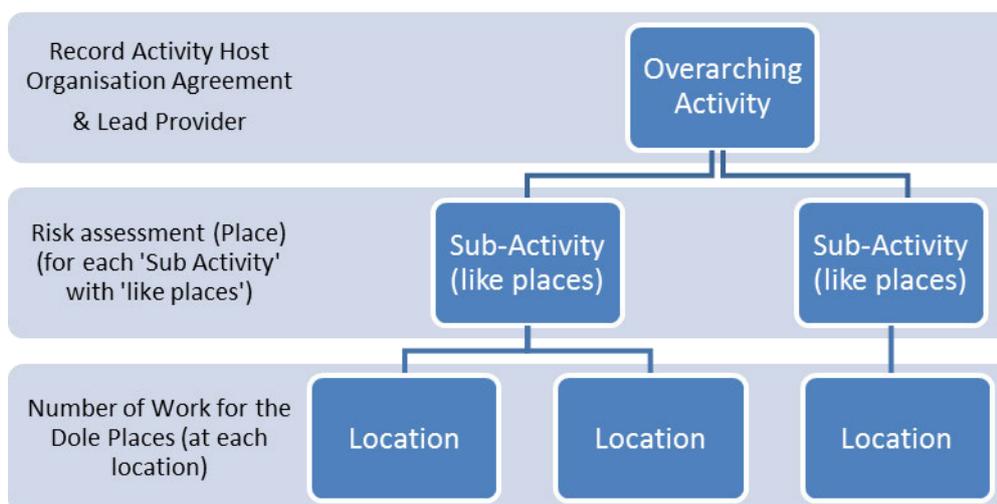
**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and

- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



See [Attachment E](#) to this Guideline for an overview of the different Activity types. Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

A Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for Providers to use.

The Work for the Dole Activity Host Organisation Agreement must always be between the Provider and the Host Organisation.

Where Providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The Provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity can be approved in ESS Web. Where applicable the Lead Provider will work with other providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the Provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there

have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)



**Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to ESS Web prior to the Activity start date.



**Documentary evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to ESS Web.



**Documentary evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with other Providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person



**Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

- Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer to the [Model Work Health and Safety \(WHS\) Act 2011](http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act) at <http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act>).



**Work Health & Safety content:** The Provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider **must** provide these details to the Department upon request.

## Risk Assessment (Place)



**Work Health & Safety content:** The Provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken

relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers

- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those activities are:

- with one Host Organisation, and
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider

must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify other providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can update their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, other providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)



**Work Health & Safety content:** The Provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the Provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the Provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:

- working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.
- any training, including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
  - any specific personal protection equipment, clothing or materials required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
  - that the level of supervision being provided is adequate and appropriate for the job seeker
  - any appropriate facilities (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
  - the job seeker has been advised of the work health and safety and incident reporting and escalation processes
  - the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
  - that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
  - whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) will need to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon

request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the Provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place— for example, public and product liability insurance and motor vehicle insurance—noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. However, these policies have exclusions.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (g), 110.8)

### Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

#### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the Provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

#### When must an Incident be reported?

The Provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours, and as soon as possible, of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

## All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must ensure Hosts complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A *personal accident/non Medicare expenses claim form/incident report* must be completed by the Host when an incident involves a job seeker's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A *public and products liability claim form/incident report* is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to submit a Job Seeker Incident Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

## Incident Recording Requirements in ESS



**System step:** The Provider must complete the 'WHS Incident' screen in ESS Web, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the department, including the relevant State Office contact.

The Provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Individuals with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.

Providers are able to claim a *future* Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and
2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

Where a Provider claims a Work for the Dole Place that is *currently available* to start, the provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the Provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period)—please refer to the [Managing and Monitoring Mutual Obligation](#)

[Requirements Guideline](#)). Ideally Providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment F](#) to this Guideline and the Calendar and AAR Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The Provider must schedule the daily participation requirements into the job seeker's Calendar—a tool in ESS Web that assists Providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the Provider must enter the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary evidence:** For job seekers in Work for the Dole Activities, Providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or job seekers evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done by Close of Business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity
- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported

- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, Providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108.18 (e))

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the Provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A Provider can use the Employment Fund for expenses related to criminal record checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid for activities created after 1 July 2017. Refer to the IT Support Document for more information on the IT Invoicing Solution.



**System step:** Where the Provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless

otherwise agreed by the Host Organisation. Where another provider refers a job seeker to one of the Places within an Activity managed by the Lead Provider, they must provide the Lead Provider with the agreed portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Lead Provider with the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the Provider must use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

### Pro-rata of the Individual Hosted Work for the Dole Fees

#### For Activities of up to six-months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

#### For Activities longer than six-months

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

#### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days) however a job seeker did not

commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

## Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the other providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a Supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

## Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

Receipts and tax invoices or some other acceptable form of evidence of payment **must** be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted

- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.



**System step:** The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES providers must contact a relevant jobactive Provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES participant is about to commence, the Lead Provider must collaborate with the DES provider.

DES providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES providers who claim a Work for the Dole Place.

DES providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES provider by the Lead Provider. The transfer of funds from DES providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Lead Provider, DES providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a jobactive Provider, the jobactive Provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES participant attendance at Work for the Dole

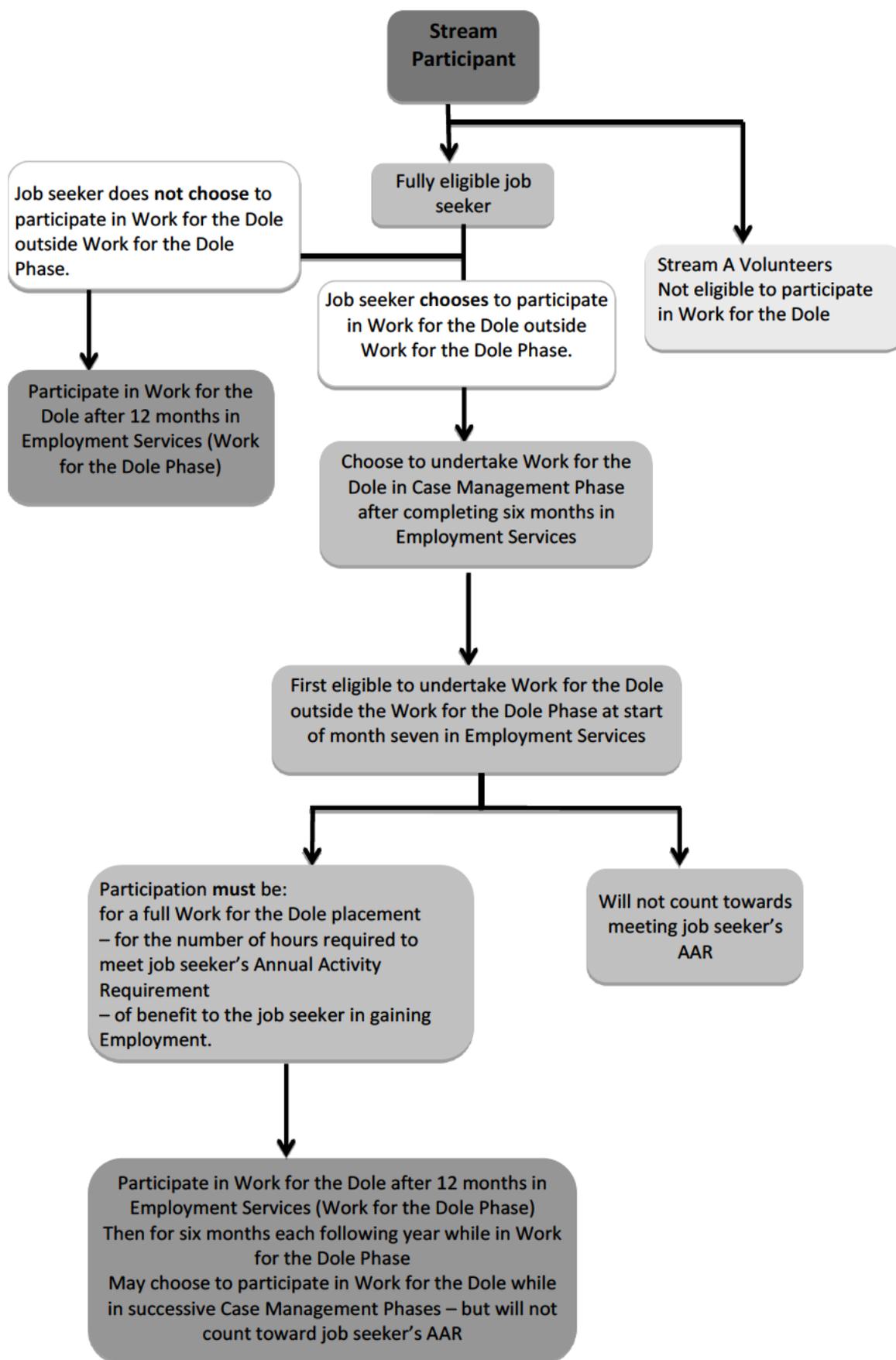
For DES participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

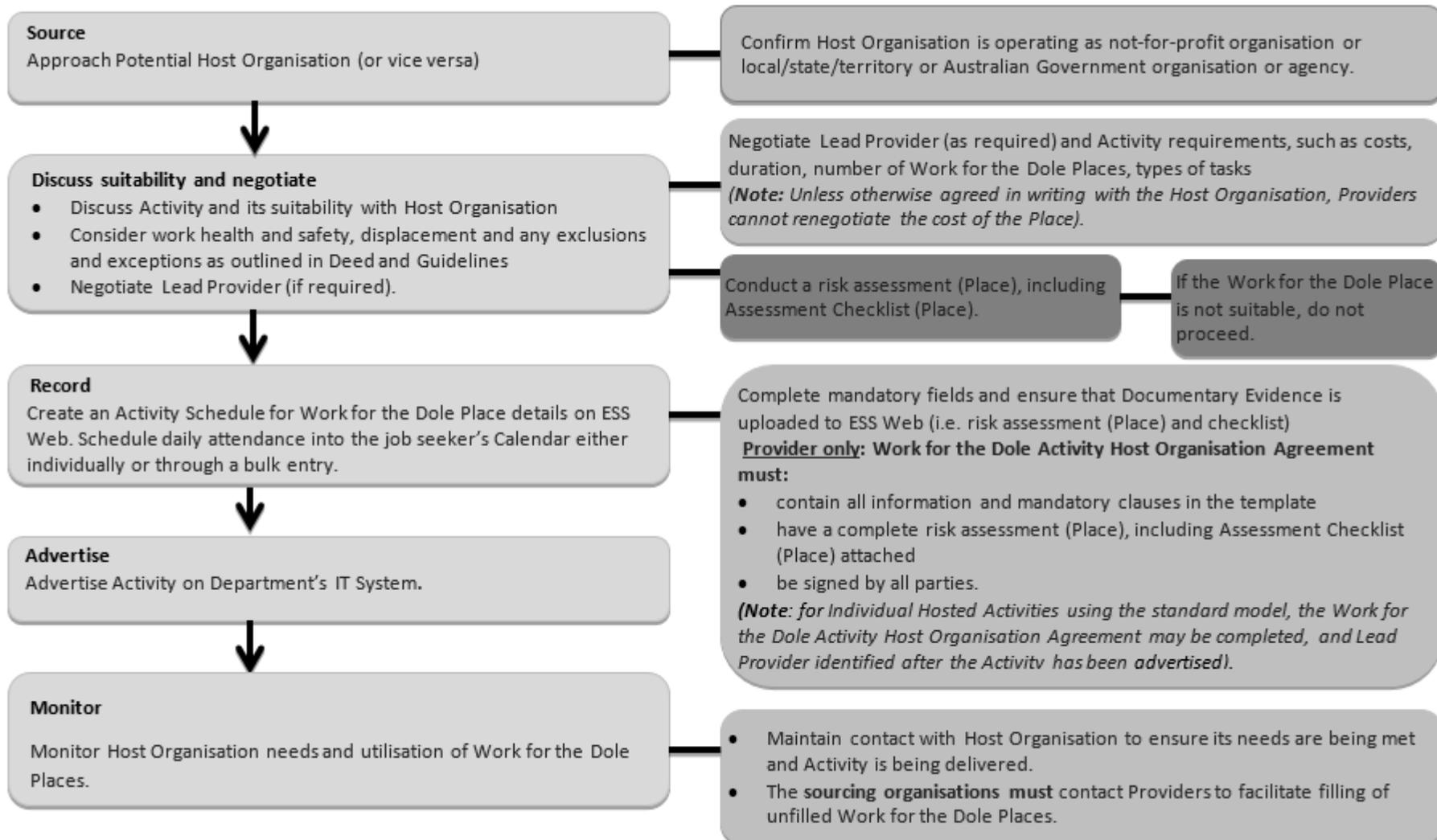
Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

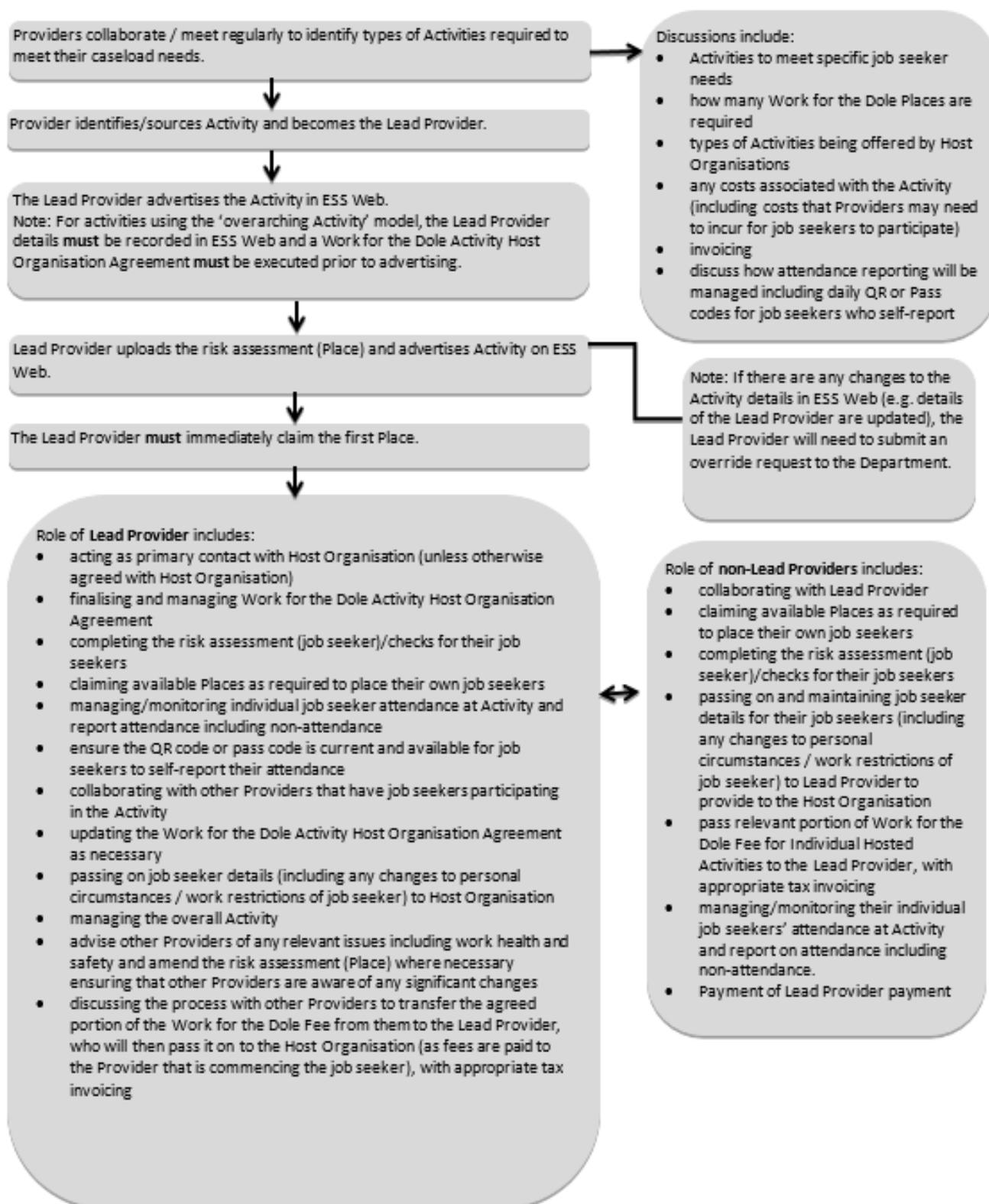
Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase



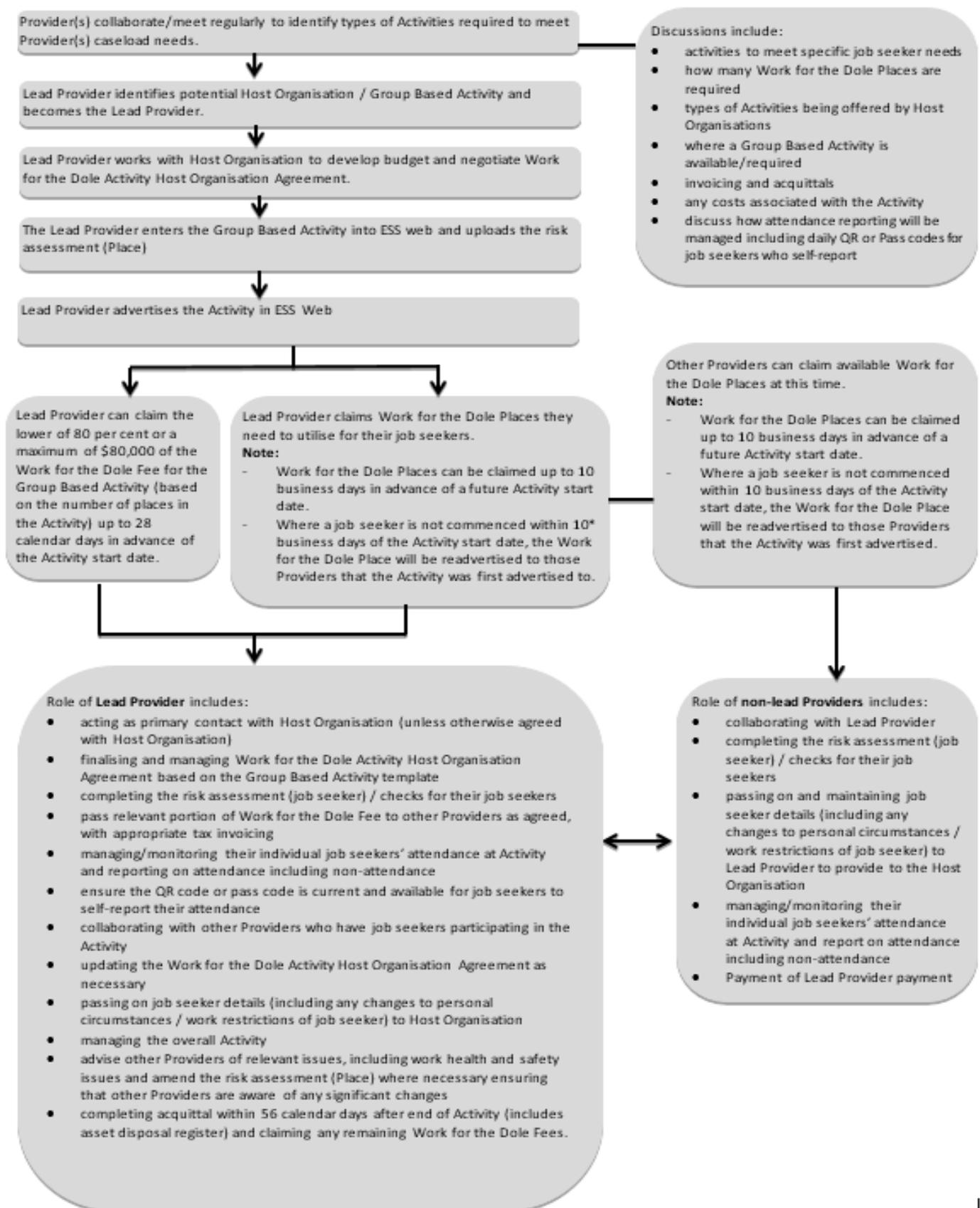
Attachment C: Sourcing and setting up Work for the Dole Activities



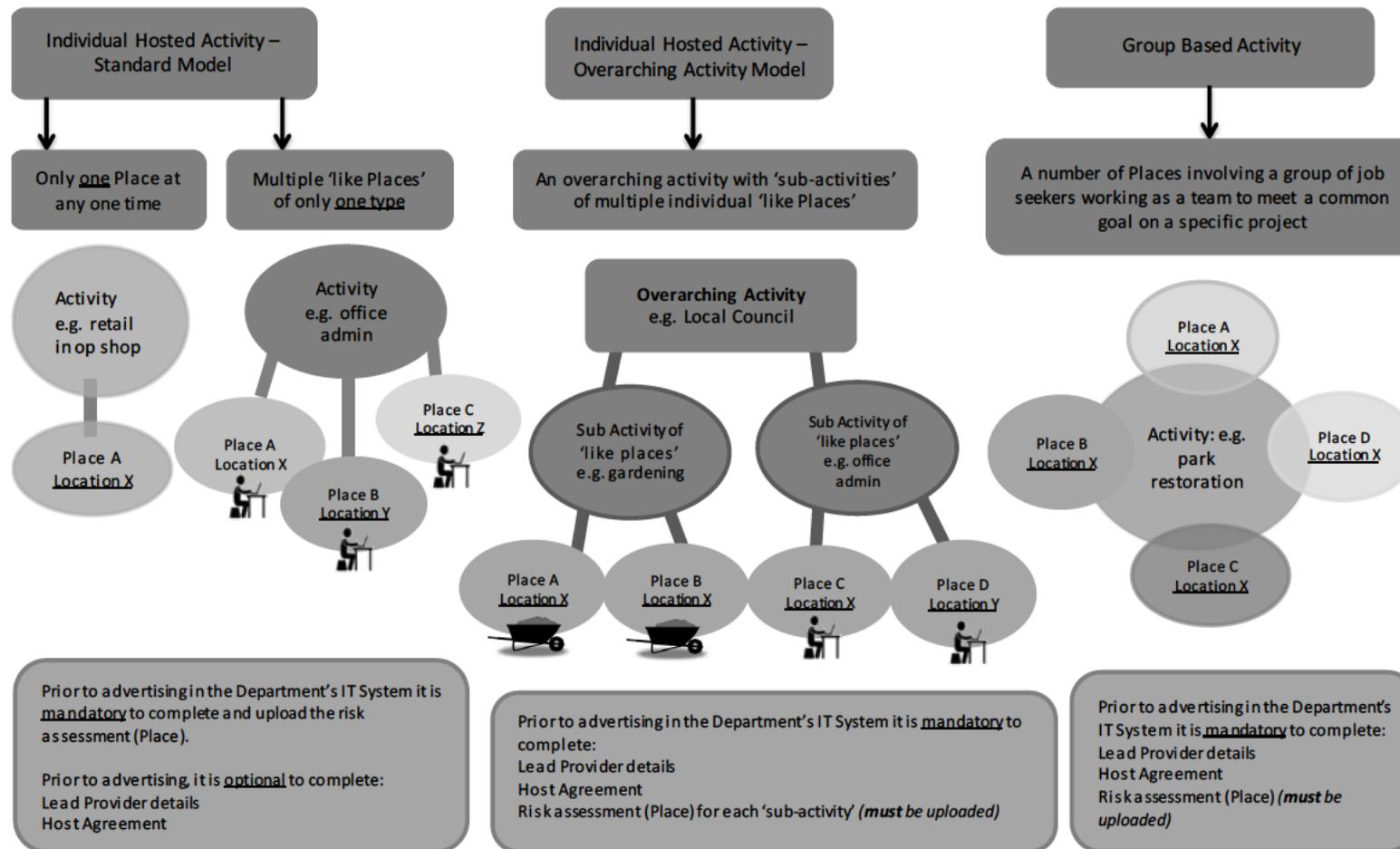
Attachment D1: Lead Provider Model—Individual Hosted Activities with multiple Places sourced by a Provider



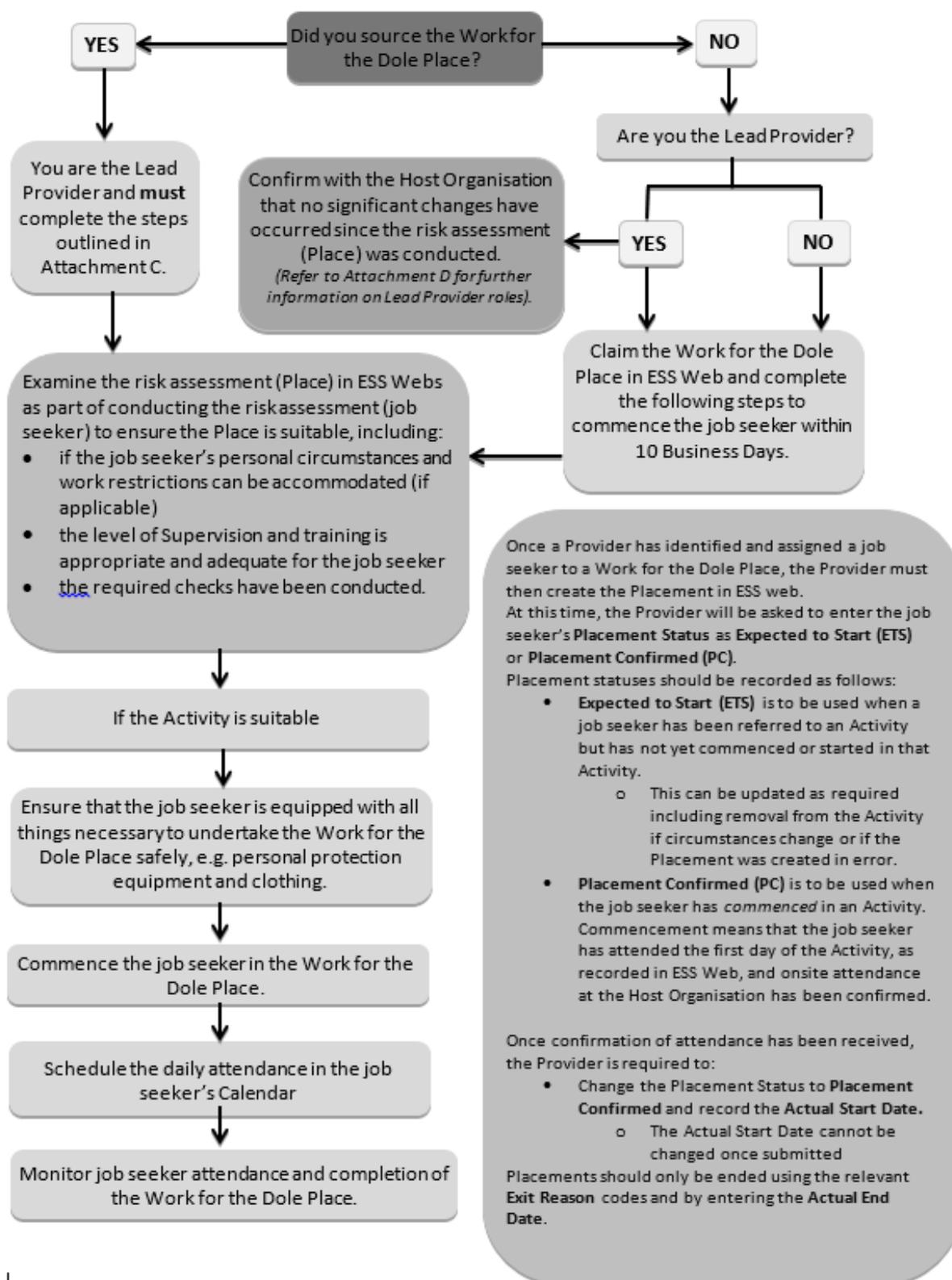
Attachment D2: Lead Provider Model—Group Based Activity sourced by a Provider



Attachment E: Activity types—Individual Hosted Activity versus Group Based Activity



Attachment F: Commencing a job seeker in a Work for the Dole Place



Attachment G: Invoicing Individual Hosted Activities with Multiple places

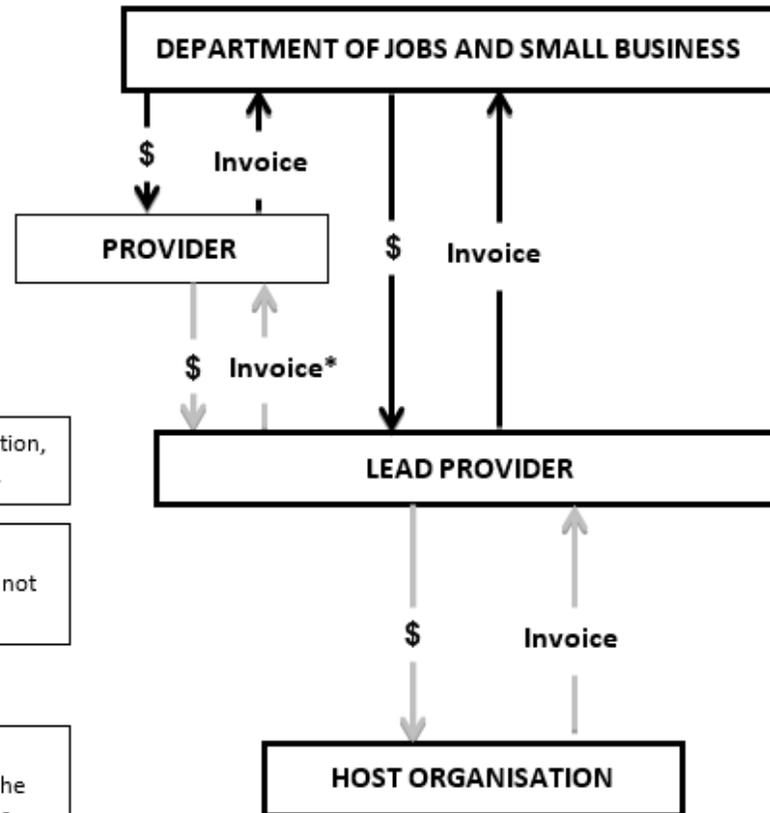
Note: Work for the Dole Fees are paid to jobactive Providers upon commencement of the first job seeker into an individual hosted place. The individual hosted Work for the Dole fee date will be will automatically lodged in ESS Web. Providers are no longer required to manually lodge this payment.

Individual hosted Work for the Dole Fees are paid weekly by the Department.

Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* For Activities created after 1 July 2017, the need to inter-invoice between Providers will not be required due to the IT Invoicing Solution

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.



— System Generated Payment/Invoice

— Manual Payment/Invoice

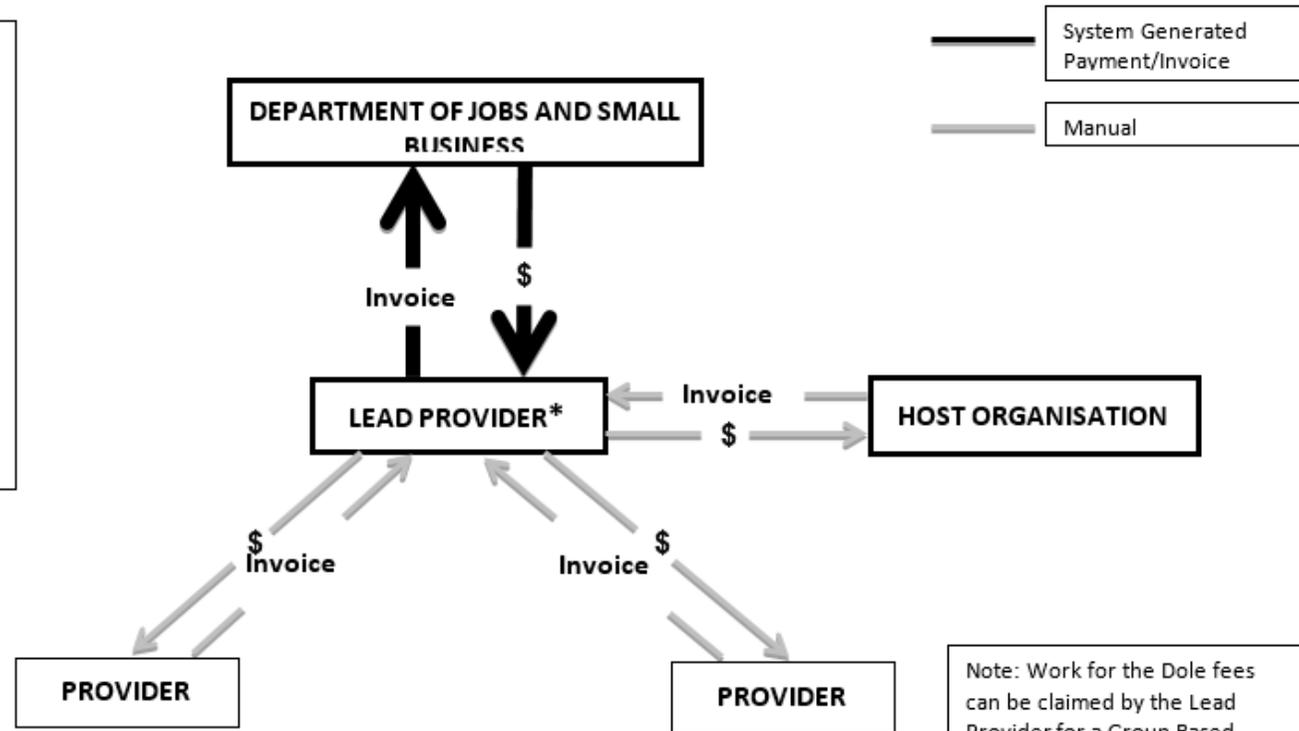
This diagram is for example and information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.

Group Based Activities (prior to 1 July 2017)

This diagram is an example and is for information only.

The management of tax liabilities under tax law is a matter for Providers. The Department does not give tax advice as to how and when third parties **should** meet their tax obligations. Providers are expected to understand their GST and tax obligations including appropriate tax invoicing, where money is passed between other Providers and Host Organisations. This might mean gaining professional taxation advice where required.



Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* The purpose of the Lead Provider role is to manage the Activity, including liaison with the Host Organisation on Budgets and expenses. Non-Lead Providers **should** only incur expenses relating specifically to their job seekers' participation (e.g. criminal records). This **should** minimise the extent of invoices needed between Lead and non-Lead Providers.

Note: Work for the Dole fees can be claimed by the Lead Provider for a Group Based Activity either in advance (up to 80% of the total maximum fee or \$80,000, whichever is lower) or through reimbursement

Advance Group Based Work for the Dole payments are paid by the Department on demand.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

Published on: 30 October 2019

Effective from: 2 December 2019

**Effective End Date: 13 September 2020**

Version: 2.5

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 Changes from the previous version (Version 2.4)
**Policy changes:**

Nil

**Wording changes:**

Throughout – editorial changes to remove references to pre 2017 requirements.

Page 14 – Clarification on Employment Fund use for Indigenous specific Activities

Page 19 – Clarification around personal responsibility for reporting attendance

Page 24 – 25 – Inclusion of examples where Exceptional Circumstances may apply for Group Based Activities

Page 29 – Updates to Host Agreement requirements for Provider lead Activities

Pages 33 - 35 – Minor clarification of requirements for risk assessments

Pages 35 – 36 – Minor updates to Insurance form name and clarification of insurance requirements

Page 43 – Inclusion of information relating to Lead Provider Fee for Group Based Activities

Attachments – Removal of previous Attachment E (covered within Guideline) and updates to all Attachments to improve accessibility and usability

**Document Change History:**

A full document history is available at Provider Portal.

**Effective End Date: 13 September 2020**

## Related documents and references

[Privacy Guideline](#)[Work for the Dole IT Supporting Document](#)[Calendar and AAR Details IT Supporting Document](#)[Managing and Monitoring Mutual Obligation Requirements Guideline](#)[Targeted Compliance Framework Guideline](#)[Activity Management Guideline](#)[Servicing Participants with Challenging Behaviours Guideline](#)[Employment Fund General Account Guideline](#)[Norfolk Island Guideline](#)[Performance Framework Guideline](#)[Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)[Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)[Work for the Dole Assessment Checklist \(Place\)](#)[Work for the Dole Assessment Checklist \(Job Seeker\)](#)[Expenditure Guide](#)[Community Support Projects: Concept Approval Template](#)[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that Providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, Note 3 in clause 107.1 and Annexure A1, Sections B12, B13 and B14)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)).

When commencing job seekers in Work for the Dole Activities, Providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

A job seeker's commitment to participate in a Work for the Dole Activity must be entered into the job seeker's Job Plan and linked to the Work for the Dole placement, regardless of the Phase the job seeker is in. The days and times the job seeker is required to participate in the Activity must be scheduled in the job seeker's Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity and any non-compliance subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the Targeted Compliance Framework Guideline.

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3 and 108.4)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

## 2. Role of Providers

The requirements of Providers are set out in the jobactive Deed 2015-2022 and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of Providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with other Providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with other Providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations and Providers in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- ensure job seekers are meeting their Annual Activity Requirements
- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure job seekers attending Activities can locate and scan the daily code to self-report their attendance
- monitor and enter participation results into the job seeker's Calendar in the Department's IT system for job seekers not required to report their own

attendance or where they are unable to do so on an individual day and request assistance by Close of Business on the day

- follow up on non-attendance
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current risk assessment (job seeker)



**Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (job seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence Requirement:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the Documentary Evidence section of this Guideline. Providers must provide these Records to the Department upon request.

## Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole Activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific Activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to other Providers.

(jobactive Deed references: clauses 108.5, 108.10, 108.18)

## Sourcing Places

As part of securing Work for the Dole Places, Providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation and that the proposed Activity will not result in displacement of paid workers
- ensure Host Organisations understand program requirements, including the types of documentary evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Service (DES) providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other Providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers; meet caseload needs, including specified targets; and accommodate job seeker locations
- reserve Places in ESS Web as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.



**Work Health & Safety content:** conduct the risk assessment (Place) and comply with relevant laws and Departmental policies and procedures on work, health and safety



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.



**Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that Providers are commencing job seekers

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2, 114, 115)

## Lead Providers

A Lead Provider is the Provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the Provider who sourced the Work for the Dole Activity

2. it is agreed between Providers in the Employment Region that a particular Provider is the Lead Provider before the Activity is advertised on ESS Web, or
3. for Individual Hosted Activities, the Provider is the first Provider to claim a Place in an Activity Advertised on ESS Web for which there is no Lead Provider identified.

All other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

### Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and other Providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and other Providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and other providers (as necessary), including any DES providers, that have job seekers participating in the Activity
- monitor the Work for the Dole Activity to ensure it continues to be suitable and safe for participants
- reserve Places for Non-Lead Providers. Lead Providers are able to reserve places in ESS Web for other providers for a maximum period of two full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool.
- report significant issues to the relevant provider and if appropriate the Department
- suspend or terminate the Activity where required
- complete the acquittal/ reimbursement report for Group Based Activities.
- where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.
- collect relevant DES Work for the Dole payments from DES providers for each Place claimed for a DES Participant and pass this on to the Host Organisation

(unless the Host Organisation has agreed for DES providers to pass the fees directly to them)

- inter-invoice between the Lead and Non-Lead Provider for any relevant payments for Activities that were approved prior to the Invoicing Solution from 1 July 2017
  - For Activities approved in ESS Web from 1 July 2017, the IT Invoicing Solution will take effect and the need to inter-invoice will not be required. System generated payments will be made separately to the Lead and Non-Lead Provider.
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires Providers to pass the Fees directly to the Lead Provider) pay any agreed Work for the Dole Fee for Group Based Activities to other providers that have participants in the Activity
- undertake all Non-Lead provider requirements (as outlined below) for their own job seekers.

 **Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.

 **Work Health & Safety content:** immediately advise other providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.

 **Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

## Non-Lead Providers

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, Non-Lead providers must:

 **Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe

 **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity

 **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity

When Non-Lead providers commence a job seeker into an Activity, in addition to Provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- pass on and maintain the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the job seeker's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide,

Refer to [Attachments C, D and E](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2 ,110.3 ,110.5 ,124.7 ,124.8 ,124.8 ,124.14 ,124.16, 124.17)

## Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, Providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Provider relating to the Services outlined in the Deed, the Provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole program as required by the Department and manage any enquiries relating to the Work for the Dole program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

## 3. Considerations for setting up Work for the Dole Activities

### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

except in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity,
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements, and
- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- have engaged in illegal operations or promote or condone any form of unlawful conduct
- be associated with the sex industry
- promote or condone gambling
- promote or condone any form of violence, self-harm or suicide
- promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- provide any other service or action that is likely to bring the job seeker, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months (182 calendar days)) duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the Provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the Provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects that reflect their Indigenous caseload.

Indigenous specific Activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community,
- are linked to community goals, and
- help support achievable and meaningful career pathways for Indigenous job seekers.
- they can be Individually Hosted Activities or Group Based Activities.

Providers can access the Employment Fund to provide non-accredited pre-placement training and pre and post-placement mentoring to Indigenous job seekers and Host Organisations of Indigenous participants participating in a Work for the Dole Activity.

More information on access to the Employment Fund can be obtained through using the Employment Fund General Account Guideline.

The Employment Fund General Account may be used to pay for police checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#)

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before being referred to the Place and inform the Provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the Provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirement.

## Prohibited Work for the Dole Activities

Work for the Dole Activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific Activity and the Department's prior written approval has been obtained,
- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g.: a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained).
- unlawful activities, and
- anything that might bring the job seeker, the Work for the Dole Program, the Provider or the Department into disrepute.

## Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

## Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, Providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\* and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and

- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents, and
- any other people that the Provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1 (b))

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a Provider becomes aware of displacement, the Provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Provider identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

Unless it is a Community Support Project, Providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

### Requesting permission for Activities on Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the Provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, Providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the Provider and should take into account the nature of the Activity and the requirements of the job seeker), and
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.

Supervisors need to be aware of non-Work for the Dole participants (e.g. members of the public) on site at Activities and their level of interaction with and proximity to Work for the Dole participants while undertaking the Activity. Further information is available in the host handbook.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the Provider must take this into account.

For example, whether the nominated Supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, Providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a Supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in Supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The Supervision details should be updated in the risk assessments.

If a job seeker does not have personal responsibility requirements, then the Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where ESS Web (specifically the Calendar) is being used by the Provider to record required participation. In addition, the Provider must record, in the Calendar, the Hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to ESS Web.

All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the Targeted Compliance Framework Guideline.

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a Provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the Provider must record this in ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, Providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for police checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the Provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the Provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the Provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

### Provision of training

Training within a Work for the Dole Activity will be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (c))

### Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole Activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters

- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following Activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance Activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that Providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

#### Implementation

CSPs can be initiated by one or more Providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, Providers can target Activities most appropriately. There is no limit on the number of CSPs that a Provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as ‘business as normal’ tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a Provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow Providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

#### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

#### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place

- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, Providers need to select 'Work for the Dole' in the Activity Type field of the Add Activity screen and then select 'Community Support Projects' as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront

- warehousing
- sorting of goods such as clothing or electrical items
- mowing lawns
- weeding
- rubbish collection and recycling
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

### Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple Providers

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C participants available for the Group Based Activity to operate but the mix of job seekers would benefit the Host Organisation (this could include an Activity focused on a specific cohort such as Cultural and Linguistically Diverse job seekers).
- the Activity is in a location where there are limited participants available (for example a regional or remote location)
- the participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous job seeker

Where a Stream A or Stream B participant's circumstances are unique and not covered by any of the above exceptional circumstances, including where a participant specifically requests to be involved in the Group Based Activity, a Provider can request in writing the Department's approval to place the participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B participant in a Group Based Activity must include the reason for job seeker needing to be placed in the Group Based Activity.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.14, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole Activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation

- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

#### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to Providers will be pro-rated, however, Providers may choose to pass on the full amount to the Host Organisation.

For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

#### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence Requirement:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

#### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the jobactive Deed and Guidelines. Third party intermediaries must also meet guideline requirements for a suitable Host Organisation.

## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from Providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants
- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)
- record the Activity and place, including activity schedule/s in ESS Web for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements are completed and the Activity can commence safely

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

## Recording the Activity on ESS Web



**System step:** Where the Provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant
- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places
- the activity schedule/s that job seekers will be participating in, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of

consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12-months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being approved in ESS Web. (see Keeping People Safe below).

### Activity Schedules

Providers must enter in the schedule/s that will apply to the Activity prior to advertising the Activity. The schedule/s relate to the days/hours that job seekers may participate in the Activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the Activity is being run and how job seekers will participate.

**System step:** All schedule/s are developed during the Activity creation to approval stage. It is located on the Location Details screen within the Department's IT System. For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The advertising level can be changed by the Lead Provider at any time. For example, if the Activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing Provider decides who to advertise an Activity to, they can then reserve places for other Providers. Reserved Places will be held for up to two business days from the date of the reserve. If a Provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the IT Supporting Document for more information on how to Reserve Places.

Where a Place is claimed by a Provider and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11)

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or

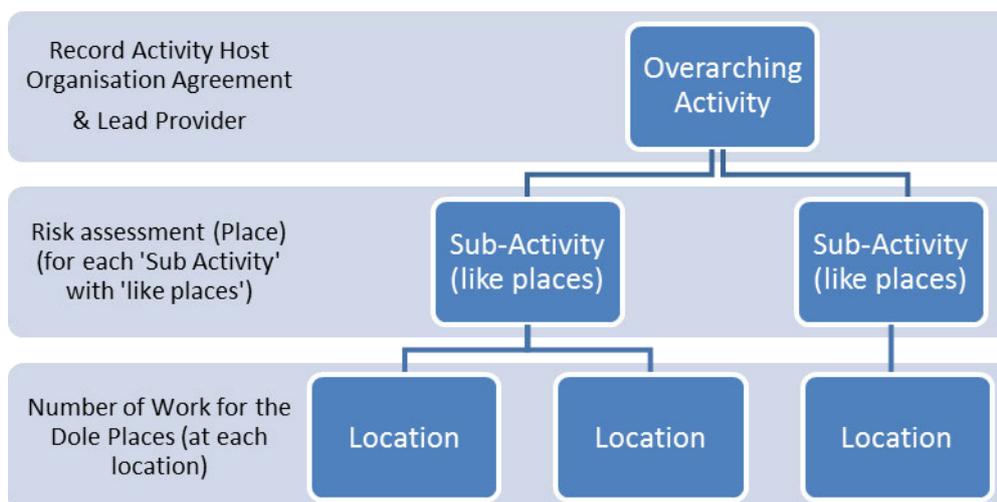


**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and
- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

Providers can provide Work for the Dole Activities themselves or Broker, Purchase or arrange Work for the Dole Activities from an Activity Host Organisation.

If a Provider provides a Work for the Dole Activity itself (i.e. the Provider and the Activity Host Organisation have the same ABN), the Provider is not required to enter into an Activity Host Organisation Agreement for the Work for the Dole Activity. However, the Provider must upload to ESS Web a document setting out Work for

the Dole Activity details, corresponding to the information required to be included in Part 1 of the Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity and Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity (as relevant), prior to the relevant Work for the Dole Activity start date.

For all other Work for the Dole Activities, a Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for Providers to use.

Where Providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The Provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity can be approved in ESS Web. Where applicable the Lead Provider will work with other providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the Provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)



**Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to ESS Web prior to the Activity start date.



**Documentary evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to ESS Web.



**Documentary evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with other Providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person



**Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.



**Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer to the [Model Work Health and Safety \(WHS\) Act 2011](http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act) at <http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act>).



**Work Health & Safety content:** The Provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider **must** provide these details to the Department upon request.

### Risk Assessment (Place)



**Work Health & Safety content:** The Provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment

- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.

-  **Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations

-  **Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:
- with one Host Organisation, and
  - are of the same or similar nature ('like Places').

-  **Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify other providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can review their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, other providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)

-  **Work Health & Safety content:** The Provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk

assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the Provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the Provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.
- any training, additional to that contained in the risk assessment (Place), including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials, additional to that contained in the risk assessment (Place) required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
- that the level of supervision being provided is adequate and appropriate for the job seeker

- any appropriate facilities additional to that contained in the risk assessment (Place) (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
- the job seeker has been advised of the work health and safety and incident reporting and escalation processes
- the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable and only if the job seeker provides consent, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) must to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the Provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Activity.

For example, public and product liability insurance and motor vehicle insurance— noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. Like all insurance policies, these policies have exclusions and providers should make themselves aware of them.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (g), 110.8)

## Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the Provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

### When must an Incident be reported?

The Provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours, and as soon as possible, of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

### All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must ensure Hosts complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A WHS Employment Assistance Program Incident Report must be completed by the Host when an incident involves a job seeker's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A public and products liability claim form/incident report is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to submit a Job Seeker Incident Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

#### Incident Recording Requirements in ESS



**System step:** The Provider must complete the 'WHS Incident' screen in ESS Web, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the department, including the relevant State Office contact.

The Provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Participants with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.

Providers are able to claim a future Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and

2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

Where a Provider claims a Work for the Dole Place that is *currently available* to start, the provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the Provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records/police checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period—please refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)). Ideally Providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment E](#) to this Guideline and the Calendar and AAR Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

### Managing job seekers undertaking Work for the Dole Activities



**System step:** The Provider must schedule the daily participation requirements into the job seeker's Calendar, a tool in ESS Web that assists Providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the Provider must enter the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary evidence:** For job seekers in Work for the Dole Activities, Providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or job seekers evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done by Close of Business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the Provider (through the Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity
- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported
- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, Providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108.18 (e))

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the Provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A Provider can use the Employment Fund for expenses related to police checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to the Provider on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid.



**System step:** Where the Provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. Where another provider refers a job seeker to one of the Places within an Activity managed by the Lead Provider, they must provide the Lead Provider with the agreed portion of the Work for the Dole Fee to help offset the Host Organisation's cost of the Work for the Dole Place, as previously agreed by the Lead Provider with the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the Provider must use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

### Pro-rata of the Individual Hosted Work for the Dole Fees

#### For Activities of up to six-months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

#### For Activities longer than six-months

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

#### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days) however a job seeker did not commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

## Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the other providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record/police checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a Supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

Providers should note, that the Lead Provider Fee of \$100.00 must be calculated from the available \$3500.00 Work for the Dole Fee, and acknowledged in the acquittal process under the expenditure item of Other Participant Costs

## Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

Receipts and tax invoices or some other acceptable form of evidence of payment **must** be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.



**System step:** The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES providers must contact a relevant jobactive Provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES participant is about to commence, the Lead Provider must collaborate with the DES provider.

DES providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES providers who claim a Work for the Dole Place.

DES providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES provider by the Lead Provider. The transfer of funds from DES providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Lead Provider, DES providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a jobactive Provider, the jobactive Provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES participant attendance at Work for the Dole

For DES participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

## Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

1. Stream participant becomes a fully eligible job seeker.
  - If the job seeker chooses not to participate in Work for the Dole outside the Work for the Dole Phase, then the job seeker will continue Case Management Phase for 12 months and then move into Work for the Dole Phase.
  - Please Note: Stream A Volunteers are not eligible to participate in Work for the Dole.
2. Job seeker chooses to participate in Work for the Dole outside Work for the Dole Phase.
  - Job seeker chooses to undertake Work for the Dole in Case Management Phase after completing six months in Employment Services.
3. Job seeker is first eligible to undertake Work for the Dole outside the Work for the Dole Phase at the start of seventh month in Employment Services.
  - Participation **must** be:
    - for a full Work for the Dole placement
    - for a number of hours required to meet job seeker's AAR
    - of benefit to the job seeker in gaining employment
  - Job seeker participates in Work for the Dole Phase after 12 months in Employment Services and then for six months each following year.

Note: Undertaking Work for the Dole outside the Work for the Dole Phase will not count towards meeting job seeker's AAR.

## Attachment C: Sourcing and setting up Work for the Dole Activities

Step	Description
<p>Source</p> <p>Approach Potential Host Organisation (or vice versa)</p>	<p>Confirm Host Organisation is operating as a not-for-profit organisation or local/state/territory or Australian Government organisation or agency.</p>
<p>Discuss suitability and negotiate</p> <ul style="list-style-type: none"> <li>Discuss Activity and its suitability with Host Organisation</li> <li>Consider work health and safety, displacement and any exclusions and exceptions as outlined in Deed and Guidelines</li> <li>Negotiate Lead Provider (if required)</li> </ul>	<p>Negotiate Lead Provider (as required) and Activity requirements, such as costs, duration, number of Work for the Dole Places, types of tasks.</p> <p><i>(Note: Unless otherwise agreed in writing with the Host Organisation, Providers cannot renegotiate the costs of the Place).</i></p> <p>Conduct a risk assessment (Place) including Assessment Checklist (Place). If the Work for the Dole Place is not suitable, do not proceed.</p>
<p>Record</p> <p>Create an Activity Schedule for Work for the Dole Place details on ESS Web. Schedule daily attendance into the job seeker's Calendar either individually or through a bulk entry.</p>	<p>Complete mandatory fields and ensure that Documentary Evidence is uploaded to ESS web (i.e risk assessment (Place) and checklist)</p> <p><b>Provider only: Work for the Dole Activity Host Organisation Agreement must:</b></p> <ul style="list-style-type: none"> <li>contain all information and mandatory clauses in the template</li> <li>have a complete risk assessment (Place), including Assessment Checklist (Place) attached</li> <li>be signed by all parties</li> </ul> <p><i>(Note: For individual Hosted Activities using the standard model, the Work for the Dole Activity Host Organisation Agreement may be completed, and Lead Provider identified after the Activity has been advertised).</i></p>
<p>Advertise</p> <p>Advertise Activity on Department's IT System.</p>	N/A
<p>Monitor</p> <p>Monitor Host Organisation needs and utilisation of Work for the Dole Places.</p>	<ul style="list-style-type: none"> <li>Maintain contact with Host Organisation to ensure its needs are being met and Activity is being delivered.</li> <li>The sourcing organisations must contact Providers to facilitate filling of unfilled Work for the Dole Places.</li> </ul>

## Attachment D1: Lead Provider Model – Individual Hosted Activities with multiple Places sourced by a Provider

1. Providers collaborate/meet regularly to identify types of Activities required to meet their caseload needs.

Discussions include:

- Activities to meet specific job seekers needs
- how many Work for the Dole Places are required
- types of Activities being offered by Host Organisations
- any costs associated with the Activity (including costs that Providers may need to incur for job seekers to participate)
- invoicing
- discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report

2. Provider identifies/sources Activity and becomes a Lead Provider.

3. The Lead Provider advertises the Activity in ESS Web.

Note: For Activities using the 'overarching Activity' model, the Lead Provider details must be recorded in ESS Web and a Work for the Dole Activity Host Organisation Agreement must be executed prior to advertising.

4. The Lead Providers uploads the Risk Assessment (Place) and advertises Activity on ESS Web.

Note: If there are any changes to the Activity details in ESS Web (e.g. details of the Lead Provider are updated), the Lead Provider will need to submit an override request to the Department.

5. The Lead Provider must immediately claim the first Place.

## Attachment D2: Lead Provider Model – Group Based Activity sourced by a Provider

1. Provider(s) collaborate/meet regularly to identify types of Activities required to meet Provider(s) caseload needs.

Discussions include:

- Activities to meet specific job seekers needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - where a Group Based Activity is available/required
  - invoicing and acquittals
  - any costs associated with the Activity (including costs that Providers may need to incur for job seekers to participate)
  - discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report
2. Lead Provider identifies potential Host Organisation/Group Based Activity and becomes the Lead Provider.
  3. Lead Provider works with Host Organisation to develop budget and negotiate Work for the Dole Activity Host Organisation Agreement.
  4. Lead Provider enters the Group Based Activity into ESS Web and uploads the risk assessment (Place).
  5. Lead Provider advertises the Activity in ESS Web.
    - Lead Provider can claim the lower of 80 per cent or a maximum of \$80,000 of the Work for the Dole Fee for the Group Based Activity (based on the number of places in the Activity) up to 28 calendar days in advance of the Activity start date.
    - Lead Provider claims Work for the Dole Places they need to utilise for their job seekers.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those Providers that the Activity was first advertised to.
    - Other Providers can claim available Work for the Dole Places at this time.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those Providers that the Activity was first advertised to.

## Attachment E: Commencing a job seeker in a Work for the Dole Place

1. Did you source the Work for the Dole Place?  
If yes, go to step 2.  
If no, go to step 5.
2. You are a Lead Provider and must complete the steps outlined in Attachment C.  
Go to step 3.
3. Examine the risk assessment (Place) in ESS Webs as part of conducting the risk assessment (job seeker) to ensure the Place is suitable, including:
  - if the job seeker's personal circumstances and work restrictions can be accommodated (if applicable)
  - the level of Supervision and training is appropriate and adequate for the job seeker
  - the required checks have been conductedGo to step 4.
4. If the Activity is suitable, please do the following in this order:
  - a. Ensure that the job seeker is equipped with all things necessary to undertake the Work for the Dole Place safely. e.g. personal protection equipment and clothing.
  - b. Commence the job seeker in the Work for the Dole Place.
  - c. Schedule the daily attendance in the job seeker's Calendar.
  - d. Monitor job seeker attendance and completion of the Work for the Dole Place.Please stop here if you answered yes in step 1.
5. Are you the Lead Provider?  
If yes, go to step 6.  
If no, go to step 7.
6. Confirm with the Host Organisation that no significant changes have occurred since the risk assessment (Place) was conducted.  
Now, go to step 7.
7. Claim the Work for the Dole Place in ESS Web and complete the following steps to commence the job seeker within 10 Business Days.  
Go to step 3 and continue up until step 4d.

Attachment F: Invoicing Individual Hosted Activities with Multiple places

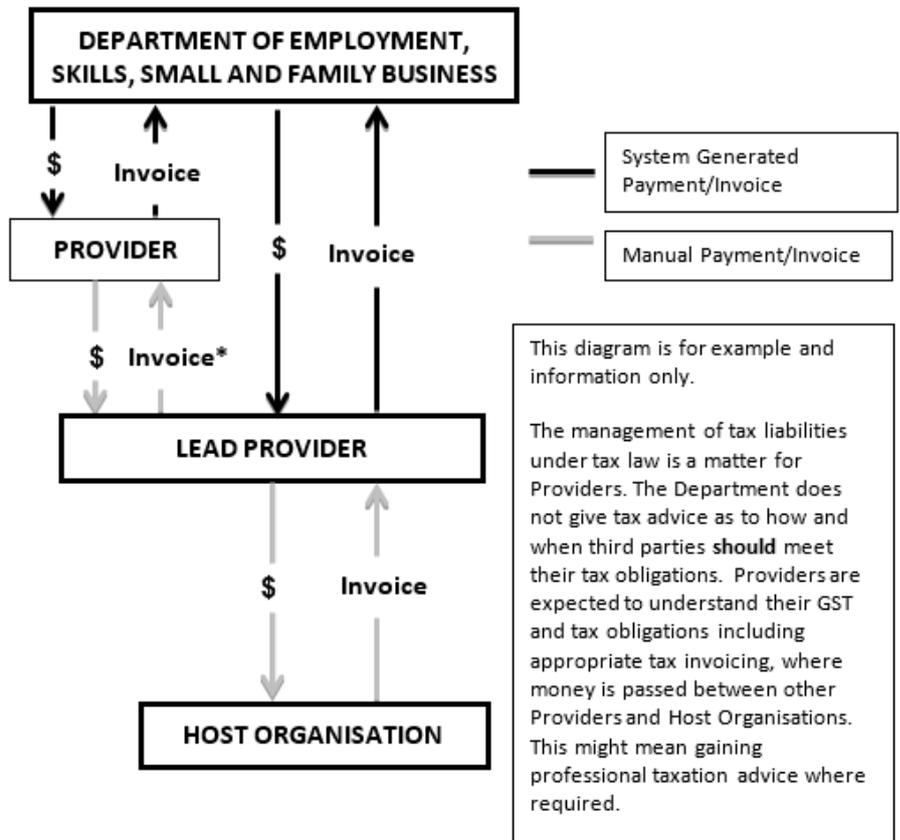
Note: Work for the Dole Fees are paid to jobactive Providers upon commencement of the first job seeker into an individual hosted place. The individual hosted Work for the Dole fee date will be automatically lodged in ESS Web. Providers are no longer required to manually lodge this payment.

Individual hosted Work for the Dole Fees are paid weekly by the Department.

Invoices **must** be completed for each transaction, but can be bundled together where possible.

\* For Activities created after 1 July 2017, the need to inter-invoice between Providers will not be required due to the IT Invoicing Solution

Host organisations may also agree for each Provider to pass individual hosted Work for the Dole fees directly to them. This would require the host to invoice those Providers directly.



All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

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## Changes from the previous version (Version 2.5)

### Policy changes:

Nil

### Wording changes:

Throughout – Updated references to ‘Provider’ to reflect the Deed definitions

Page 11 – provided clarification on the term ‘Non-Lead Provider’

Page 29 – Added a new section ‘Collaborating with NEST Providers’ to reflect current arrangements (note, this also resulted in minor edits throughout the Guideline to reflect involvement with NEST Providers)

Removal of Attachment F (out of date)

### Document Change History:

A full document history is available at Provider Portal.

**Effective end: 7 March 2021**

## Related documents and references

[Privacy Guideline](#)[Work for the Dole IT Supporting Document](#)[Calendar and AAR Details IT Supporting Document](#)[Managing and Monitoring Mutual Obligation Requirements Guideline](#)[Targeted Compliance Framework Guideline](#)[Activity Management Guideline](#)[Servicing Participants with Challenging Behaviours Guideline](#)[Employment Fund General Account Guideline](#)[Norfolk Island Guideline](#)[Performance Framework Guideline](#)[Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)[Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)[Work for the Dole Assessment Checklist \(Place\)](#)[Work for the Dole Assessment Checklist \(Job Seeker\)](#)[Expenditure Guide](#)[Community Support Projects: Concept Approval Template](#)[Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that Providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, 108.4, Note 3 in clause 107.1 and Annexure A1)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)).

When commencing job seekers in Work for the Dole Activities, Providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

A job seeker's commitment to participate in a Work for the Dole Activity must be entered into the job seeker's Job Plan and linked to the Work for the Dole placement, regardless of the Phase the job seeker is in. The days and times the job seeker is required to participate in the Activity must be scheduled in the job seeker's Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity and any non-compliance subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the Targeted Compliance Framework Guideline.

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Providers

The requirements of Providers are set out in the jobactive Deed 2015-2022 and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of Providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with Other Providers. The range of Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with other Employment Providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with Other Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations, Employment Providers and where appropriate, NEST Providers, in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and job seeker location, including any specified targets
- work with Disability Employment Service (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- ensure job seekers are meeting their Annual Activity Requirements
- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure job seekers attending Activities can locate and scan the daily code to self-report their attendance

- monitor and enter participation results into the job seeker's Calendar in the Department's IT system for job seekers not required to report their own attendance or where they are unable to do so on an individual day and request assistance by Close of Business on the day
- follow up on non-attendance
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a job seeker to an Activity ensure the job seeker has a current risk assessment (job seeker)



**Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (job seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence Requirement:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the Documentary Evidence section of this Guideline. Providers must provide these Records to the Department upon request.

## Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole Activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific Activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to Other Providers.

(jobactive Deed references: clauses 108.5, 108.17, 108.18)

## Sourcing Places

As part of securing Work for the Dole Places, Providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation and that the proposed Activity will not result in displacement of paid workers
- ensure Host Organisations understand program requirements, including the types of documentary evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Service (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other Employment Providers and where appropriate NEST Providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers; meet caseload needs, including specified targets; and accommodate job seeker locations
- reserve Places in ESS Web as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.



**Work Health & Safety content:** conduct the risk assessment (Place) and comply with relevant laws and Departmental policies and procedures on work, health and safety



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.



**Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that Providers are commencing job seekers

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: jobactive Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2)

## Lead Providers

A Lead Provider is the Employment Provider or NEST Provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the Provider who sourced the Work for the Dole Activity
2. it is agreed between Employment Providers and where appropriate NEST Providers, that a particular Provider is the Lead Provider before the Activity is advertised on ESS Web, or
3. for Individual Hosted Activities, the Provider is the first Provider to claim a Place in an Activity Advertised on ESS Web for which there is no Lead Provider identified.

All Other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

### Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and Other Providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and Other Providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and Other Providers (as necessary), including any DES Providers, that have job seekers participating in the Activity
- monitor the Work for the Dole Activity to ensure it continues to be suitable and safe for participants
- reserve Places for Non-Lead Providers. Lead Providers are able to reserve places in ESS Web for Other Providers for a maximum period of two full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool.
- report significant issues to the relevant Other Provider and if appropriate the Department
- suspend or terminate the Activity where required
- complete the acquittal/ reimbursement report for Group Based Activities.

- where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.
- collect relevant DES Work for the Dole payments from DES Providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES Providers to pass the fees directly to them)
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires Other Providers to pass the Fees directly to the Lead Provider)
- pay any agreed Work for the Dole Fee for Group Based Activities to Other Providers that have participants in the Activity
- undertake all Non-Lead Provider requirements (as outlined below) for their own job seekers.

 **Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.

 **Work Health & Safety content:** immediately advise Other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.

 **Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to ESS Web

## Non-Lead Providers

A Non-Lead Provider is an Employment Provider, NEST Provider or DES Provider who commences a job seeker in a Work for the Dole activity where they are not the Lead Provider.

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, Non-Lead Providers must:

 **Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe

 **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity

 **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity

When Non-Lead Providers commence a job seeker into an Activity, in addition to Provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, State and Territory and local authority legislation and regulations, including work health and safety
- pass on and maintain the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the job seeker's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide,

Refer to [Attachments C, D and E](#) to this Guideline for further information.

(Deed references: jobactive Clauses 110.2, 110.3, 110.5, 124.7, 124.8, 124.14, 124.16, 124.17)

### Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, Providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Provider relating to the Services outlined in the Deed, the Provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth, and
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole program as required by the Department and manage any enquiries relating to the Work for the Dole program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

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## 3. Considerations for setting up Work for the Dole Activities

### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

except in specific circumstances, including Community Support Projects (see Community Support Projects in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity,
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements, and
- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- have engaged in illegal operations or promote or condone any form of unlawful conduct
- be associated with the sex industry
- promote or condone gambling
- promote or condone any form of violence, self-harm or suicide
- promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- provide any other service or action that is likely to bring the job seeker, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities (that are of six continuous months (182 calendar days)) duration over any other type or length of Place. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project or otherwise specified in this Guideline)
- compete with established businesses

- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the Provider under the jobactive Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the Provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects that reflect their Indigenous caseload.

Indigenous specific Activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community,
- are linked to community goals, and
- help support achievable and meaningful career pathways for Indigenous job seekers.
- they can be Individually Hosted Activities or Group Based Activities.

Providers can access the Employment Fund to provide non-accredited pre-placement training and pre and post-placement mentoring to Indigenous job seekers and Host Organisations of Indigenous participants participating in a Work for the Dole Activity.

More information on access to the Employment Fund can be obtained through using the Employment Fund General Account Guideline.

The Employment Fund General Account may be used to pay for police checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#)

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before being referred to the Place and inform the Provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the Provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirement.

### Prohibited Work for the Dole Activities

Work for the Dole Activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific Activity and the Department's prior written approval has been obtained,
- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g.: a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained).
- unlawful activities, and
- anything that might bring the job seeker, the Work for the Dole Program, the Provider or the Department into disrepute.

### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers, and
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

### Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, Providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\* and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people, and
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents, and
- any other people that the Provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1)

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a Provider becomes aware of displacement, the Provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Provider, including an Other Provider, identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

Unless it is a Community Support Project, Providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or

- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

### Requesting permission for Activities on Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level), and
  - whether the Activity is for private benefit.
- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures, and
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the Provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, Providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the Provider and should take into account the nature of the Activity and the requirements of the job seeker), and
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Places and negotiating the indicative costs with the Host Organisation.

Supervisors need to be aware of non-Work for the Dole participants (e.g. members of the public) on site at Activities and their level of interaction with and proximity to Work for the Dole participants while undertaking the Activity. Further information is available in the host handbook.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the Provider must take this into account.

For example, whether the nominated Supervisor is also supervising other Work for the Dole Activities as this could significantly affect the supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, Providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities.
- have relevant work health and safety training, and
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure for the duration of the Activity that the Host Organisation has Supervisors on all Work for the Dole Activities that meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a Supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in Supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The Supervision details should be updated in the risk assessments.

If a job seeker does not have personal responsibility requirements, then the Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers that are expected to participate in the Activity on any given day. These details are only accessible where ESS Web (specifically the Calendar) is being used by the Provider to record required participation. In addition, the Provider must record, in the Calendar, the Hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to ESS Web.

All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the Targeted Compliance Framework Guideline.

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a Provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a National Criminal Records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the participant to have identified checks, the Provider must record this in ESS Web as part of advertising the Work for the Dole Place.

Where checks are required, Providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for police checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the Provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the Provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the Provider must commence the job seeker in a suitable alternative Place or other Approved Activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

### Provision of training

Training within a Work for the Dole Activity will be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement, and
- use of tools and equipment to be used in the placement.

Job seekers who are participating in the Skills for Education and Employment (SEE) Programme training or another accredited language, literacy and numeracy training course, or study in a Certificate III in a skills-in-demand area, when they reach their Work for the Dole Phase will be able to continue to undertake that training to its conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

(jobactive Deed references: Clauses 108.16, 110.5 (b))

### Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole Activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters

- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level, and
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following Activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance Activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in state/territory or Australian Government Botanic Gardens or National Parks.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that Providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

## Implementation

CSPs can be initiated by one or more Providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, Providers can target Activities most appropriately. There is no limit on the number of CSPs that a Provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks,
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a Provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow Providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases that Work for the Dole Fees can be used for.

### Entering CSPs into ESS Web



**System step:** When entering Work for the Dole CSPs into ESS Web, Providers need to select 'Work for the Dole' in the Activity Type field of the Add Activity screen and then select 'Community Support Projects' as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to Other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, five Places for planting trees, two Places for weeding and another two Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider, including Other Providers.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- mowing lawns
- weeding
- rubbish collection and recycling
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery, and
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

### Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date, and
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple Other Providers.

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure, and
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C participants available for the Group Based Activity to operate but the mix of job seekers would benefit the Host Organisation (this could include an Activity focused on a specific cohort such as Cultural and Linguistically Diverse job seekers).
- the Activity is in a location where there are limited participants available (for example a regional or remote location)
- the participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous job seeker

Where a Stream A or Stream B participant's circumstances are unique and not covered by any of the above exceptional circumstances, including where a participant specifically requests to be involved in the Group Based Activity, a Provider can request in writing the Department's approval to place the participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B participant in a Group Based Activity must include the reason for job seeker needing to be placed in the Group Based Activity.

The Department will acknowledge receipt of the request within two Business Days and endeavour to respond within five Business Days. It will provide its agreement or refusal in writing.

Note: NEST Providers are not required to seek approval from the Department to place an Enhanced Services Participant in a Group Based Activity, including where a Provider is the Lead Provider.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.



**System step:** For further information on entering Activity types into ESS Web, see the [Work for the Dole IT Supporting Document](#)

(jobactive Deed references: Clauses 107.10, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole Activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred

- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fee for job seekers are available to help with host costs as well as the costs of job seeker participation
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place, and
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place)

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date the fee paid to Providers will be pro-rated, however, Providers may choose to pass on the full amount to the Host Organisation.

For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence Requirement:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate documentary evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the jobactive Deed and Guidelines. Third party intermediaries must also meet guideline requirements for a suitable Host Organisation.

## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from Providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable;
  - any equipment required for the delivery of the Activity will be available and suitable for the number of participants
- record the Activity and Place details in ESS Web for advertising
- identify a Lead Provider for the Activity (see Lead Providers and Attachment D to this Guideline for more information)
- record the Activity and place, including activity schedule/s in ESS Web for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements are completed and the Activity can commence safely

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

### Recording the Activity on ESS Web



**System step:** Where the Provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in ESS Web. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special

clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant

- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places
- the activity schedule/s that job seekers will be participating in, and
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the ESS Web as separate Activities of no more than 12-months duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the ESS Web prior to the Activity being approved in ESS Web. (see Keeping People Safe below).

### Activity Schedules

Providers must enter in the schedule/s that will apply to the Activity prior to advertising the Activity. The schedule/s relate to the days/hours that job seekers may participate in the Activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the Activity is being run and how job seekers will participate.

**System step:** All schedule/s are developed during the Activity creation to approval stage. It is located on the Location Details screen within the Department's IT System. For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The advertising level can be changed by the Lead Provider at any time. For example, if the Activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing Provider decides who to advertise an Activity to, they can then reserve places for Other Providers. Reserved Places will be held for up to two business days from the date of the reserve. If a Provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the IT Supporting Document for more information on how to Reserve Places.

Where a Place is claimed by a Provider, NEST Provider or DES Provider, and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in ESS Web, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11, 108.6, 108.7, 108.8, 108.9)

### Collaborating with NEST Providers

Providers may choose to allow NEST Participants to be placed in Activities where an Employment Provider is the Lead Provider. In these circumstances, the Lead Provider model should be followed as outlined in Attachment D1 and D2. All Enhanced Services Participants are able to participate in both Group Based Activities and Individual Hosted Activities, even where an Employment Provider is the Lead Provider.

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into ESS Web as:

- separate Activities of multiple 'like Places' of only one type (the standard model), or

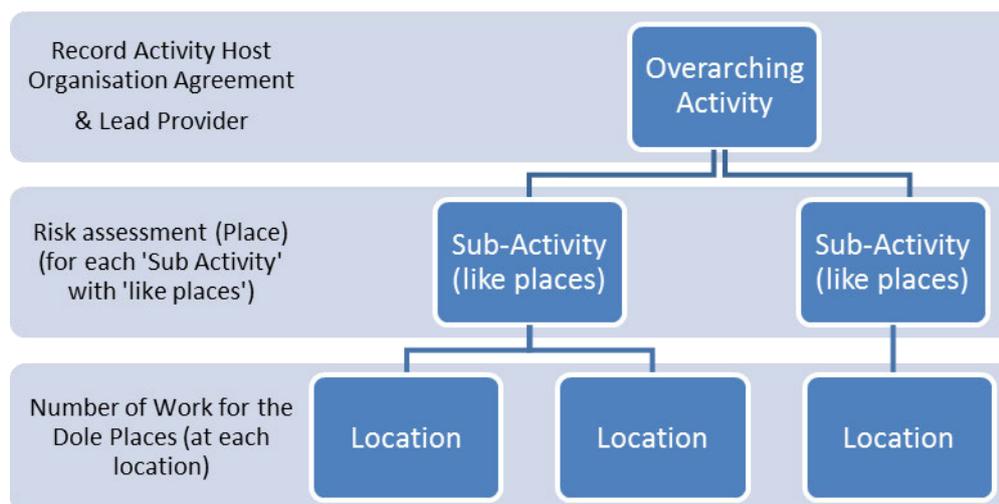


**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with five individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create two 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning, and
- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

Providers can provide Work for the Dole Activities themselves or Broker, Purchase or arrange Work for the Dole Activities from an Activity Host Organisation.

If a Provider provides a Work for the Dole Activity itself (i.e. the Provider and the Activity Host Organisation have the same ABN), the Provider is not required to enter into an Activity Host Organisation Agreement for the Work for the Dole Activity. However, the Provider must upload to ESS Web a document setting out Work for the Dole Activity details, corresponding to the information required to be included in Part 1 of the Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity and Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity (as relevant), prior to the relevant Work for the Dole Activity start date.

For all other Work for the Dole Activities, a Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for Providers to use.

Where Providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The Provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity

can be approved in ESS Web. Where applicable the Lead Provider will work with Other Providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the Provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above.)



**Documentary evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to ESS Web prior to the Activity start date.



**Documentary evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to ESS Web.



**Documentary evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.2, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with Other Providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### Competent Person



**Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.



**Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks

(refer to the [Model Work Health and Safety \(WHS\) Act 2011](#) at <https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws>).



**Work Health & Safety content:** The Provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider **must** provide these details to the Department upon request.

### Risk Assessment (Place)



**Work Health & Safety content:** The Provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.

The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to ESS Web prior to the Activity being advertised.

The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:

- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
- chemical (acids, poisons, asbestos, flammable and hazardous substances)
- biological (radiation, lead)
- psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
- work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
- electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
- warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)
- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity

- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity, and
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline, and
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:

- with one Host Organisation, and
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

## Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to ESS Web.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify Other Providers with participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can review their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, Other Providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

## Assessment Checklist (Place)



**Work Health & Safety content:** The Provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk assessment (Place), the Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the Provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to ESS Web. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken, and
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

## Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant

circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the Provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes), and
  - history of aggressive behaviour.
- any training, additional to that contained in the risk assessment (Place), including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials, additional to that contained in the risk assessment (Place) required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker
- that the level of supervision being provided is adequate and appropriate for the job seeker
- any appropriate facilities additional to that contained in the risk assessment (Place) (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
- the job seeker has been advised of the work health and safety and incident reporting and escalation processes
- the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable and only if the job seeker provides consent, discuss with the Lead Provider/Host Organisation the personal circumstances of the job seeker to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) must to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the Provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Activity.

For example, public and product liability insurance and motor vehicle insurance— noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. Like all insurance policies, these policies have exclusions and Providers should make themselves aware of them.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (f), 110.8)

### Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

## Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the Provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

### When must an Incident be reported?

The Provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours, and as soon as possible, of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or supervision of the Activity
- members of the general public.

### All Incidents – both Personal Accident and Public and Products Liability



**Documentary evidence:** Providers must ensure Hosts complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A WHS Employment Assistance Program Incident Report must be completed by the Host when an incident involves a job seeker's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A public and products liability claim form/incident report is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to submit a Job Seeker Incident Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

## Incident Recording Requirements in ESS



**System step:** The Provider must complete the 'WHS Incident' screen in ESS Web, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the Provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the Department, including the relevant State Office contact.

The Provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of ESS Web, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Participants with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

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## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.

Providers are able to claim a future Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim, and
2. commence the job seeker in the Place within 10 Business Days of the *Activity start date*. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

Where a Provider claims a Work for the Dole Place that is *currently available* to start, the Provider must:

1. identify and assign a Job Seeker ID to the Place, and
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

## Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the Provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions and
- ensure that relevant checks (for example, criminal records/police checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period—please refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)). Ideally Providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where two job seekers fill one place—for example, two job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within five Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment E](#) to this Guideline and the Calendar and AAR Details IT Supporting Document.

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The Provider must schedule the daily participation requirements into the job seeker's Calendar, a tool in ESS Web that assists Providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the Provider must enter

the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary evidence:** For job seekers in Work for the Dole Activities, Providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or job seekers evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done by Close of Business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Lead Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the Employment Provider, NEST Provider or DES Provider (through the Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity
- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported
- For Individual Hosted Places, replace any participant who leaves a Work for the Dole Place early; and
- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, Providers must:



**Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs; and
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108)

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the Provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A Provider can use the Employment Fund for expenses related to police checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

## Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity, and
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid.



**System step:** Where the Provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in ESS Web. Where a non-Lead Provider commences the first job seeker in a Place, the Lead Provider will only receive the Host Fee and Lead Provider Payment component of the Work for the Dole Fee.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the Provider must use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

## Pro-rata of the Individual Hosted Work for the Dole Fees For Activities of up to six-months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT System.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

### For Activities longer than six-months

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months, and
- if a job seeker is commenced into the Place after the 182nd day

### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days) however a job seeker did not commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

### Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the Other Providers have participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record/police checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees, and
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a Supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

Providers should note, that the Lead Provider Fee of \$100.00 must be calculated from the available \$3500.00 Work for the Dole Fee, and acknowledged in the acquittal process under the expenditure item of Other Participant Costs

### Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date.

Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the Work for the Dole IT Supporting Document.

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees.

Providers should refer to the Work for the Dole IT Supporting Document on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in ESS Web within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in ESS Web.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance or
- seek Reimbursement at the end of the Activity

Receipts and tax invoices or some other acceptable form of evidence of payment **must** be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.



**System step:** The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES Providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES Providers must contact a relevant jobactive Provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES Participant is about to commence, the Lead Provider must collaborate with the DES Provider.

DES Providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES Provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The ESS Web will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.

DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of ESS Web.

In consultation with the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a Provider, the Provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES participant attendance at Work for the Dole

For DES participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES job seeker has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES provider.

## Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

1. Stream Participant becomes a fully eligible job seeker.
  - If the job seeker chooses not to participate in Work for the Dole outside the Work for the Dole Phase, then the job seeker will continue Case Management Phase for 12 months and then move into Work for the Dole Phase.
  - Please Note: Stream A Volunteers are not eligible to participate in Work for the Dole.
2. Job seeker chooses to participate in Work for the Dole outside Work for the Dole Phase.
  - Job seeker chooses to undertake Work for the Dole in Case Management Phase after completing six months in Employment Services.
3. Job seeker is first eligible to undertake Work for the Dole outside the Work for the Dole Phase at the start of seventh month in Employment Services.
  - Participation **must** be:
    - for a full Work for the Dole placement
    - for a number of hours required to meet job seeker's AAR
    - of benefit to the job seeker in gaining employment
  - Job seeker participates in Work for the Dole Phase after 12 months in Employment Services and then for six months each following year.

Note: Undertaking Work for the Dole outside the Work for the Dole Phase will not count towards meeting job seeker's AAR.

## Attachment C: Sourcing and setting up Work for the Dole Activities

Step	Description
<p><b>Source</b></p> <p>Approach Potential Host Organisation (or vice versa)</p>	<p>Confirm Host Organisation is operating as a not-for-profit organisation or local/state/territory or Australian Government organisation or agency.</p>
<p>Discuss suitability and negotiate</p> <ul style="list-style-type: none"> <li>• Discuss Activity and its suitability with Host Organisation</li> <li>• Consider work health and safety, displacement and any exclusions and exceptions as outlined in Deed and Guidelines</li> <li>• Negotiate Lead Provider (if required)</li> </ul>	<p>Negotiate Lead Provider (as required) and Activity requirements, such as costs, duration, number of Work for the Dole Places, types of tasks.</p> <p><i>(Note: Unless otherwise agreed in writing with the Host Organisation, Providers cannot renegotiate the costs of the Place).</i></p> <p>Conduct a risk assessment (Place) including Assessment Checklist (Place). If the Work for the Dole Place is not suitable, do not proceed.</p>
<p><b>Record</b></p> <p>Create an Activity Schedule for Work for the Dole Place details on ESS Web. Schedule daily attendance into the job seeker's Calendar either individually or through a bulk entry.</p>	<p>Complete mandatory fields and ensure that Documentary Evidence is uploaded to ESS Web (i.e risk assessment (Place) and checklist)</p> <p><b>Provider only: Work for the Dole Activity Host Organisation Agreement must:</b></p> <ul style="list-style-type: none"> <li>• contain all information and mandatory clauses in the template</li> <li>• have a complete risk assessment (Place), including Assessment Checklist (Place) attached</li> <li>• be signed by all parties</li> </ul> <p><i>(Note: For individual Hosted Activities using the standard model, the Work for the Dole Activity Host Organisation Agreement may be completed, and Lead Provider identified after the Activity has been advertised).</i></p>
<p><b>Advertise</b></p> <p>Advertise Activity on Department's IT System.</p>	<p>N/A</p>
<p><b>Monitor</b></p> <p>Monitor Host Organisation needs and utilisation of Work for the Dole Places.</p>	<ul style="list-style-type: none"> <li>• Maintain contact with Host Organisation to ensure its needs are being met and Activity is being delivered.</li> <li>• The Lead Provider should contact Other Providers to facilitate filling of unfilled Work for the Dole Places.</li> </ul>

## Attachment D1: Lead Provider Model – Individual Hosted Activities with multiple Places sourced by a Provider

1. Employment Providers collaborate/meet regularly to identify types of Activities required to meet their caseload needs.

Discussions include:

- Activities to meet specific job seekers needs
- how many Work for the Dole Places are required
- types of Activities being offered by Host Organisations
- any costs associated with the Activity (including costs that Other Providers may need to incur for job seekers to participate)
- invoicing
- discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report

2. Employment Provider identifies/sources Activity and becomes a Lead Provider.

3. The Lead Provider advertises the Activity in ESS Web.

Note: For Activities using the 'overarching Activity' model, the Lead Provider details must be recorded in ESS Web and a Work for the Dole Activity Host Organisation Agreement must be executed prior to advertising.

4. The Lead Providers uploads the Risk Assessment (Place) and advertises Activity on ESS Web.

Note: If there are any changes to the Activity details in ESS Web (e.g. details of the Lead Provider are updated), the Lead Provider will need to submit an override request to the Department.

5. The Lead Provider must immediately claim the first Place.

## Attachment D2: Lead Provider Model – Group Based Activity sourced by a Provider

1. Employment Provider(s) collaborate/meet regularly to identify types of Activities required to meet Provider(s) caseload needs.

Discussions include:

- Activities to meet specific job seekers needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - where a Group Based Activity is available/required
  - invoicing and acquittals
  - any costs associated with the Activity (including costs that Providers may need to incur for job seekers to participate)
  - discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report
2. Lead Provider identifies potential Host Organisation/Group Based Activity and becomes the Lead Provider.
  3. Lead Provider works with Host Organisation to develop budget and negotiate Work for the Dole Activity Host Organisation Agreement.
  4. Lead Provider enters the Group Based Activity into ESS Web and uploads the risk assessment (Place).
  5. Lead Provider advertises the Activity in ESS Web.
    - Lead Provider can claim the lower of 80 per cent or a maximum of \$80,000 of the Work for the Dole Fee for the Group Based Activity (based on the number of places in the Activity) up to 28 calendar days in advance of the Activity start date.
    - Lead Provider claims Work for the Dole Places they need to utilise for their job seekers.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.
    - Other Providers can claim available Work for the Dole Places at this time.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.

## Attachment E: Commencing a job seeker in a Work for the Dole Place

1. Did you source the Work for the Dole Place?  
If yes, go to step 2.  
If no, go to step 5.
2. You are a Lead Provider and must complete the steps outlined in Attachment C.  
Go to step 3.
3. Examine the risk assessment (Place) in ESS Webs as part of conducting the risk assessment (job seeker) to ensure the Place is suitable, including:
  - if the job seeker's personal circumstances and work restrictions can be accommodated (if applicable)
  - the level of Supervision and training is appropriate and adequate for the job seeker
  - the required checks have been conductedGo to step 4.
4. If the Activity is suitable, please do the following in this order:
  - a. Ensure that the job seeker is equipped with all things necessary to undertake the Work for the Dole Place safely. e.g. personal protection equipment and clothing.
  - b. Commence the job seeker in the Work for the Dole Place.
  - c. Schedule the daily attendance in the job seeker's Calendar.
  - d. Monitor job seeker attendance and completion of the Work for the Dole Place.Please stop here if you answered yes in step 1.
5. Are you the Lead Provider?  
If yes, go to step 6.  
If no, go to step 7.
6. Confirm with the Host Organisation that no significant changes have occurred since the risk assessment (Place) was conducted.  
Now, go to step 7.
7. Claim the Work for the Dole Place in ESS Web and complete the following steps to commence the job seeker within 10 Business Days.  
Go to step 3 and continue up until step 4d.



All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help job seekers gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for job seekers to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate for six months each year in Work for the Dole or other approved Activities in order to meet their Annual Activity Requirements in the Work for the Dole Phase. Work for the Dole may also be undertaken outside the Work for the Dole Phase.

Work health and safety is a fundamental requirement of the Work for the Dole Program. Job seekers must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

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**Policy changes:**

Nil

**Wording changes:**

Throughout – Editorial changes to improve readability

Page 9 – Removal of prescriptive information outside the scope of the delivery of Work for the Dole activities

Page 26 and 30 – Additional information on COVID-19 requirements

Page 35 – Clarification on insurance arrangements for Participants

**Document Change History:**A full document history is available at [Provider Portal](#).

## Related documents and references

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Electronic Calendar and AAR Details IT Supporting Document](#)
- [Managing and Monitoring Mutual Obligation Requirements Guideline](#)
- [Targeted Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Participants with Challenging Behaviours Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Norfolk Island Guideline](#)
- [Performance Framework Guideline](#)
- [Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)
- [Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Work for the Dole Assessment Checklist \(Job Seeker\)](#)
- [Expenditure Guide](#)
- [Community Support Projects: Concept Approval Template](#)
- [Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible job seekers receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that Providers must deliver to Participants in Streams A, B and C, including Stronger Participation Incentives (SPI) Participants is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 106, 108.4, Note 3 in clause 107.1 and Annexure A1)

### Participation in Work for the Dole in the Case Management Phase

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase as long as they have been in jobactive for at least six months (see Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)).

When commencing job seekers in Work for the Dole Activities, Providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement over other job seekers.

A job seeker's commitment to participate in a Work for the Dole Activity must be entered into the job seeker's Job Plan and linked to the Work for the Dole placement, regardless of the phase the job seeker is in. The days and times the job seeker is required to participate in the Activity must be scheduled in the job seeker's Electronic Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity, and any non-compliance is subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the [Targeted Compliance Framework Guideline](#).

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities. Further information on participation in Work for the Dole outside the Work for the Dole Phase can be found at [Attachment B](#) of this Guideline.

(jobactive Deed References: Clauses 107.3)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker who is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance, the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Providers

The requirements of Providers are set out in the jobactive Deed 2015-2022 (the Deed) and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response, and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of Providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with Other Providers. The range of Work for the Dole Places available must cover a wide variety of job seekers with different characteristics, needs and limitations. Providers must also work with other Employment Providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with Other Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations, Employment Providers and where appropriate, NEST Providers, in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers to meet their caseload needs and the job seeker's location, including any specified targets
- work with Disability Employment Services (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- immediately start job seekers in an Approved Activity when they enter the Work for the Dole Phase
- ensure job seekers are meeting their Annual Activity Requirements

- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure job seekers attending Activities can locate and scan the daily code to self-report their attendance
- monitor and enter participation results into the job seeker's Electronic Calendar in the Department's IT system for job seekers not required to report their own attendance, or where they are unable to do so on an individual day and request assistance by close of business on the day
- follow up on non-attendance
- service job seekers participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a job seeker to an Activity, ensure the job seeker has a current risk assessment (job seeker)



**Work Health & Safety content:** advise job seekers where they can access the Job Seeker Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (job seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the [Documentary Evidence](#) section of this Guideline. Providers must provide these Records to the Department upon request.

## Collaboration

Providers should plan and collaborate to meet the needs of job seekers and make a positive contribution to the local community through the delivery of Work for the Dole Activities.

Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific Activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and

- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to Other Providers.

(jobactive Deed references: clauses 108.5, 108.17, 108.18)

## Sourcing Places

As part of securing Work for the Dole Places, Providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation and that the proposed Activity will not result in displacement of paid workers
- ensure Host Organisations understand program requirements, including the types of Documentary Evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Services (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other Employment Providers and, where appropriate, NEST Providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of job seekers, meet caseload needs, including specified targets, and accommodate job seeker locations
- reserve Places in the Department's IT Systems as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.

 **Work Health & Safety content:** conduct the [risk assessment \(Place\)](#) and comply with relevant laws and Departmental policies and procedures on work, health and safety.

 **Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.

 **Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed.

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that Providers are commencing job seekers.

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment C](#) of this Guideline.

(jobactive Deed references: Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2)

## Lead Providers

A Lead Provider is the Employment Provider or NEST Provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the Provider who sourced the Work for the Dole Activity
2. it is agreed between Employment Providers and, where appropriate, NEST Providers, that a particular Provider is the Lead Provider before the Activity is advertised on the Department's IT Systems, or
3. for Individual Hosted Activities, the Provider is the first Provider to claim a Place in an Activity Advertised on the Department's IT Systems for which there is no Lead Provider identified.

All Other Providers that commence a job seeker in a Work for the Dole Place must collaborate with the Lead Provider.

### Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, state and territory and local authority legislation and regulations, including work health and safety
- service job seekers while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and Other Providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity
- appropriately manage the overall Activity including liaising with the Host Organisation and Other Providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and Other Providers (as necessary), including any DES Providers, that have job seekers participating in the Activity
- monitor the Work for the Dole Activity to ensure it continues to be suitable and safe for Participants
- reserve Places for Non-Lead Providers. Lead Providers are able to reserve places in the Department's IT Systems for Other Providers for a maximum

period of 2 full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool

- report significant issues to the relevant Other Provider and, if appropriate, the Department
- suspend or terminate the Activity where required
- complete the acquittal/reimbursement report for Group Based Activities
- where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements
- collect relevant DES Work for the Dole payments from DES Providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES Providers to pass the fees directly to them)
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires Other Providers to pass the Fees directly to the Lead Provider)
- pay any agreed Work for the Dole Fee for Group Based Activities to Other Providers that have Participants in the Activity
- undertake all Non-Lead Provider requirements (as outlined below) for their own job seekers.



**Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of job seekers and the general public are protected.



**Work Health & Safety content:** immediately advise Other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.



**Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their job seeker where necessary. Upload the amended risk assessment (Place) to the Department's IT Systems.

## Non-Lead Providers

A Non-Lead Provider is an Employment Provider, NEST Provider or DES Provider who commences a job seeker in a Work for the Dole Activity where they are not the Lead Provider.

### Responsibilities of the Non-Lead Provider

Prior to commencing a job seeker into an Activity, Non-Lead Providers must:



**Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the job seeker's personal circumstances and work restrictions to ensure the Activity is suitable and safe.

△ **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the job seeker commencing in the Activity.

△ **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity.

When Non-Lead Providers commence a job seeker into an Activity, in addition to Provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, state and territory and local authority legislation and regulations, including work health and safety
- pass on and maintain the job seeker's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the job seeker's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide.

Refer to [Attachments C, D and E](#) to this Guideline for further information.

(jobactive Deed references: Clauses 110.2, 110.3, 110.5, 124.7, 124.8, 124.14, 124.16, 124.17)

### Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, Providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Provider relating to the Services outlined in the Deed, the Provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department
- acknowledge the financial and other support received from the Commonwealth
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole Program as required by the Department and manage any enquiries relating to the Work for the Dole Program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

## 3. Considerations for setting up Work for the Dole Activities

## Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

except in specific circumstances, including Community Support Projects (CSPs) (see [Community Support Projects](#) in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements
- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- have engaged in illegal operations or promote or condone any form of unlawful conduct
- be associated with the sex industry
- promote or condone gambling
- promote or condone any form of violence, self-harm or suicide
- promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- provide any other service or action that is likely to bring the job seeker, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

## Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing job seekers with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve job seekers in Activities that provide them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing job seekers to take up employment.

Providers should give consideration to whether the Activity is capable of hosting job seekers with Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for job seekers with disabilities.

Priority needs to be given to securing Individual Hosted Activities that are of 6 continuous months (182 calendar days) duration over any other type or length. Individual Hosted Activities, in most cases, should be given priority over Group

Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of job seekers (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project [CSP] or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the Provider under the Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the Provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

#### Indigenous specific Work for the Dole Activities

Providers should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects that reflect their Indigenous caseload.

Indigenous specific Activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community
- are linked to community goals
- help support achievable and meaningful career pathways for Indigenous job seekers
- can be Individually Hosted Activities or Group Based Activities.

Providers can access the Employment Fund to provide non-accredited pre-placement training and pre and post-placement mentoring to Indigenous job seekers and Host Organisations of Indigenous Participants participating in a Work for the Dole Activity.

More information on access to the Employment Fund can be obtained through [Using the Employment Fund General Account Guideline](#), stating that the Employment Fund General Account may be used to pay for police checks for job seekers.

### Undertaking Work for the Dole Activities outside normal business hours

Job seekers may participate in Work for the Dole Activities outside of core business hours. However, the job seeker needs to agree to this before being referred to the Place and inform the Provider of any barriers to their participation, such as transport or caring responsibilities.

If the job seeker does not agree to the Activity with participation outside normal business hours, the Provider needs to source a different Activity so that the job seeker can meet their Annual Activity Requirement.

### Prohibited Work for the Dole Activities

Work for the Dole Activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific Activity and the Department's prior written approval has been obtained
- undertaking tasks for the job seeker's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the job seeker is not allowed to do under the law (e.g. a task can only be undertaken by a licenced person and the job seeker does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained)
- unlawful activities
- anything that might bring the job seeker, the Work for the Dole Program, the Provider or the Department into disrepute.

### Providing suitable skills for job seekers

To improve the work-readiness of job seekers, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the job seeker, by addressing Non-vocational Barriers
- opportunity to develop the relevant job seeker's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

### Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the job seeker by involvement in a Work for the Dole Activity involving vulnerable people, Providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing job seekers in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in Participants for their Activities when assessing the suitability of a job seeker for a Place
- must always ensure there is Continuous Supervision\* and adequate and appropriate Supervision of the job seeker in an Activity which involves vulnerable people
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents
- any other people that the Provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a job seeker must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1)

## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or

- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a Provider becomes aware of displacement, the Provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Provider, including an Other Provider, identifies displacement after a job seeker has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

Unless it is a Community Support Project (CSP), Providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires job seekers to enter private property (for example, where an Activity involving job seekers collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

## Requesting permission for Activities on Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for job seekers needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that job seekers will spend on the property
  - where known, the location of the property (note that this can be at a regional level)
  - whether the Activity is for private benefit.

- details of the Supervision provided to job seekers, including details of how the Host Organisation manages its employees and who will supervise job seekers
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the job seeker.

When seeking permission, the Provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within 2 Business Days and endeavour to respond within 5 Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, Providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the Provider and should take into account the nature of the Activity and the requirements of the job seeker)
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2)

## Supervision

Providers must ensure that job seekers will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a job seeker must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Work for the Dole Places and negotiating the indicative costs with the Host Organisation.

Supervisors need to be aware of non-Work for the Dole Participants (e.g. members of the public) on site at Activities and their level of interaction with and proximity to Work for the Dole Participants while undertaking the Activity. Further information is available in the host handbook.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to job seekers, depending on how many job seekers there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of job seekers and members of the public.

Where a Host Organisation has multiple Activities, the Provider must take this into account.

For example, whether the nominated Supervisor is also supervising other Work for the Dole Activities as this could significantly affect the Supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, Providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities
- have relevant work health and safety training
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising job seekers.

Lead Providers must ensure that the Host Organisation has Supervisors on all Work for the Dole Activities for the duration of the Activity who meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a Supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in Supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The Supervision details should be updated in the risk assessments.

If a job seeker does not have personal responsibility requirements, then the Lead Providers must ensure that Supervisors notify them of any job seeker non-attendance or non-compliance as soon as practicable, but by no later than the end of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those job seekers who are expected to participate in the Activity on any given day. These details are only accessible where the Department's IT Systems (specifically the Electronic Calendar) is being used by the Provider to record required participation. In addition, the Provider must record in the Electronic Calendar the hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with an Annual Activity Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to the Department's IT Systems.

All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a Provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a national criminal records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the Participant to have identified checks, the Provider must record this in the Department's IT Systems as part of advertising the Work for the Dole Place.

Where checks are required, Providers must arrange and pay for the checks to be completed before allowing the job seeker to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for police checks for job seekers as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a job seeker in a Work for the Dole Place.

Where a check has not been finalised and a job seeker has an Annual Activity Requirement, the Provider must commence the job seeker in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the job seeker's suitability for an Activity, the Provider must assess whether the job seeker should be referred to the Activity in line with the Deed.

If the job seeker is considered unsuitable for the Activity, the Provider must commence the job seeker in a suitable alternative Place or other approved activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

## Provision of training

Training within a Work for the Dole Activity will be offered to a job seeker if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement
- use of tools and equipment to be used in the placement.

(jobactive Deed references: Clauses 108.16, 110.5 (b))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole Activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following Activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance Activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas
- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster
- working in state/territory or Australian Government Botanic Gardens or National Parks.

#### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a

Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that Providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

## Implementation

CSPs can be initiated by one or more Providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, Providers can target Activities most appropriately. There is no limit on the number of CSPs that a Provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs and submit to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks
- that job seekers are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a Provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow Providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

## Who can be the Host Organisation for CSPs?

CSPs must only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

## Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.
- Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases for which Work for the Dole Fees can be used.

## Entering CSPs into the Department's IT Systems



**System step:** When entering Work for the Dole CSPs into the Department's IT Systems, Providers need to select 'Work for the Dole' in the Activity Type field of the Add Activity screen and then select 'Community Support Projects' (CSPs) as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to Other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual job seekers and must involve the job seeker being provided with a Work-like Experience with a Host Organisation. A sequence of job seekers may undertake the Place if the original job seeker leaves.

A Host Organisation may offer a single Place for one job seeker or multiple Places in Individual Hosted Activities for a number of individual job seekers. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like

tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, 5 Places for planting trees, 2 Places for weeding and another 2 Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, job seekers may be referred to Individual Hosted Activities by more than one Provider, including Other Providers.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- mowing lawns
- weeding
- rubbish collection and recycling
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

### Group Based Activities

Group Based Activities require job seekers to carry out tasks as part of a specific group project to meet their six-month requirement. These are generally one-off projects but may last longer than six months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than six months can have six-month rotating groups of job seekers working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date
- involve a group of job seekers working as a team to meet the common goal, deliverable or end date.

Job seekers can be referred to Group Based Activities from multiple Other Providers.

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure
- landscaping new developments.

Breaking up ongoing tasks into six-month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C Participants available for the Group Based Activity to operate, but the mix of job seekers would benefit the Host Organisation (this could include an Activity focused on a specific cohort such as Cultural and Linguistically Diverse job seekers)
- the Activity is in a location where there are limited Participants available (for example a regional or remote location)
- the Participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous Participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous Participant.

Where a Stream A or Stream B Participant's circumstances are unique and not covered by any of the above exceptional circumstances, including where a Participant specifically requests to be involved in the Group Based Activity, a Provider can request in writing the Department's approval to place the Participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B Participant in a Group Based Activity must include the reason for them needing to be placed in the Group Based Activity.

The Department will acknowledge receipt of the request within 2 Business Days and endeavour to respond within 5 Business Days. It will provide its agreement or refusal in writing.

Note: NEST Providers are not required to seek approval from the Department to place an Enhanced Services Participant in a Group Based Activity, including where a Provider is the Lead Provider.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.



**System step:** For further information on entering Activity types into the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clauses 107.10, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole Activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fees for job seekers are available to help with host costs as well as the costs of job seeker participation
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each six-month Work for the Dole Place where a job seeker from a Non-Lead Provider is the first to commence in that Place
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of job seekers who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of job seekers may participate in the Place).

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first job seeker in that Place. Where the first job seeker in a Place commences from the second month onwards after the Activity start date, the fee paid to Providers will be pro-rated, however, Providers may choose to pass on the full amount to the Host Organisation.

For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity –with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or 5/6 x \$1000.00).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place (or a pro-rata amount if the Activity

duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate Documentary Evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the Deed and Guidelines. Third party intermediaries must also meet guideline requirements for a suitable Host Organisation.

## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from Providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; Supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable
  - any equipment required for the delivery of the Activity will be available and suitable for the number of Participants
- record the Activity and Place details in the Department's IT Systems for advertising
- identify a Lead Provider for the Activity (see Lead Providers and [Attachment D](#) to this Guideline for more information)
- record the Activity and place, including Activity schedule/s in the Department's IT Systems for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements, including [COVID-19 requirements](#), are completed and the Activity can commence safely.

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and job seeker location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment C](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

### Recording the Activity on the Department's IT Systems



**System step:** Where the Provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in the Department's IT Systems. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant

- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places
- the Activity schedule/s that job seekers will be participating in
- any other system fields as required.

A Work for the Dole Place should ideally be of six-months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to six months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the Department's IT Systems as separate Activities of no more than 12-months' duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the Department's IT Systems prior to the Activity being approved in the Department's IT Systems. (see [Keeping People Safe](#) below).

### Activity Schedules

Providers must enter in the schedule/s that will apply to the Activity prior to advertising the Activity. The schedule/s relate to the days/hours that job seekers may participate in the Activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the Activity is being run and how job seekers will participate.



**System step:** All schedule/s are developed during the Activity creation to approval stage. It is located on the Location Details screen within the Department's IT System. For further information on recording Activities in the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The advertising level can be changed by the Lead Provider at any time. For example, if the Activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing Provider decides who to advertise an Activity to, they can then reserve places for Other Providers. Reserved Places will be held for up to 2 business days from the date of the reserve. If a Provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the [IT Supporting Document](#) for more information on how to Reserve Places.

Where a Place is claimed by a Provider, NEST Provider or DES Provider, and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11, 108.6, 108.7, 108.8, 108.9)

### Collaborating with NEST Providers

Providers may choose to allow NEST Participants to be placed in Activities where an Employment Provider is the Lead Provider. In these circumstances, the Lead Provider model should be followed as outlined in [Attachment D1](#) and [D2](#). All Enhanced Services Participants are able to participate in both Group Based Activities and Individual Hosted Activities, even where an Employment Provider is the Lead Provider.

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into the Department's IT Systems as:

- separate Activities of multiple 'like Places' of only one type (the standard model)

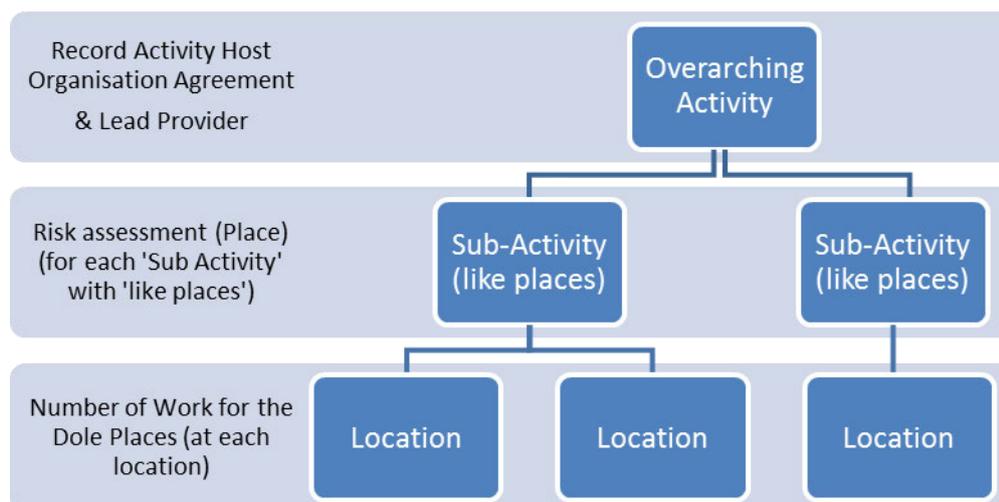


**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with 5 individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create 2 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning
- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

Providers can provide Work for the Dole Activities themselves or Broker, Purchase or arrange Work for the Dole Activities from an Activity Host Organisation.

If a Provider provides a Work for the Dole Activity itself (i.e. the Provider and the Activity Host Organisation have the same ABN), the Provider is not required to enter into an Activity Host Organisation Agreement for the Work for the Dole Activity. However, the Provider must upload to the Department's IT Systems a document setting out Work for the Dole Activity details, corresponding to the information required to be included in Part 1 of the Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity and Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity (as relevant), prior to the relevant Work for the Dole Activity start date.

For all other Work for the Dole Activities, a Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for Providers to use.

Where Providers use their own agreement for these purposes, they must ensure that all topics in the Department's template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department's template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any job seekers can be commenced in the Activity. The Provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the 'overarching Activity' model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity can be approved in the Department's IT Systems. Where applicable the Lead

Provider will work with Other Providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the Provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above).



**Documentary Evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to the Department's IT Systems prior to the Activity start date.



**Documentary Evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to the Department's IT Systems.



**Documentary Evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.2, 108.13, Annexure A)

## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with Other Providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### COVID-19 Requirements



**Work Health & Safety content:** Prior to placing any Participants on a Work for the Dole Activity, Providers must ensure a number of requirements are met, including that the delivery of the Activity is permitted by the relevant state and territory and is in line with the advice provided by local health authorities. Host Organisations must have COVID-Safe plans (or similar) in place in accordance with the requirements specified by the relevant state and territory, before a Work for the Dole Activity can

proceed. It is important for Providers to also consider individual circumstances in relation to COVID-19 when conducting risk assessments for both job seekers and each Activity to determine whether the Activity is suitable before making any referrals.

### Competent Person

- △ **Work Health & Safety content:** All risk assessments of an Activity and job seeker must be conducted by a Competent Person. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.
- △ **Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer to the [Model Work Health and Safety \(WHS\) Act 2011](https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws) at <https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws>).
- △ **Work Health & Safety content:** The Provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider **must** provide these details to the Department upon request.

### Risk Assessment (Place)

- △ **Work Health & Safety content:** The Provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.
- The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to the Department's IT Systems prior to the Activity being advertised.
- The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a job seeker will undertake the Activity (in accordance with the Deed), such as:
- physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
  - chemical (acids, poisons, asbestos, flammable and hazardous substances)
  - biological (radiation, lead)
  - psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
  - work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
  - electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
  - warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)

- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the job seeker at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the job seeker to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or job seeker's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the job seeker and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of job seekers
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous Supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the job seeker for the duration of the Activity
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working

environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:

- with one Host Organisation
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves job seekers undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to the Department's IT Systems.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify Other Providers with Participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can review their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, Other Providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)



**Work Health & Safety content:** The Provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk

assessment (Place), the Assessment Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the Provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to the Department's IT Systems. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary Evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual job seeker before the job seeker is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the job seeker, taking into account any relevant circumstances and work restrictions of the job seeker. Where the Work for the Dole Place is not assessed as suitable, the job seeker must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the Provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the job seeker. Where a Place is not suitable for a job seeker the job seeker must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the job seeker's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes)
  - history of aggressive behaviour
- any training, additional to that contained in the risk assessment (Place), including work health and safety training, required for the job seeker to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials, additional to that contained in the risk assessment (Place) required for the job seeker to participate safely, and ensure that such materials will be provided to the job seeker

- that the level of Supervision being provided is adequate and appropriate for the job seeker
- any appropriate facilities additional to that contained in the risk assessment (Place) (such as toilets and access to drinking water) that are required to be available to the job seeker for the duration of the Activity
- the job seeker has been advised of the work health and safety and incident reporting and escalation processes
- the job seeker has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the job seeker commencing in the Activity.

In addition, the Provider must, if applicable and only if the job seeker provides consent, discuss the personal circumstances of the job seeker with the Lead Provider/Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the job seeker must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the job seeker before the job seeker is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) must to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the job seeker's personal circumstances change, to assess whether the Place is still suitable. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

## Insurance

As part of conducting the risk assessment (Place), the Provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Activity.

For example, public and product liability insurance and motor vehicle insurance— noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover job seekers who undertake Work for the Dole Activities. Like all insurance policies, these policies have exclusions and Providers should make themselves aware of them. Please note: the Department's insurance policy covers injury only. It does not provide cover for Participants who contract illnesses, including COVID-19.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for job seekers or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (f), 110.8)

## Reporting and managing incidents

Providers must report and manage any incidents involving job seekers.

### Incidents



**Work Health & Safety content:** If a job seeker or member of the public sustains an injury during an Activity, the Provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a job seeker the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other job seekers from unnecessary trauma where possible.

### When must an Incident be reported?

The Provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours, and as soon as possible, of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any job seeker (including where the incident occurred while the job seeker was travelling to or from an Activity)
- any personnel involved in the delivery or Supervision of the Activity
- members of the general public.

## All Incidents – both Personal Accident and Public and Products Liability



**Documentary Evidence:** Providers must ensure Hosts complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A WHS Employment Assistance Program Incident Report must be completed by the Host when an incident involves a job seeker's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A public and products liability claim form/incident report is used when a third party alleges a job seeker has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a job seeker. Misconduct is defined as being something that would, if the job seeker was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by job seekers may require the Provider to submit a Job Seeker Incident Report.

It is important that job seekers have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by job seekers regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

## Incident Recording Requirements in ESS



**System step:** The Provider must complete the 'WHS Incident' screen in the Department's IT Systems, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the Provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the Department, including the relevant State Office contact.

The Provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of the Department's IT Systems, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Participants with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)

## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.

Providers are able to claim a future Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim
2. commence the job seeker in the Place within 10 Business Days of the Activity start date. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

Where a Provider claims a Work for the Dole Place that is currently available to start, the Provider must:

1. identify and assign a Job Seeker ID to the Place
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the Provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions
- ensure that relevant checks (for example, criminal records/police checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Annual Activity Requirement (for example, 25 hours per week over a six-month period—please refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#)). Ideally Providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where 2 job seekers fill one place—for example, 2 job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within 5 Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment E](#) to this Guideline and the [Electronic Calendar and AAR Details IT Supporting Document](#).

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

### Managing job seekers undertaking Work for the Dole Activities



**System step:** The Provider must schedule the daily participation requirements into the job seeker's Electronic Calendar, a tool in the Department's IT Systems that assists Providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the Provider must enter the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary Evidence:** For job seekers in Work for the Dole Activities, Providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or the job seeker's evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Annual Activity Requirement. This must be done by close of business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Lead Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the Employment Provider, NEST Provider or DES Provider (through the Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity
- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported
- For Individual Hosted Places, replace any Participant who leaves a Work for the Dole Place early

- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, Providers must:

**△ Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change:

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

### Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable job seekers so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108)

## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the Provider who sources the Place on commencement of the first job seeker in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for the job seekers in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of six-months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a six-month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A Provider can use the Employment Fund for expenses related to police checks for job seekers who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per six-month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity's agreed costs.

For Places that are less than six months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per Place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per Place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per six-month Work for the Dole Place in an Individual Hosted Activity will be paid to on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity
- the date the job seeker commences into the Place

Where an Activity is longer than six months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond six months
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid.



**System step:** Where the Provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in the Department's IT Systems. Where a non-Lead Provider commences the first job seeker in a Place, the Lead Provider will only receive the Host Fee and Lead Provider Payment component of the Work for the Dole Fee.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the Provider must use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

### Pro-rata of the Individual Hosted Work for the Dole Fees

#### For Activities of up to six-months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT Systems.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

#### For Activities longer than six-months

Where the Activity is longer than six months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first six months. A second fee is payable based on:

- the number of months the Activity runs beyond six months
- if a job seeker is commenced into the Place after the 182nd day.

#### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should negotiate and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days), however a job seeker did not commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for six months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Six Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

### Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each six-month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than six-months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the Other Providers have Participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Work for the Dole Fee to be passed on to set their job seekers up to participate in the Group Based Activity (for example, criminal record/police checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees
- handling costs (for example, buying items for the job seeker and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or 'sunk') costs incurred can be paid, for example where a Supervisor is engaged yet an insufficient number of job seekers are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

Providers should note, that the Lead Provider Fee of \$100.00 must be calculated from the available \$3500.00 Work for the Dole Fee, and acknowledged in the acquittal process under the expenditure item of Other Participant Costs.

## Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the [Work for the Dole IT Supporting Document](#).

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the [Work for the Dole IT Supporting Document](#) on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

## Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in the Department's IT Systems within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in the Department's IT Systems.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance, or
- seek Reimbursement at the end of the Activity



**Documentary Evidence:** Receipts and tax invoices or some other acceptable form of evidence of payment must be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.



**System step:** The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.

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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES Providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES Providers must contact a relevant jobactive Provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES Participant is about to commence, the Lead Provider must collaborate with the DES Provider.

DES Providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES Provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole Participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The Department's IT Systems will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.

DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT Systems.

In consultation with the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES Participant require it. However, Providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a Provider, the Provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES Participant attendance at Work for the Dole

For DES Participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES Participant has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES job seekers to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the job seekers DES Provider.

## Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase

1. Stream Participant becomes a fully eligible job seeker.
  - If the job seeker chooses not to participate in Work for the Dole outside the Work for the Dole Phase, then the job seeker will continue Case Management Phase for 12 months and then move into Work for the Dole Phase.
  - Please Note: Stream A Volunteers are not eligible to participate in Work for the Dole.
2. Job seeker chooses to participate in Work for the Dole outside Work for the Dole Phase.
  - Job seeker chooses to undertake Work for the Dole in Case Management Phase after completing six months in Employment Services.
3. Job seeker is first eligible to undertake Work for the Dole outside the Work for the Dole Phase at the start of seventh month in Employment Services.
  - Participation must be:
    - for a full Work for the Dole placement
    - for a number of hours required to meet job seeker's AAR
    - of benefit to the job seeker in gaining employment.
  - Job seeker participates in Work for the Dole Phase after 12 months in Employment Services and then for six months each following year.

Note: Undertaking Work for the Dole outside the Work for the Dole Phase will not count towards meeting job seeker's AAR.

## Attachment C: Sourcing and setting up Work for the Dole Activities

Step	Description
<p><b>Source</b></p> <p>Approach Potential Host Organisation (or vice versa)</p>	<p>Confirm Host Organisation is operating as a not-for-profit organisation or local/state/territory or Australian Government organisation or agency.</p>
<p>Discuss suitability and negotiate</p> <ul style="list-style-type: none"> <li>• Discuss Activity and its suitability with Host Organisation</li> <li>• Consider work health and safety, displacement and any exclusions and exceptions as outlined in Deed and Guidelines</li> <li>• Negotiate Lead Provider (if required)</li> </ul>	<p>Negotiate Lead Provider (as required) and Activity requirements, such as costs, duration, number of Work for the Dole Places, types of tasks.</p> <p>(Note: Unless otherwise agreed in writing with the Host Organisation, Providers cannot renegotiate the costs of the Place).</p> <p>Conduct a risk assessment (Place) including Assessment Checklist (Place). If the Work for the Dole Place is not suitable, do not proceed.</p>
<p><b>Record</b></p> <p>Create an Activity Schedule for Work for the Dole Place details on the Department's IT Systems. Schedule daily attendance into the job seeker's Electronic Calendar either individually or through a bulk entry.</p>	<p>Complete mandatory fields and ensure that Documentary Evidence is uploaded to the Department's IT Systems (i.e risk assessment (Place) and checklist).</p> <p><b>Provider only: Work for the Dole Activity Host Organisation Agreement must:</b></p> <ul style="list-style-type: none"> <li>• contain all information and mandatory clauses in the template</li> <li>• have a complete risk assessment (Place), including Assessment Checklist (Place) attached</li> <li>• be signed by all parties.</li> </ul> <p>(Note: For individual Hosted Activities using the standard model, the Work for the Dole Activity Host Organisation Agreement may be completed, and Lead Provider identified after the Activity has been advertised).</p>
<p><b>Advertise</b></p> <p>Advertise Activity on Department's IT System.</p>	<p>N/A</p>
<p><b>Monitor</b></p> <p>Monitor Host Organisation needs and utilisation of Work for the Dole Places.</p>	<ul style="list-style-type: none"> <li>• Maintain contact with Host Organisation to ensure its needs are being met and Activity is being delivered.</li> <li>• The Lead Provider should contact Other Providers to facilitate filling of unfilled Work for the Dole Places.</li> </ul>

## Attachment D1: Lead Provider Model – Individual Hosted Activities with multiple Places sourced by a Provider

1. Employment Providers collaborate/meet regularly to identify types of Activities required to meet their caseload needs.
  - Discussions include:
  - Activities to meet specific job seekers needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - any costs associated with the Activity (including costs that Other Providers may need to incur for job seekers to participate)
  - invoicing
  - discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report.
2. Employment Provider identifies/sources Activity and becomes a Lead Provider.
3. The Lead Provider advertises the Activity in the Department's IT Systems.

Note: For Activities using the 'overarching Activity' model, the Lead Provider details must be recorded in the Department's IT Systems and a Work for the Dole Activity Host Organisation Agreement must be executed prior to advertising.
4. The Lead Providers uploads the Risk Assessment (Place) and advertises Activity on the Department's IT Systems.

Note: If there are any changes to the Activity details in the Department's IT Systems (e.g. details of the Lead Provider are updated), the Lead Provider will need to submit an override request to the Department.
5. The Lead Provider must immediately claim the first Place.

## Attachment D2: Lead Provider Model – Group Based Activity sourced by a Provider

1. Employment Provider(s) collaborate/meet regularly to identify types of Activities required to meet Provider(s) caseload needs.

Discussions include:

- Activities to meet specific job seekers needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - where a Group Based Activity is available/required
  - invoicing and acquittals
  - any costs associated with the Activity (including costs that Providers may need to incur for job seekers to participate)
  - discuss how attendance reporting will be managed including daily QR or Pass codes for job seekers who self-report.
2. Lead Provider identifies potential Host Organisation/Group Based Activity and becomes the Lead Provider.
  3. Lead Provider works with Host Organisation to develop budget and negotiate Work for the Dole Activity Host Organisation Agreement.
  4. Lead Provider enters the Group Based Activity into the Department's IT Systems and uploads the risk assessment (Place).
  5. Lead Provider advertises the Activity in the Department's IT Systems.
    - Lead Provider can claim the lower of 80 per cent or a maximum of \$80,000 of the Work for the Dole Fee for the Group Based Activity (based on the number of places in the Activity) up to 28 calendar days in advance of the Activity start date.
    - Lead Provider claims Work for the Dole Places they need to utilise for their job seekers.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.
    - Other Providers can claim available Work for the Dole Places at this time.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.

## Attachment E: Commencing a job seeker in a Work for the Dole Place

1. Did you source the Work for the Dole Place?  
If yes, go to step 2.  
If no, go to step 5.
2. You are a Lead Provider and must complete the steps outlined in Attachment C.  
Go to step 3.
3. Examine the risk assessment (Place) in the Department's IT Systems as part of conducting the risk assessment (job seeker) to ensure the Place is suitable, including:
  - if the job seeker's personal circumstances and work restrictions can be accommodated (if applicable)
  - the level of Supervision and training is appropriate and adequate for the job seeker
  - the required checks have been conductedGo to step 4.
4. If the Activity is suitable, please do the following in this order:
  - a. Ensure that the job seeker is equipped with all things necessary to undertake the Work for the Dole Place safely. e.g. personal protection equipment and clothing.
  - b. Commence the job seeker in the Work for the Dole Place.
  - c. Schedule the daily attendance in the job seeker's Electronic Calendar.
  - d. Monitor job seeker attendance and completion of the Work for the Dole Place.Please stop here if you answered yes in step 1.
5. Are you the Lead Provider?  
If yes, go to step 6.  
If no, go to step 7.
6. Confirm with the Host Organisation that no significant changes have occurred since the risk assessment (Place) was conducted.  
Now, go to step 7.
7. Claim the Work for the Dole Place in the Department's IT Systems and complete the following steps to commence the job seeker within 10 Business Days.  
Go to step 3 and continue up until step 4d.

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This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.



Australian Government



# Mutual Obligation Requirements (including Annual Activity Requirements) Guideline

## Document change history

Version	Start date	Effective date	End date	Change
1.1	01 07 15	01 07 15		Clarification of arrangements for recording participation against Annual Activity Requirements; clarification of provisions for meeting Annual Activity Requirements Early; table at Attachment A adjusted.
1.0	01 07 15	01 07 15		Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for activity-tested Stream Participants. It includes the Provider’s responsibilities and required actions to enable Stream Participants with Mutual Obligation Requirements (job seekers) to meet their requirements.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the Employment Services Deed 2015–2020 (the Deed) are:

- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole

- Clause 109—Unpaid Work Experience Placements
- Clause 113—Job Search Requirements.

## Relevant references

Reference documents relevant to this Guideline include:

- [Job Plans Guideline](#)
- [Activity Management Guideline](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Work for the Dole Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Social Security Act 1991](#)
- [Guide to Social Security Law.](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements <b>must</b> show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.</p> <p>Job seekers <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment.</p> <p>Job seekers on the following income support payments have Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six (6))</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Note: Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have some compulsory requirements and may be Referred to an Employment Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>

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<p><b>Role of Providers</b></p> <p>Relevant Deed clauses:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> <li>• Clause 106</li> </ul>	<p>The Provider <b>must</b> consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes the Annual Activity Requirement, where relevant. The Mutual Obligation Requirements <b>must</b> be included in the job seeker's Job Plan.</p> <p>The Provider <b>must</b> set a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and the Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p>	<p>A job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age</li> <li>• their assessed work capacity</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a Full-Time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents (PCP) once the youngest child in their care turns six years of age</li> <li>• job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker's Job Plan <b>should</b> have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers</li> <li>• undertake Job Search. Job seekers are generally required to undertake 20 Job Searches per month (during the Case Management Period and the Work for the Dole Phase)</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity</li> <li>• undertake appropriate activities during the Case Management Period, if not appropriately engaged in other activities. These activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase their immediate employability.</li> </ul> <p>Attachment A provides a table outlining job seeker Mutual Obligation Requirements.</p>
<p><b>Considering a job seeker's circumstances</b></p> <p>Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan</p>	<p>When outlining a job seeker's Mutual Obligation Requirements, including their Annual Activity Requirement, the Provider <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</li> <li>• the person's education, experience, skills and age</li> <li>• the impact of any disability, illness, mental condition or physical condition on the person's ability to work, look for work or participate in activities</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market</li> <li>• the participation opportunities available to the person</li> </ul>

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	<ul style="list-style-type: none"> <li>• the family and caring responsibilities of the person (including availability of child care)</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW)</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information</li> <li>• whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements</li> <li>• cultural factors</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>Providers <b>should</b> consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the Provider <b>should</b> take this into account wherever possible, persons engaged by the Provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker <b>must</b> satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed PCW or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.</p> <p>The Provider <b>must</b> review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.</p> <p>If a job seeker cannot reasonably undertake an Activity (or a combination of activities) then Providers <b>must</b> not include that Activity (or combination of activities) in their Job Plan.</p> <p><b>Partial Capacity to Work (PCW)</b></p> <p>Job seekers have a PCW if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>Note: When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements</p>

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	<p>are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity (TRWC)</b></p> <p>A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, Providers <b>must</b> ensure that activities and the level of participation take into account the job seeker's TRWC.</p>
<p><b>Principal Carer Parents</b></p>	<p>Providers <b>must</b> consider a PCP's family and caring responsibilities, including the availability of child care.</p> <p>Face-to-face Provider Appointments and participation in activities <b>should</b> typically be scheduled during school hours (that is, generally between 9 am and 3 pm during school terms) unless it is otherwise agreed by the PCP.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p> <p>PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, Providers <b>must</b> consider whether the PCP can access appropriate care and supervision for their children during this time.</p> <p>If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For example, while PCPs are not required to attend face-to-face Provider Appointments during school holidays, they are required to engage with Providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their homes while they are caring for children on school holidays.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including the appropriate hours of participation each fortnight during that phase.</p>
<p><b>Approved programs of work for income support payments</b></p>	<p>The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole and the Green Army Programme.</p> <p>In a Job Plan, Providers <b>must</b> not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (Note: A reduced rate can result from the job seeker's own income and / or their partner's income.)</li> <li>• for Special Benefit—Nominated Visa Holders if the person or the person's partner has income</li> <li>• where the Activity is more than 50 hours per fortnight</li> <li>• where the job seeker is aged under 18 or is 60 and over.</li> </ul> <p>However, Work for the Dole may be included as a voluntary item in the job seeker's</p>

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	<p>Job Plan in the above circumstances. Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.</p> <p><b>Note:</b> Job seekers aged under 18 are not able to undertake Work for the Dole on a compulsory or voluntary basis.</p> <p>Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary item in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider <b>should</b> update the job seeker's Job Plan to include Work for the Dole as a compulsory activity.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement.</p> <p>Providers will be able to view a job seeker's previous four fortnights' income support payment rate within the Department's IT Systems (that is, whether they received a full rate or a reduced rate due to the income test).</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.</p>
<p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p>	<p>Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p>PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See <a href="#">approved short courses</a> under Additional information below.</p> <p>PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight. However the following criteria <b>must</b> be met for Voluntary Work to fully meet a PCP's requirements:</p> <ul style="list-style-type: none"> <li>• the principal carer lives in a poor labour market</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer)</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with</p>

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	<p>paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers <b>must</b> not require the PCP to undertake other additional activities. Job seekers aged 55 years and over who are meeting their Full-Time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:</p> <ul style="list-style-type: none"> <li>• simultaneously look for additional work</li> <li>• undertake other activities.</li> </ul> <p>However, they <b>must</b> remain connected with a Provider (although they are Suspended on a Provider's caseload). They <b>must</b> attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals. These Appointments <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a Full-Time job or no longer receive income support.</p> <p>DHS will make an initial Appointment with the Provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p>PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload.</p> <p><b>Role of DHS</b></p> <p>For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>The only exception to this is for PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, Providers are responsible for approving this Activity and updating the Job Plan accordingly. See Additional information below, for more details on <a href="#">approved short courses</a>.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue in Employment Provider Services. If a job seeker continues in Employment Provider Services, Providers <b>must</b> not remove the relevant compulsory activities that DHS has included in the job seeker's Job Plan. Any additional activities included in the Job Plan <b>must</b> only be added as voluntary items.</p>

## Job Searches

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<p><b>Job Search requirements</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 113</b></li> </ul>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and the Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including PCPs and those with a PCW (15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Note: Job seekers cannot be required to undertake more than 20 Job Searches per month.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p>	<p><b>For all job seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search</li> <li>• substantially elevated level of family and caring responsibilities</li> <li>• accommodation situation, where this is likely to impede Job Search</li> <li>• education or skill level, where this is likely to substantially limit job opportunities</li> <li>• current Employment status (Part-Time or casual work)</li> <li>• domestic violence (including family violence) or family relationship breakdown (Note: DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)</li> <li>• final three months of pregnancy</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills</li> <li>• cultural factors</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for example, 15 Job Searches per month.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed</li> </ul>

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	<ul style="list-style-type: none"> <li>the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme).</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p>
<p><b>Additional reasons Providers may reduce the number of Job Searches</b></p>	<p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other activities—in particular, during the Work for the Dole Phase.</p> <p>Providers <b>should</b> reduce the number of Job Searches a job seeker is required to undertake if a job seeker is simultaneously undertaking other activities only in the limited circumstances as set out below.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved (if the job seeker is undertaking a significant number of hours of paid Employment per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further)</li> <li>if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be nil.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements—that is, PCPs and PCWs (15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved.</li> </ul> <p><b>Language, Literacy and Numeracy (LLN) courses</b></p> <p>For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking Skills for Education and Employment, Adult Migrant English Program or another accredited LLN course. However, Providers <b>must</b> ensure that the job seeker is simultaneously undertaking some Job Search while participating in these programmes.</p> <p><b>Other circumstances</b></p> <p>Providers <b>must</b> not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.</p> <p>PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation</p>

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	<p>Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Providers <b>must</b> also not include Job Search requirements in the Job Plans of Early School Leavers (ESLs), as their principal requirement is to undertake education or training activities.</p>
<p><b>Setting Job Searches in the Job Plan</b></p>	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring this and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans <b>should</b> contain JS09</li> <li>• for Stream C job seekers, most Job Plans <b>should</b> contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>A job seeker may have Mutual Obligation Requirements but no Job Search requirements where the job seeker is fully meeting their requirements or is an Early School Leaver.</p>
<p><b>Defining ‘Suitable work’</b>  <b>Guide to Social Security Law—3.2.8.60—Unsuitable work</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work will be Unsuitable if it:</p> <ul style="list-style-type: none"> <li>• aggravates a job seeker’s medical illness, disability or injury</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention</li> <li>• does not meet the applicable statutory conditions of work</li> <li>• requires the person to change their place of residence where they are unwilling to move</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the Employer.</li> </ul> <p>Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.</p> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the PCP has access to appropriate care and supervision for their Child/Children during the times when the PCP would be required to work</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable</li> </ul>

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	<ul style="list-style-type: none"> <li>the PCP will be financially better off as a result of undertaking the work (refer to the <a href="#">Financial Suitability Test</a>).</li> </ul> <p>Work will be Unsuitable for PCPs if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law</a> for further information</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means:</p> <ul style="list-style-type: none"> <li>child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>)</li> <li>any other care or supervision arrangements that the parent deems suitable</li> <li>where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with an assessed PCW if:</p> <ul style="list-style-type: none"> <li>it does not provide appropriate support or facilities to take account of the illness, disability or injury</li> <li>the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.</li> </ul> <p>Note: Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p>

## Annual Activity Requirements

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<b>Defining 'Annual Activity Requirements'</b>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers aged under 60 have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.</p> <p>Stream B job seekers not subject to SPI for Job Seekers under 30 measure, as well as Stream C job seekers, will enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>Providers <b>must</b> determine the Activities that the job seeker <b>must</b> undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and the Social Security Law. The Provider <b>must</b> record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p>

Process	Details
	<p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>The following job seekers do not have an Annual Activity Requirement:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over</li> <li>• PCPs and PCWs (15 to 29 hours per week) during the period they are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work</li> <li>• job seekers with a PCW or TRWC (0 to 14 hours per week).</li> </ul> <p>Note: ESLs with full-time Mutual Obligation Requirements typically need to undertake Full-Time study or 25 hours a week of approved Activities. The concept of an Annual Activity Requirement is not applicable for these individuals, as they are participating in this level of Activities all the time.</p>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> <li>• <b>Clause 108</b></li> <li>• <b>Clause 109</b></li> </ul>	<p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or</li> <li>• already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment</li> <li>• Unpaid Work Experience Placements</li> <li>• Voluntary Work</li> <li>• part-time study/training (in a Certificate III or higher)</li> <li>• accredited language, literacy and numeracy courses, which can include <ul style="list-style-type: none"> <li>○ Skills for Education and Employment</li> <li>○ Adult Migrant English Programme</li> </ul> </li> <li>• Defence Force Reserves</li> <li>• Other government programmes, including state government programmes and the Green Army Programme.</li> </ul> <p>Job seekers may also undertake a combination of the Activities listed above where it</p>

Process	Details
	<p>is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement. There are certain Activities that <i>will not count</i> towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul>
<p><b>Hours of participation to meet Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a PCP.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>PCP and PCW (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p>Aged 30 to 59: Generally <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight) Note: If undertaking Defence Force Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p>
<p><b>Setting Annual Activity Requirements in the Job Plan</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> </ul>	<p>When setting approved Activities to enable a job seeker to meet their Annual Activity Requirement, the relevant approved Activities (including the fortnightly hours of participation required) <b>must</b> be included in each job seeker's Job Plan.</p> <p>Providers <b>must</b> use the relevant codes in the Department's IT Systems. The Department will actively monitor this.</p>
<p><b>Setting required hours in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the <a href="#">Learning Centre Website</a>.</p>

Process	Details
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole activities) or month (for all other approved activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the Work for the Dole IT Supporting Document.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's IT Systems Online Help.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's participation.. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b></p> <p>For all other approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p>
<p><b>Recording completion of the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary correctly displays whether the job seeker has met their Annual Activity Requirement. This information is displayed on the Activity Diary Job Seeker Summary screen.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (e.g. through participation in the Green Army programme), the Provider <b>must</b> within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their</li> </ul>

Process	Details
	<p>Annual Activity Requirement and</p> <ul style="list-style-type: none"> <li>record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's IT Systems Online Help.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation.</p> <p>These additional hours will count towards a job seeker's Annual Activity Requirement and in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However, any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole <b>must</b> be created as a voluntary component of their Job Plan.</p> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a PCP, where a job seeker's capacity to work changes or when a job seeker turns 30. In these instances, the job seeker's participation <b>must</b> match their new requirement. For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan contains other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met. Job seekers can volunteer to continue in approved Activities.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers <b>must</b>:</p> <ul style="list-style-type: none"> <li>participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12-month period), and</li> <li>complete the relevant number of hours required to meet their Annual Activity Requirement.</li> </ul>

Process	Details
	<p>Note: The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p>
<b>Undertaking a Compliance Activity during the Work for the Dole Phase</b>	If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the Case Management Period.
<b>Participation in the Green Army Programme</b>	Participation in the Green Army Programme will meet the job seeker's Annual Activity Requirement as long as the job seeker completes the relevant Green Army Programme or project.
<b>Transition Arrangements for Employment Services 2015</b>	To minimise disruption, job seekers transitioning to the Work for the Dole Phase can complete any existing Activity commenced before 1 July 2015 that is in their employment pathway plan and is then included in their Job Plan. Participation will count towards their Annual Activity Requirement. However, the job seeker will be required to 'top up' hours by participating in additional concurrent activities, where required, to meet the relevant Annual Activity Requirement hours of participation required from 1 July 2015.

## Early School Leavers

Process	Details
<b>Defining who is an 'Early School Leaver'</b>	<p>An ESL is a person who is in receipt of Youth Allowance (Other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of Education (Certificate II level or above under the Australian Qualifications Framework).</p> <p>Providers <b>must</b> ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, Providers <b>must</b> take into account the Deed, this Guideline and the Social Security Law.</p>
<b>Suitable activities for an ESL</b> Relevant Deed clause: • Clause 105	<p>ESLs are generally required to participate in full-time education or training, or part-time education or training in combination with other suitable activities, for at least 25 hours per week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs cannot be required to look for work. Compulsory Job Search <b>must</b> not be included in an ESL's Job Plan.</p> <p>ESLs in Stream C will meet their Mutual Obligation Requirements by engaging solely in the activities negotiated in their Job Plan (which may or may not include participation in education or training).</p> <p>Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), the young person will no longer be an ESL and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers. This includes being</p>

Process	Details
	<p>required to look for work and being subject to the Annual Activity Requirement during the Work for the Dole Phase.</p> <p><b>Education or training activities</b></p> <p>Participation in a full-time approved education or training course will meet ESL requirements (even if the full-time course is less than 25 hours per week). Full-time is at least 75 per cent of the course-load of an approved educational course. The <a href="#">Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2)</a> sets out approved courses.</p> <p>Where an ESL is not participating in a full-time education or training course, they are required to undertake part-time education and training activities together with other suitable activities that <b>must</b> total 25 hours a week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)).</p> <p>If a Certificate II course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate II or above qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate II level of education is attained.</p> <p>ESLs can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.</p> <p><b>Skills for Education and Employment, Adult Migrant English Programme or other accredited language, literacy and numeracy training</b></p> <p>Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an ESL's requirements. Part-time participation will count towards a full-time ESL's requirements if undertaken with additional activities totalling 25 hours per week (or 15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Providers may consider that state-based programmes, such as the NSW Government's Links to Learning, and other accredited or non-accredited courses, may be suitable for an ESL. These will count toward meeting requirements if they are undertaken with additional activities totalling 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p><b>Paid Employment (including self-employment), Work for the Dole, Voluntary Work, non-vocational activities</b></p> <p>Paid Employment, Work for the Dole, Voluntary Work and non-vocational activities may count towards meeting an ESL's Mutual Obligation Requirements if they are undertaken in combination with education and training. If they are undertaken alone, they cannot satisfy the ESL's requirements, regardless of the number of hours of participation, unless the ESL is in a break period from their education or training.</p> <p>These activities can be undertaken during breaks in education and training, such as between semesters or courses or while waiting for a course to begin.</p> <p>ESLs that are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities. Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities.</p>

Process	Details
<p><b>Researching available courses or breaks in activities</b></p>	<p>ESLs may take a short period (generally not more than four weeks) to research available education or training courses, with the assistance of their Provider. Although the ESL does not need to be undertaking education or training in this initial period, they <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities (for example, Work for the Dole).</p> <p>There may be times when an education or training place is not immediately available or an ESL may be waiting for their course to commence or recommence (for example, periods between semesters, such as over Christmas, or mid-semester breaks). During these periods, the ESL <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities.</p> <p>Note: PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p>
<p><b>Exceptions—No place or suitable course available</b></p>	<p>Providers <b>must</b> ensure that ESLs have education or training included in their Job Plan, except if the Provider determines:</p> <ul style="list-style-type: none"> <li>• there is no locally accessible (including distance education) approved course or training</li> <li>• there is a course available, but <ul style="list-style-type: none"> <li>○ there is no place available for the ESL</li> <li>○ the ESL does not meet the prerequisites to undertake the course</li> <li>○ the ESL lacks the capacity to undertake the course because they have a physical, psychiatric, intellectual or learning disability.</li> </ul> </li> </ul> <p>Where the Provider determines that any of the above circumstances apply, the Provider <b>must</b> ensure that the ESL has to do other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Note: Job Search is not a suitable activity for ESLs.</p>
<p><b>Verifying educational qualifications</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies</li> <li>• an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate II</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution</li> <li>○ a Certificate II, III or IV of General Education for Adults</li> <li>○ the International Baccalaureate</li> <li>○ other higher education pre-entry course.</li> </ul> </li> </ul> <p>Providers <b>must</b> fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified (using the cover sheet at Attachment B). When doing so, Providers <b>must</b> provide:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original)</li> <li>• if the original qualification has been lost or destroyed <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification</li> <li>○ a letter from the relevant school or educational institution formally verifying attainment of the qualification</li> <li>○ if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and</li> </ul> </li> </ul>

Process	Details
	<p>institution contact details.</p> <p>Note: Providers <b>should</b> not send verification to DHS where the education level is below Year 12.</p> <p>The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers <b>must</b> update the Job Plan to reflect the new Mutual Obligation Requirements as a job seeker, including undertaking compulsory Job Search.</p> <p>The Provider <b>should</b> also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.</p> <p>If DHS does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the ESL to advise them of the reason why the qualification was not verified by DHS.</p>
<p><b>ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme</b></p>	<p>As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, Providers <b>should</b> encourage (but cannot require) the ESL to undertake additional education and training.</p>

### Additional information

Process	Details
<p><b>Financial suitability test for PCPs</b></p>	<p>PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="http://www.humanservices.gov.au/customer/enablers/online-estimators">http://www.humanservices.gov.au/customer/enablers/online-estimators</a>.</p>
<p><b>Breaks in Activities</b></p>	<p>There will be times when a job seeker has a break in an Activity required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their Mutual Obligation Requirements.</p> <p>An exception to this is when the break is for four weeks or fewer and the reason for the break is outside the job seeker's control. For example, a training course is suspended because the trainer is unavailable for a short period or there is a scheduled short break between sections of the training course.</p>
<p><b>Sufficient Work Test Guide to Social Security Law—3.2.2.10—Sufficient work</b></p>	<p>In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight.</p>

Process	Details
	<p>If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If:</p> <ul style="list-style-type: none"> <li>• the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement</li> <li>• the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test.</li> </ul> <p><b>Example</b></p> <p><i>Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns \$26 an hour, or \$260 a week. The applicable hourly rate for Ralph is the National Minimum Wage of \$16.87 an hour. This means he will satisfy the remuneration test if he earns at least \$253.05 a week (that is, 15 hours at \$16.87). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work.</i></p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work.</p> <p>If their commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<p><b>Approved short courses</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (Student). Job seekers undertaking Full-Time Study <b>should</b> be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve short courses for a job seeker on the condition that the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated</li> <li>• less than 12 months in duration</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Note: Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of more than 12 months duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their</li> </ul>

Process	Details
	<p>Employment prospects</p> <ul style="list-style-type: none"> <li>• the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for an academic course (or a longer course—that is, more than 12 months). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course)</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS)</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and they are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>Note: Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, Providers <b>must</b> complete the relevant details in Activity Management and tick the ‘Meets full-time approved short course criteria’ box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from Employment Provider Services.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<p><b>Exemptions</b></p>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other activities. In the first instance, DHS will usually look to reduce a job seeker’s Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker <b>should</b> be exempt from Mutual Obligation Requirements, the job seeker <b>should</b> be advised to contact DHS to test their eligibility for an Exemption. Job seekers would need to take any evidence to DHS to support their claim. For example, a medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>When a job seeker is granted an Exemption, they will be Suspended from a Provider’s caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider’s caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p>

Process	Details
	<p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption <b>must</b> be granted by DHS.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a DHS social worker. Providers <b>should</b> also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant job seekers</b></p> <p>During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the Provider <b>must</b> take into account the job seeker's personal circumstances when setting activities in their Job Plan.</p> <p>Pregnant job seekers who are three months from their expected due date <b>must</b> not be required to look for work. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews, but the job seekers will be required to continue in some activities subject to their capacity. Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>
<p><b>Parenting Payment Single recipients over Age Pension age</b></p>	<p>Job seekers who are over Age Pension age and are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.</p>

# Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	St		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>				
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity		
12–18 months; 24–30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity, can also use non-vocational activities <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 -36 months; etc	<b>Work for the Dole Phase</b>		<b>Case Management</b>		<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

Note: ESLs are generally required to participate in full-time education or training or part-time education or training in combination with other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs **must** not have compulsory Job Search.

## Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	Case Management	Case Management	Case Management
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	Work for the Dole Phase		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	Case Management	Work for the Dole Phase	Work for the Dole Phase
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	Work for the Dole Phase	Case Management	Case Management
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

Note:

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight– refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Force Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement.

# Attachment B Early School Leaver - Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate II or higher) for:

Job seeker's name

CRN

### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



# Mutual Obligation Requirements (including Annual Activity Requirements) Guideline

## Document change history

Version	Start date	Effective date	End date	Change and location
1.2	01 10 15	01 10 15		Included information on the National Work Experience Programme throughout document..
1.1	01 07 15	01 07 15	30 09 15	Clarification of arrangements for recording participation against Annual Activity Requirements; clarification of provisions for meeting Annual Activity Requirements Early; table at Attachment A adjusted.
1.0	01 07 15	01 07 15	30 09 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for activity-tested Stream Participants. It includes the Provider’s responsibilities and required actions to enable Stream Participants with Mutual Obligation Requirements (job seekers) to meet their requirements.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the Employment Services Deed 2015–2020 (the Deed) are:

- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements

- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements.

## Relevant references

Reference documents relevant to this Guideline include:

- [Job Plans Guideline](#)
- [Activity Management Guideline](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Work for the Dole Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Social Security Act 1991](#)
- [Guide to Social Security Law.](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements <b>must</b> show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.</p> <p>Job seekers <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment.</p> <p>Job seekers on the following income support payments have Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six (6))</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Note: Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have some compulsory requirements and may be Referred to an Employment Provider. Providers will be able to view this in the Department’s IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements see the</p>

Process	Details
	<a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline.</a>
<p><b>Role of Providers</b></p> <p>Relevant Deed clauses:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> <li>• Clause 106</li> </ul>	<p>The Provider <b>must</b> consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes the Annual Activity Requirement, where relevant. The Mutual Obligation Requirements <b>must</b> be included in the job seeker’s Job Plan.</p> <p>The Provider <b>must</b> set a job seeker’s Mutual Obligation Requirements in accordance with the Deed, this Guideline and the Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p>	<p>A job seeker’s Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age</li> <li>• their assessed work capacity</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a Full-Time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents (PCP) once the youngest child in their care turns six years of age</li> <li>• job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker’s Job Plan <b>should</b> have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers</li> <li>• undertake Job Search. Job seekers are generally required to undertake 20 Job Searches per month (during the Case Management Period and the Work for the Dole Phase)</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity</li> <li>• undertake appropriate activities during the Case Management Period, if not appropriately engaged in other activities. These activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase their immediate employability.</li> </ul> <p>Attachment A provides a table outlining job seeker Mutual Obligation Requirements.</p>
<p><b>Considering a job seeker’s circumstances</b></p> <p>Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan</p>	<p>When outlining a job seeker’s Mutual Obligation Requirements, including their Annual Activity Requirement, the Provider <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker’s individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</li> <li>• the person’s education, experience, skills and age</li> <li>• the impact of any disability, illness, mental condition or physical condition on the person’s ability to work, look for work or participate in activities</li> <li>• the state of the local labour market and the transport options available to the</li> </ul>

Process	Details
	<p>person in accessing that market</p> <ul style="list-style-type: none"> <li>• the participation opportunities available to the person</li> <li>• the family and caring responsibilities of the person (including availability of child care)</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW)</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information</li> <li>• whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements</li> <li>• cultural factors</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>Providers <b>should</b> consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the Provider <b>should</b> take this into account wherever possible, persons engaged by the Provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker <b>must</b> satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed PCW or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.</p> <p>The Provider <b>must</b> review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.</p> <p>If a job seeker cannot reasonably undertake an Activity (or a combination of activities) then Providers <b>must</b> not include that Activity (or combination of activities) in their Job Plan.</p> <p><b>Partial Capacity to Work (PCW)</b></p> <p>Job seekers have a PCW if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p>

Process	Details
	<p>Note: When a job seeker’s work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity (TRWC)</b></p> <p>A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, Providers <b>must</b> ensure that activities and the level of participation take into account the job seeker’s TRWC.</p>
<b>Principal Carer Parents</b>	<p>Providers <b>must</b> consider a PCP’s family and caring responsibilities, including the availability of child care.</p> <p>Face-to-face Provider Appointments and participation in activities <b>should</b> typically be scheduled during school hours (that is, generally between 9 am and 3 pm during school terms) unless it is otherwise agreed by the PCP.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p> <p>PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, Providers <b>must</b> consider whether the PCP can access appropriate care and supervision for their children during this time.</p> <p>If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For example, while PCPs are not required to attend face-to-face Provider Appointments during school holidays, they are required to engage with Providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their homes while they are caring for children on school holidays.</p>
<b>Considering what phase a job seeker is in</b>	<p>Providers <b>must</b> consider the job seeker’s Stream and phase when setting a job seeker’s Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker’s Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including the appropriate hours of participation each fortnight during that phase.</p>
<b>Approved programs of work for income support payments</b>	<p>The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole, National Work Experience Programme Placements, and the Green Army Programme.</p> <p>In a Job Plan, Providers <b>must</b> not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (Note: A reduced rate can result from the job seeker’s own income and / or their partner’s income.)</li> <li>• for Special Benefit—Nominated Visa Holders if the person or the person’s partner has income</li> <li>• where the Activity is more than 50 hours per fortnight</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• where the job seeker is aged under 18 or is 60 and over.</li> </ul> <p>In the case of the National Work Experience Programme, participation must always only be on a voluntary basis, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will also receive the Supplement.</p> <p>Work for the Dole may be included as a voluntary item in the job seeker's Job Plan in the above circumstances. Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.</p> <p><b>Note:</b> Job seekers aged under 18 are not able to undertake Work for the Dole or National Work Experience Programme Placements on either a compulsory or voluntary basis.</p> <p>Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary item in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider <b>should</b> update the job seeker's Job Plan to include Work for the Dole as a compulsory activity.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement.</p> <p>Providers will be able to view a job seeker's previous four fortnights' income support payment rate within the Department's IT Systems (that is, whether they received a full rate or a reduced rate due to the income test).</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.</p>
<p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p>	<p>Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p>PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See <a href="#">approved short courses</a> under Additional information below.</p> <p>PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work alone, or in combination with paid work or</p>

Process	Details
	<p>study, for 30 hours per fortnight. However the following criteria <b>must</b> be met for Voluntary Work to fully meet a PCP's requirements:</p> <ul style="list-style-type: none"> <li>• the principal carer lives in a poor labour market</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer)</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers <b>must</b> not require the PCP to undertake other additional activities. Job seekers aged 55 years and over who are meeting their Full-Time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:</p> <ul style="list-style-type: none"> <li>• simultaneously look for additional work</li> <li>• undertake other activities.</li> </ul> <p>However, they <b>must</b> remain connected with a Provider (although they are Suspended on a Provider's caseload). They <b>must</b> attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals. These Appointments <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a Full-Time job or no longer receive income support.</p> <p>DHS will make an initial Appointment with the Provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p>PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload.</p> <p><b>Role of DHS</b></p> <p>For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>The only exception to this is for PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, Providers are responsible for approving this Activity and updating the Job Plan accordingly. See Additional information below, for more details on <a href="#">approved short courses</a>.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p>

Process	Details
	<p>Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue in Employment Provider Services. If a job seeker continues in Employment Provider Services, Providers <b>must</b> not remove the relevant compulsory activities that DHS has included in the job seeker's Job Plan. Any additional activities included in the Job Plan <b>must</b> only be added as voluntary items.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 113</b></li> </ul>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and the Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including PCPs and those with a PCW (15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Note: Job seekers cannot be required to undertake more than 20 Job Searches per month.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p>	<p><b>For all job seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search</li> <li>• substantially elevated level of family and caring responsibilities</li> <li>• accommodation situation, where this is likely to impede Job Search</li> <li>• education or skill level, where this is likely to substantially limit job opportunities</li> <li>• current Employment status (Part-Time or casual work)</li> <li>• domestic violence (including family violence) or family relationship breakdown (Note: DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)</li> <li>• final three months of pregnancy</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills</li> <li>• cultural factors</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for</p>

Process	Details
	<p>example, 15 Job Searches per month.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed</li> <li>• the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme).</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p>
<p><b>Additional reasons Providers may reduce the number of Job Searches</b></p>	<p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other activities—in particular, during the Work for the Dole Phase.</p> <p>Providers <b>should</b> reduce the number of Job Searches a job seeker is required to undertake if a job seeker is simultaneously undertaking other activities only in the limited circumstances as set out below.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved (if the job seeker is undertaking a significant number of hours of paid Employment per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further)</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be nil.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements—that is, PCPs and PCWs (15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved.</li> </ul> <p><b>Language, Literacy and Numeracy (LLN) courses</b></p> <p>For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking Skills for Education and Employment, Adult Migrant English Program or another accredited LLN course. However, Providers <b>must</b> ensure that the job seeker is simultaneously undertaking some Job Search while participating in these</p>

Process	Details
	<p>programmes.</p> <p><b>Other circumstances</b></p> <p>Providers <b>must</b> not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.</p> <p>PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Providers <b>must</b> also not include Job Search requirements in the Job Plans of Early School Leavers (ESLs), as their principal requirement is to undertake education or training activities.</p>
<p><b>Setting Job Searches in the Job Plan</b></p>	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring this and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans <b>should</b> contain JS09</li> <li>• for Stream C job seekers, most Job Plans <b>should</b> contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>A job seeker may have Mutual Obligation Requirements but no Job Search requirements where the job seeker is fully meeting their requirements or is an Early School Leaver.</p>
<p><b>Defining ‘Suitable work’ Guide to Social Security Law—3.2.8.60—Unsuitable work</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work will be Unsuitable if it:</p> <ul style="list-style-type: none"> <li>• aggravates a job seeker’s medical illness, disability or injury</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention</li> <li>• does not meet the applicable statutory conditions of work</li> <li>• requires the person to change their place of residence where they are unwilling to move</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)</li> <li>• involves skills the job seeker does not possess and appropriate training will</li> </ul>

Process	Details
	<p>not be provided by the Employer.</p> <p>Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.</p> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the PCP has access to appropriate care and supervision for their Child/Children during the times when the PCP would be required to work</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable</li> <li>• the PCP will be financially better off as a result of undertaking the work (refer to the <a href="#">Financial Suitability Test</a>).</li> </ul> <p>Work will be Unsuitable for PCPs if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law</a> for further information</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>)</li> <li>• any other care or supervision arrangements that the parent deems suitable</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with an assessed PCW if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.</li> </ul> <p>Note: Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p>

## Annual Activity Requirements

Process	Details
<p><b>Defining 'Annual Activity Requirements'</b></p>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers aged under 60 have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p>

Process	Details
	<p>All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.</p> <p>Stream B job seekers not subject to SPI for Job Seekers under 30 measure, as well as Stream C job seekers, will enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>Providers <b>must</b> determine the Activities that the job seeker <b>must</b> undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and the Social Security Law. The Provider <b>must</b> record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>The following job seekers do not have an Annual Activity Requirement:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over</li> <li>• PCPs and PCWs (15 to 29 hours per week) during the period they are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work</li> <li>• job seekers with a PCW or TRWC (0 to 14 hours per week).</li> </ul> <p>Note: ESLs with full-time Mutual Obligation Requirements typically need to undertake Full-Time study or 25 hours a week of approved Activities. The concept of an Annual Activity Requirement is not applicable for these individuals, as they are participating in this level of Activities all the time.</p>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> <li>• <b>Clause 108</b></li> <li>• <b>Clause 109</b></li> </ul>	<p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or</li> <li>• already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>In addition to Work for the Dole, the other approved Activities that will enable a job</p>

Process	Details
	<p>seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment</li> <li>• National Work Experience Programme Placements</li> <li>• Voluntary Work</li> <li>• part-time study/training (in a Certificate III or higher)</li> <li>• accredited language, literacy and numeracy courses, which can include <ul style="list-style-type: none"> <li>○ Skills for Education and Employment</li> <li>○ Adult Migrant English Programme</li> </ul> </li> <li>• Defence Force Reserves</li> <li>• Other government programmes, including state government programmes and the Green Army Programme.</li> </ul> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement. There are certain Activities that <i>will not count</i> towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul>
<p><b>Hours of participation to meet Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a PCP.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>PCP and PCW (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p>Aged 30 to 59: Generally <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight)Note: If undertaking Defence Force Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p>
<p><b>Setting Annual Activity Requirements in the Job Plan</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> </ul>	<p>When setting approved Activities to enable a job seeker to meet their Annual Activity Requirement, the relevant approved Activities (including the fortnightly hours of participation required) <b>must</b> be included in each job seeker's Job Plan.</p> <p>Providers <b>must</b> use the relevant codes in the Department's IT Systems. The Department will actively monitor this.</p>
<p><b>Setting required hours in</b></p>	<p><b>Work for the Dole</b></p>

Process	Details
<p><b>the Activity Diary</b>  <b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b>  <b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole activities) or month (for all other approved activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the Work for the Dole IT Supporting Document.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's IT Systems Online Help.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's participation.. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b></p> <p>For all other approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p>
<p><b>Recording completion of the Annual Activity Requirement in the</b></p>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary correctly displays whether the job seeker has met their Annual Activity Requirement. This information is displayed on the Activity Diary Job Seeker Summary</p>

Process	Details
<p><b>Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p>screen.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (e.g. through participation in the Green Army programme), the Provider <b>must</b> within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's IT Systems Online Help.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and in effect, means that some job seekers will satisfy their Annual Activity Requirement early.</p> <ul style="list-style-type: none"> <li>• However, any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole <b>must</b> be created as a voluntary component of their Job Plan.</li> <li>• Job seekers <b>must</b> not undertake more than 50 hours per fortnight in National Work Experience Programme Placements.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a PCP, where a job seeker's capacity to work changes or when a job seeker turns 30. In these instances, the job seeker's participation <b>must</b> match their new requirement. For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan contains other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met. Job seekers can volunteer to</p>

Process	Details
	<p>continue in approved Activities.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12-month period), and</li> <li>• complete the relevant number of hours required to meet their Annual Activity Requirement.</li> </ul> <p>Note: The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p>
<p><b>Undertaking a Compliance Activity during the Work for the Dole Phase</b></p>	<p>If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the Case Management Period.</p>
<p><b>Participation in the Green Army Programme</b></p>	<p>Participation in the Green Army Programme will meet the job seeker's Annual Activity Requirement as long as the job seeker completes the relevant Green Army Programme or project.</p>
<p><b>Transition Arrangements for Employment Services 2015</b></p>	<p>To minimise disruption, job seekers transitioning to the Work for the Dole Phase can complete any existing Activity commenced before 1 July 2015 that is in their employment pathway plan and is then included in their Job Plan. Participation will count towards their Annual Activity Requirement. However, the job seeker will be required to 'top up' hours by participating in additional concurrent activities, where required, to meet the relevant Annual Activity Requirement hours of participation required from 1 July 2015.</p>

### Early School Leavers

Process	Details
<p><b>Defining who is an 'Early School Leaver'</b></p>	<p>An ESL is a person who is in receipt of Youth Allowance (Other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of Education (Certificate II level or above under the Australian Qualifications Framework).</p> <p>Providers <b>must</b> ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, Providers <b>must</b> take into account the Deed, this</p>

Process	Details
	Guideline and the Social Security Law.
<p><b>Suitable activities for an ESL</b></p> <p><b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>ESLs are generally required to participate in full-time education or training, or part-time education or training in combination with other suitable activities, for at least 25 hours per week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs cannot be required to look for work. Compulsory Job Search <b>must</b> not be included in an ESL's Job Plan.</p> <p>ESLs in Stream C will meet their Mutual Obligation Requirements by engaging solely in the activities negotiated in their Job Plan (which may or may not include participation in education or training).</p> <p>Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), the young person will no longer be an ESL and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers. This includes being required to look for work and being subject to the Annual Activity Requirement during the Work for the Dole Phase.</p> <p><b>Education or training activities</b></p> <p>Participation in a full-time approved education or training course will meet ESL requirements (even if the full-time course is less than 25 hours per week). Full-time is at least 75 per cent of the course-load of an approved educational course. The <a href="#">Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2)</a> sets out approved courses.</p> <p>Where an ESL is not participating in a full-time education or training course, they are required to undertake part-time education and training activities together with other suitable activities that <b>must</b> total 25 hours a week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)).</p> <p>If a Certificate II course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate II or above qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate II level of education is attained.</p> <p>ESLs can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.</p> <p><b>Skills for Education and Employment, Adult Migrant English Programme or other accredited language, literacy and numeracy training</b></p> <p>Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an ESL's requirements. Part-time participation will count towards a full-time ESL's requirements if undertaken with additional activities totalling 25 hours per week (or 15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Providers may consider that state-based programmes, such as the NSW Government's Links to Learning, and other accredited or non-accredited courses, may be suitable for an ESL. These will count toward meeting requirements if they are undertaken with additional activities totalling 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p><b>Paid Employment (including self-employment), Work for the Dole, Voluntary Work, non-vocational activities</b></p>

Process	Details
	<p>Paid Employment, Work for the Dole, Voluntary Work, National Work Experience Programme Placements (for ESLs aged 18 years and older), and non-vocational activities may count towards meeting an ESL's Mutual Obligation Requirements if they are undertaken in combination with education and training. If they are undertaken alone, they cannot satisfy the ESL's requirements, regardless of the number of hours of participation, unless the ESL is in a break period from their education or training.</p> <p>These activities can be undertaken during breaks in education and training, such as between semesters or courses or while waiting for a course to begin.</p> <p>ESLs that are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities. Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities.</p>
<p><b>Researching available courses or breaks in activities</b></p>	<p>ESLs may take a short period (generally not more than four weeks) to research available education or training courses, with the assistance of their Provider. Although the ESL does not need to be undertaking education or training in this initial period, they <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities (for example, Work for the Dole).</p> <p>There may be times when an education or training place is not immediately available or an ESL may be waiting for their course to commence or recommence (for example, periods between semesters, such as over Christmas, or mid-semester breaks). During these periods, the ESL <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities.</p> <p>Note: PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p>
<p><b>Exceptions—No place or suitable course available</b></p>	<p>Providers <b>must</b> ensure that ESLs have education or training included in their Job Plan, except if the Provider determines:</p> <ul style="list-style-type: none"> <li>• there is no locally accessible (including distance education) approved course or training</li> <li>• there is a course available, but <ul style="list-style-type: none"> <li>○ there is no place available for the ESL</li> <li>○ the ESL does not meet the prerequisites to undertake the course</li> <li>○ the ESL lacks the capacity to undertake the course because they have a physical, psychiatric, intellectual or learning disability.</li> </ul> </li> </ul> <p>Where the Provider determines that any of the above circumstances apply, the Provider <b>must</b> ensure that the ESL has to do other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Note: Job Search is not a suitable activity for ESLs.</p>
<p><b>Verifying educational qualifications</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies</li> <li>• an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate II</li> <li>○ a higher qualification issued by a Registered Training Organisation or</li> </ul> </li> </ul>

Process	Details
	<p>higher educational institution</p> <ul style="list-style-type: none"> <li>○ a Certificate II, III or IV of General Education for Adults</li> <li>○ the International Baccalaureate</li> <li>○ other higher education pre-entry course.</li> </ul> <p>Providers <b>must</b> fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified (using the cover sheet at Attachment B). When doing so, Providers <b>must</b> provide:</p> <ul style="list-style-type: none"> <li>● a copy of the original relevant qualification (having sighted the original)</li> <li>● if the original qualification has been lost or destroyed <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification</li> <li>○ a letter from the relevant school or educational institution formally verifying attainment of the qualification</li> <li>○ if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and institution contact details.</li> </ul> </li> </ul> <p>Note: Providers <b>should</b> not send verification to DHS where the education level is below Year 12.</p> <p>The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers <b>must</b> update the Job Plan to reflect the new Mutual Obligation Requirements as a job seeker, including undertaking compulsory Job Search.</p> <p>The Provider <b>should</b> also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.</p> <p>If DHS does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the ESL to advise them of the reason why the qualification was not verified by DHS.</p>
<p><b>ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme</b></p>	<p>As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, Providers <b>should</b> encourage (but cannot require) the ESL to undertake additional education and training.</p>

### Additional information

Process	Details
<p><b>Financial suitability test for PCPs</b></p>	<p>PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="http://www.humanservices.gov.au/customer/enablers/online-estimators">http://www.humanservices.gov.au/customer/enablers/online-estimators</a>.</p>
<p><b>Breaks in Activities</b></p>	<p>There will be times when a job seeker has a break in an Activity required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their Mutual Obligation Requirements.</p>

Process	Details
	<p>An exception to this is when the break is for four weeks or fewer and the reason for the break is outside the job seeker's control. For example, a training course is suspended because the trainer is unavailable for a short period or there is a scheduled short break between sections of the training course.</p>
<p><b>Sufficient Work Test</b>  <b>Guide to Social Security Law—3.2.2.10—Sufficient work</b></p>	<p>In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight.</p> <p>If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If:</p> <ul style="list-style-type: none"> <li>• the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement</li> <li>• the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test.</li> </ul> <p><b>Example</b></p> <p><i>Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns \$26 an hour, or \$260 a week. The applicable hourly rate for Ralph is the National Minimum Wage of \$16.87 an hour. This means he will satisfy the remuneration test if he earns at least \$253.05 a week (that is, 15 hours at \$16.87). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work.</i></p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work.</p> <p>If their commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<p><b>Approved short courses</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (Student). Job seekers undertaking Full-Time Study <b>should</b> be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve short courses for a job seeker on the condition that the course is:</p>

Process	Details
	<ul style="list-style-type: none"> <li>• vocationally orientated</li> <li>• less than 12 months in duration</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Note: Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of more than 12 months duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects</li> <li>• the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for an academic course (or a longer course—that is, more than 12 months). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course)</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS)</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and they are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>Note: Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, Providers <b>must</b> complete the relevant details in Activity Management and tick the ‘Meets full-time approved short course criteria’ box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from Employment Provider Services.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<b>Exemptions</b>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other</p>

Process	Details
	<p>activities. In the first instance, DHS will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker <b>should</b> be exempt from Mutual Obligation Requirements, the job seeker <b>should</b> be advised to contact DHS to test their eligibility for an Exemption. Job seekers would need to take any evidence to DHS to support their claim. For example, a medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>When a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption <b>must</b> be granted by DHS.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a DHS social worker. Providers <b>should</b> also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant job seekers</b></p> <p>During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the Provider <b>must</b> take into account the job seeker's personal circumstances when setting activities in their Job Plan.</p> <p>Pregnant job seekers who are three months from their expected due date <b>must</b> not be required to look for work. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews, but the job seekers will be required to continue in some activities subject to their capacity. Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>
<p><b>Parenting Payment Single recipients over Age Pension age</b></p>	<p>Job seekers who are over Age Pension age and are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.</p>

# Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	St		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>				
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity		
12–18 months; 24–30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity, can also use non-vocational activities <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 -36 months; etc	<b>Work for the Dole Phase</b>		<b>Case Management</b>	<b>Case Management</b>	
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

Note: ESLs are generally required to participate in full-time education or training or part-time education or training in combination with other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs **must** not have completed Job Search.

### Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	Case Management	Case Management	Case Management
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	Work for the Dole Phase		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	Case Management	Work for the Dole Phase	Work for the Dole Phase
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	Work for the Dole Phase	Case Management	Case Management
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

Note:

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight– refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Force Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement.

# Attachment B Early School Leaver - Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate II or higher) for:

Job seeker's name

CRN

### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



# Mutual Obligation Requirements (including Annual Activity Requirement) Guideline

## Document change history

Version	Effective date	End date	Change and location
1.3	071215		Removal of information about allowance rate history system functionality; clarification of approved activities to meet Annual Activity Requirement; clarification of Approved Short Course criteria; update to Sufficient Work test to include documentary evidence for self-employment; updates to existing tables and inclusion of additional table at Attachment A.
1.2	01 10 15	06 12 15	Included information on the National Work Experience Programme throughout document.
1.1	01 07 15	30 09 15	Clarification of arrangements for recording participation against Annual Activity Requirements; clarification of provisions for meeting Annual Activity Requirements Early; table at Attachment A adjusted.
1.0	01 07 15	30 09 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for activity-tested Stream Participants. It includes the Provider’s responsibilities and required actions to enable Stream Participants with Mutual Obligation Requirements (job seekers) to meet their requirements.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the Employment Services Deed 2015–2020 (the Deed) are:

- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements.

## Relevant references

Reference documents relevant to this Guideline include:

- [Job Plans Guideline](#)
- [Activity Management Guideline](#)
- [Documentary Evidence Guideline](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Work for the Dole Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Social Security Act 1991](#)
- [Guide to Social Security Law.](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements <b>must</b> show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.</p> <p>Job seekers <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment.</p> <p>Job seekers on the following income support payments have Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six (6))</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under social security law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support</p>

Process	Details
	<p>payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have some compulsory requirements and may be Referred to an Employment Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Role of Providers</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• Clause 87</li> <li>• Clause 106</li> </ul>	<p>The Provider <b>must</b> consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes the Annual Activity Requirement, where relevant. The Mutual Obligation Requirements <b>must</b> be included in the job seeker's Job Plan.</p> <p>The Provider <b>must</b> set a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and the Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p>	<p>A job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age</li> <li>• their assessed work capacity</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a Full-Time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents (PCP) once the youngest child in their care turns six years of age</li> <li>• job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker's Job Plan <b>should</b> have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers</li> <li>• undertake Job Search. Job seekers are generally required to undertake 20 Job Searches per month (during the Case Management Period and the Work for the Dole Phase)</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default activity where another activity is not undertaken) for the 18-49 year old cohort. Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <i>Activity Management Guideline</i>.</li> <li>• undertake appropriate activities during the Case Management Period, if not appropriately engaged in other activities. These activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase their immediate employability.</li> </ul> <p>Attachment A provides a table outlining job seeker Mutual Obligation Requirements.</p>

Process	Details
<p><b>Considering a job seeker's circumstances</b>  <b>Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan</b></p>	<p>When outlining a job seeker's Mutual Obligation Requirements, including their Annual Activity Requirement, the Provider <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</li> <li>• the person's education, experience, skills and age</li> <li>• the impact of any disability, illness, mental condition or physical condition on the person's ability to work, look for work or participate in activities</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market</li> <li>• the participation opportunities available to the person</li> <li>• the family and caring responsibilities of the person (including availability of child care)</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW)</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information</li> <li>• whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements</li> <li>• cultural factors</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>Providers <b>should</b> consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the Provider <b>should</b> take this into account wherever possible, persons engaged by the Provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker <b>must</b> satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed PCW or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.</p> <p>The Provider <b>must</b> review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.</p> <p>If a job seeker cannot reasonably undertake an Activity (or a combination of activities) then Providers <b>must</b> not include that Activity (or combination of activities) in their Job Plan.</p>

Process	Details
	<p><b>Partial Capacity to Work (PCW)</b></p> <p>Job seekers have a PCW if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity (TRWC)</b></p> <p>A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, Providers <b>must</b> ensure that activities and the level of participation take into account the job seeker's TRWC.</p>
<p><b>Principal Carer Parents</b></p>	<p>Providers <b>must</b> consider a PCP's family and caring responsibilities, including the availability of child care.</p> <p>Face-to-face Provider Appointments and participation in activities <b>should</b> typically be scheduled during school hours (that is, generally between 9 am and 3 pm during school terms) unless it is otherwise agreed by the PCP.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p> <p>PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, Providers <b>must</b> consider whether the PCP can access appropriate care and supervision for their children during this time.</p> <p>If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For example, while PCPs are not required to attend face-to-face Provider Appointments during school holidays, they are required to engage with Providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their homes while they are caring for children on school holidays.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including the appropriate hours of participation each fortnight during that phase.</p>
<p><b>Approved programs of work for income support</b></p>	<p>The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole, National Work</p>

Process	Details
<p><b>payments</b></p>	<p>Experience Programme Placements, and the Green Army Programme.</p> <p>In a Job Plan, Providers <b>must</b> not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (A reduced rate can result from the job seeker’s own income and / or their partner’s income.)</li> <li>• for Special Benefit—Nominated Visa Holders if the person or the person’s partner has income</li> <li>• where the Activity is more than 50 hours per fortnight</li> <li>• where the job seeker is aged under 18 or is 60 and over.</li> </ul> <p>In the case of the National Work Experience Programme, participation must always only be on a voluntary basis, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will also receive the Supplement.</p> <p>Work for the Dole may be included as a voluntary item in the job seeker’s Job Plan in the above circumstances. Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.</p> <p>Job seekers aged under 18 are not able to undertake Work for the Dole or National Work Experience Programme Placements on either a compulsory or voluntary basis.</p> <p>Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary item in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider <b>should</b> update the job seeker’s Job Plan to include Work for the Dole as a compulsory activity.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement.</p>
<p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p>	<p>Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p>PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and can</p>

Process	Details
	<p>be Suspended or Exited from the Provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See <a href="#">approved short courses</a> under Additional information below.</p> <p>PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight. However the following criteria <b>must</b> be met for Voluntary Work to fully meet a PCP's requirements:</p> <ul style="list-style-type: none"> <li>• the principal carer lives in a poor labour market</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer)</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers <b>must</b> not require the PCP to undertake other additional activities. Job seekers aged 55 years and over who are meeting their Full-Time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:</p> <ul style="list-style-type: none"> <li>• simultaneously look for additional work</li> <li>• undertake other activities.</li> </ul> <p>However, they <b>must</b> remain connected with a Provider (although they are Suspended on a Provider's caseload). They <b>must</b> attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals. These Appointments <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a Full-Time job or no longer receive income support.</p> <p>DHS will make an initial Appointment with the Provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p>PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload.</p> <p><b>Role of DHS</b></p> <p>For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p>

Process	Details
	<p>The only exception to this is for PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, Providers are responsible for approving this Activity and updating the Job Plan accordingly. See Additional information below, for more details on <a href="#">approved short courses</a>.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue in Employment Provider Services. If a job seeker continues in Employment Provider Services, Providers <b>must</b> not remove the relevant compulsory activities that DHS has included in the job seeker’s Job Plan. Any additional activities included in the Job Plan <b>must</b> only be added as voluntary items.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 113</b></li> </ul>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker’s Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and the Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including PCPs and those with a PCW (15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Job seekers cannot be required to undertake more than 20 Job Searches per month.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p>	<p><b>For all job seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker’s:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search</li> <li>• substantially elevated level of family and caring responsibilities</li> <li>• accommodation situation, where this is likely to impede Job Search</li> <li>• education or skill level, where this is likely to substantially limit job opportunities</li> <li>• current Employment status (Part-Time or casual work)</li> <li>• domestic violence (including family violence) or family relationship breakdown (DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)</li> <li>• final three months of pregnancy</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills</li> <li>• cultural factors</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul>

Process	Details
	<p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for example, 15 Job Searches per month.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed</li> <li>• the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme).</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p>
<p><b>Additional reasons Providers may reduce the number of Job Searches</b></p>	<p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other activities—in particular, during the Work for the Dole Phase.</p> <p>Providers <b>should</b> reduce the number of Job Searches a job seeker is required to undertake if a job seeker is simultaneously undertaking other activities only in the limited circumstances as set out below.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved (if the job seeker is undertaking a significant number of hours of paid Employment per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further)</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be nil.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements—that is, PCPs and PCWs (15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved.</li> </ul>

Process	Details
	<p><b>Language, Literacy and Numeracy (LLN) courses</b></p> <p>For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking the Skills for Education and Employment programme, Adult Migrant English Programme or another accredited LLN course. However, Providers <b>must</b> ensure that the job seeker is simultaneously undertaking some Job Search while participating in these programmes.</p> <p><b>Other circumstances</b></p> <p>Providers <b>must</b> not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.</p> <p>PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Providers <b>must</b> also not include Job Search requirements in the Job Plans of Early School Leavers (ESLs), as their principal requirement is to undertake education or training activities.</p>
<p><b>Setting Job Searches in the Job Plan</b></p>	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring this and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans <b>should</b> contain JS09</li> <li>• for Stream C job seekers, most Job Plans <b>should</b> contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>A job seeker may have Mutual Obligation Requirements but no Job Search requirements where the job seeker is fully meeting their requirements or is an Early School Leaver.</p>
<p><b>Defining ‘Suitable work’</b>  <b>Guide to Social Security Law—3.2.8.60—Unsuitable work</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work will be Unsuitable if it:</p> <ul style="list-style-type: none"> <li>• aggravates a job seeker’s medical illness, disability or injury</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• does not meet the applicable statutory conditions of work</li> <li>• requires the person to change their place of residence where they are unwilling to move</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the Employer.</li> </ul> <p>Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.</p> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the PCP has access to appropriate care and supervision for their Child/Children during the times when the PCP would be required to work</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable</li> <li>• the PCP will be financially better off as a result of undertaking the work (refer to the <a href="#">Financial Suitability Test</a>).</li> </ul> <p>Work will be Unsuitable for PCPs if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law</a> for further information</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>)</li> <li>• any other care or supervision arrangements that the parent deems suitable</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with an assessed PCW if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.</li> </ul> <p>Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p>

## Annual Activity Requirements

Process	Details
<p><b>Defining 'Annual Activity Requirements'</b></p>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers aged under 60 have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.</p> <p>Stream B job seekers not subject to SPI for Job Seekers under 30 measure, as well as Stream C job seekers, will enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>Providers <b>must</b> determine the Activities that the job seeker <b>must</b> undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and the Social Security Law. The Provider <b>must</b> record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>The following job seekers do not have an Annual Activity Requirement:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over</li> <li>• PCPs and PCWs (15 to 29 hours per week) during the period they are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work</li> <li>• job seekers with a PCW or TRWC (0 to 14 hours per week).</li> </ul> <p>ESLs with full-time Mutual Obligation Requirements typically need to undertake Full-Time study or 25 hours a week of approved Activities. The concept of an Annual Activity Requirement is not applicable for these individuals, as they are participating in this level of Activities all the time.</p>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> <li>• <b>Clause 108</b></li> <li>• <b>Clause 109</b></li> </ul>	<p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or</li> <li>• already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For</p>

Process	Details
	<p>more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment</li> <li>• National Work Experience Programme Placements</li> <li>• Voluntary Work</li> <li>• part-time study/training (in a Certificate III or higher but not Masters or Doctorate)</li> <li>• Approved Short Courses of less than 12 months (two semester duration) or in a Certificate III or higher but not Masters or Doctorate.</li> <li>• accredited language, literacy and numeracy courses, which can include <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme</li> <li>○ Adult Migrant English Programme</li> </ul> </li> <li>• Defence Reserves</li> <li>• Other government programmes, including state government programmes and the Green Army Programme.</li> </ul> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p> <p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>• full-time study outside of the Approved Short Course conditions</li> <li>• other study outside general social security law payability and Mutual Obligation Requirement rules, including Masters and Doctorate courses.</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p>Further information on activities suitable to meet a job seeker's Annual Activity Requirement can be found in the Activity Management Guideline.</p>

Process	Details
<p><b>Hours of participation to meet Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a PCP.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>PCP and PCW (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p>Aged 30 to 59: Generally <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight). If undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p>
<p><b>Setting Annual Activity Requirements in the Job Plan</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 87</b></li> </ul>	<p>When setting approved Activities to enable a job seeker to meet their Annual Activity Requirement, the relevant approved Activities (including the fortnightly hours of participation required) <b>must</b> be included in each job seeker's Job Plan.</p> <p>Providers <b>must</b> use the relevant codes in the Department's IT Systems. The Department will actively monitor this.</p>
<p><b>Setting required hours in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the <a href="#">Learning Centre Website</a>.</p>

Process	Details
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole activities) or month (for all other approved activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the Work for the Dole IT Supporting Document.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's IT Systems Online Help.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's participation.. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b></p> <p>For all other approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p>
<p><b>Recording completion of the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary correctly displays whether the job seeker has met their Annual Activity Requirement. This information is displayed on the Activity Diary Job Seeker Summary screen.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (e.g. through participation in the Green Army programme), the Provider <b>must</b> within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their</li> </ul>

Process	Details
	<p>Annual Activity Requirement and</p> <ul style="list-style-type: none"> <li>record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's IT Systems Online Help.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and in effect, means that some job seekers will satisfy their Annual Activity Requirement early.</p> <ul style="list-style-type: none"> <li>However, any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole <b>must</b> be created as a voluntary component of their Job Plan.</li> <li>Job seekers <b>must</b> not undertake more than 50 hours per fortnight in National Work Experience Programme Placements.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a PCP, where a job seeker's capacity to work changes or when a job seeker turns 30. In these instances, the job seeker's participation <b>must</b> match their new requirement. For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan contains other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met. Job seekers can volunteer to continue in approved Activities.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers <b>must</b>:</p> <ul style="list-style-type: none"> <li>participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12-month period), and</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>complete the relevant number of hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p>
<b>Undertaking a Compliance Activity during the Work for the Dole Phase</b>	If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the Case Management Period.
<b>Participation in the Green Army Programme</b>	Participation in the Green Army Programme will meet the job seeker's Annual Activity Requirement as long as the job seeker completes the relevant Green Army Programme or project.
<b>Transition Arrangements for Employment Services 2015</b>	To minimise disruption, job seekers transitioning to the Work for the Dole Phase can complete any existing Activity commenced before 1 July 2015 that is in their employment pathway plan and is then included in their Job Plan. Participation will count towards their Annual Activity Requirement. However, the job seeker will be required to 'top up' hours by participating in additional concurrent activities, where required, to meet the relevant Annual Activity Requirement hours of participation required from 1 July 2015.

### Early School Leavers

Process	Details
<b>Defining who is an 'Early School Leaver'</b>	<p>An ESL is a person who is in receipt of Youth Allowance (Other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of Education (Certificate II level or above under the Australian Qualifications Framework).</p> <p>Providers <b>must</b> ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, Providers <b>must</b> take into account the Deed, this Guideline and the Social Security Law.</p>
<b>Suitable activities for an ESL</b> <b>Relevant Deed clause:</b> <ul style="list-style-type: none"> <li><b>Clause 105</b></li> </ul>	<p>ESLs are generally required to participate in full-time education or training, or part-time education or training in combination with other suitable activities, for at least 25 hours per week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs cannot be required to look for work. Compulsory Job Search <b>must</b> not be included in an ESL's Job Plan.</p> <p>ESLs in Stream C will meet their Mutual Obligation Requirements by engaging solely in the activities negotiated in their Job Plan (which may or may not include participation in education or training).</p>

Process	Details
	<p>Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), the young person will no longer be an ESL and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers. This includes being required to look for work and being subject to the Annual Activity Requirement during the Work for the Dole Phase.</p> <p><b>Education or training activities</b></p> <p>Participation in a full-time approved education or training course will meet ESL requirements (even if the full-time course is less than 25 hours per week). Full-time is at least 75 per cent of the course-load of an approved educational course. The <a href="#">Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2)</a> sets out approved courses.</p> <p>Where an ESL is not participating in a full-time education or training course, they are required to undertake part-time education and training activities together with other suitable activities that <b>must</b> total 25 hours a week (or 15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)).</p> <p>If a Certificate II course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate II or above qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate II level of education is attained.</p> <p>ESLs can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.</p> <p><b>Skills for Education and Employment programme, Adult Migrant English Programme or other accredited language, literacy and numeracy training</b></p> <p>Full-time participation in the Skills for Education and Employment programme or the Adult Migrant English Programme will satisfy an ESL's requirements. Part-time participation will count towards a full-time ESL's requirements if undertaken with additional activities totalling 25 hours per week (or 15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Providers may consider that state-based programmes, such as the NSW Government's Links to Learning, and other accredited or non-accredited courses, may be suitable for an ESL. These will count toward meeting requirements if they are undertaken with additional activities totalling 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p><b>Paid Employment (including self-employment), Work for the Dole, Voluntary Work, non-vocational activities</b></p> <p>Paid Employment, Work for the Dole, Voluntary Work, National Work Experience Programme Placements (for ESLs aged 18 years and older), and non-vocational activities may count towards meeting an ESL's Mutual Obligation Requirements if they are undertaken in combination with education and training. If they are undertaken alone, they cannot satisfy the ESL's requirements, regardless of the number of hours of participation, unless the ESL is in a break period from their education or training.</p> <p>These activities can be undertaken during breaks in education and training, such as between semesters or courses or while waiting for a course to begin.</p> <p>ESLs that are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future</p>

Process	Details
	<p>study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities. Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities.</p>
<p><b>Researching available courses or breaks in activities</b></p>	<p>ESLs may take a short period (generally not more than four weeks) to research available education or training courses, with the assistance of their Provider. Although the ESL does not need to be undertaking education or training in this initial period, they <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities (for example, Work for the Dole).</p> <p>There may be times when an education or training place is not immediately available or an ESL may be waiting for their course to commence or recommence (for example, periods between semesters, such as over Christmas, or mid-semester breaks). During these periods, the ESL <b>must</b> still be participating in 25 hours (or 15 hours for PCPs or job seekers with a PCW (15 to 29 hours per week)) of appropriate activities.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p>
<p><b>Exceptions—No place or suitable course available</b></p>	<p>Providers <b>must</b> ensure that ESLs have education or training included in their Job Plan, except if the Provider determines:</p> <ul style="list-style-type: none"> <li>• there is no locally accessible (including distance education) approved course or training</li> <li>• there is a course available, but <ul style="list-style-type: none"> <li>○ there is no place available for the ESL</li> <li>○ the ESL does not meet the prerequisites to undertake the course</li> <li>○ the ESL lacks the capacity to undertake the course because they have a physical, psychiatric, intellectual or learning disability.</li> </ul> </li> </ul> <p>Where the Provider determines that any of the above circumstances apply, the Provider <b>must</b> ensure that the ESL has to do other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)).</p> <p>Job Search is not a suitable activity for ESLs.</p>
<p><b>Verifying educational qualifications</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies</li> <li>• an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate II</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution</li> <li>○ a Certificate II, III or IV of General Education for Adults</li> <li>○ the International Baccalaureate</li> <li>○ other higher education pre-entry course.</li> </ul> </li> </ul> <p>Providers <b>must</b> fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified (using the cover sheet at Attachment B). When doing so, Providers <b>must</b> provide:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original)</li> <li>• if the original qualification has been lost or destroyed <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification</li> </ul> </li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>○ a letter from the relevant school or educational institution formally verifying attainment of the qualification</li> <li>○ if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and institution contact details.</li> </ul> <p>Providers <b>should</b> not send verification to DHS where the education level is below Year 12.</p> <p>The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers <b>must</b> update the Job Plan to reflect the new Mutual Obligation Requirements as a job seeker, including undertaking compulsory Job Search.</p> <p>The Provider <b>should</b> also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.</p> <p>If DHS does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the ESL to advise them of the reason why the qualification was not verified by DHS.</p>
<b>ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme</b>	<p>As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, Providers <b>should</b> encourage (but cannot require) the ESL to undertake additional education and training.</p>

### Additional information

Process	Details
<b>Financial suitability test for PCPs</b>	<p>PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="http://www.humanservices.gov.au/customer/enablers/online-estimators">http://www.humanservices.gov.au/customer/enablers/online-estimators</a>.</p>
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their Mutual Obligation Requirements.</p> <p>An exception to this is when the job seeker is undertaking study or training and the break is for four weeks or fewer and the reason for the break is outside the job seeker's control. Other mutual obligation requirements, including job search and attending appointments, are not affected by this break. For example, a training course is suspended because the trainer is unavailable for a short period or there is a scheduled short break between sections of the training course.</p>
<b>Sufficient Work Test Guide to Social Security Law—3.2.2.10—Sufficient work</b>	<p>In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the</p>

Process	Details
	<p>applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight.</p> <p>If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If:</p> <ul style="list-style-type: none"> <li>• the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement</li> <li>• the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test.</li> </ul> <p><b>Example</b></p> <p><i>Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns \$26 an hour, or \$260 a week. The applicable hourly rate for Ralph is the National Minimum Wage of \$16.87 an hour. This means he will satisfy the remuneration test if he earns at least \$253.05 a week (that is, 15 hours at \$16.87). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work.</i></p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the Documentary Evidence Guidelines. If a job seeker's commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<p><b>Approved short courses</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (Student). Job seekers undertaking Full-Time Study <b>should</b> be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve short courses for a job seeker on the condition that the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated</li> <li>• less than 12 months in duration</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Providers are responsible for identifying what training relates to skills in demand in</p>

Process	Details
	<p>each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months or more in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects</li> <li>• the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for an academic course (or a longer course—that is, more than 12 months). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course)</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS)</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and they are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, Providers <b>must</b> complete the relevant details in Activity Management and tick the ‘Meets full-time approved short course criteria’ box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from Employment Provider Services.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<p><b>Exemptions</b></p>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other activities. In the first instance, DHS will usually look to reduce a job seeker’s Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker <b>should</b> be exempt from Mutual Obligation Requirements, the job seeker <b>should</b> be advised to contact DHS to test their eligibility for an Exemption. Job seekers would need to take any evidence to DHS to support their claim. For example, a medical certificate from their doctor, if they are applying</p>

Process	Details
	<p>for a medical Exemption.</p> <p>When a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption <b>must</b> be granted by DHS.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a DHS social worker. Providers <b>should</b> also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant job seekers</b></p> <p>During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the Provider <b>must</b> take into account the job seeker's personal circumstances when setting activities in their Job Plan.</p> <p>Pregnant job seekers who are three months from their expected due date <b>must</b> not be required to look for work. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews, but the job seekers will be required to continue in some activities subject to their capacity. Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>
<p><b>Parenting Payment Single recipients over Age Pension age</b></p>	<p>Job seekers who are over Age Pension age and are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.</p>

# Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	St		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>				
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.		
12–18 months; 24-30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort. , can also use non-vocational activities <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.
18–24 months; 30 -36	<b>Work for the Dole Phase</b>		<b>Case Management</b>		<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per	<b>Appointments</b>	<b>Appointments</b> —monthly	<b>Appointments</b> <b>Job Search</b> —generally 20 per	<b>Appointments</b>

Period of months; etc	St		Stream B		Stream C
	month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	<b>Job Search</b> —generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Job Search</b> —generally 20 per month AAR—650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	month <b>Other suitable activities as appropriate</b>	<b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

**Note:** ESLs are generally required to participate in full-time education or training or part-time education or training in combination with other suitable activities for at least 25 hours per week (or 15 hours per week for PCPs or PCWs (15 to 29 hours per week)) until they attain Year 12 or an equivalent qualification. ESLs **must** not have compulsory Job Search.

### Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per

Period of Service	Stream A	Stream B	Stream C
		fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	fortnight), Work for the Dole as the principal activity, (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
<b>18–24 months; 30 – 36 months; etc</b>	<b>Work for the Dole Phase</b>  <b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Case Management</b>  <b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Case Management</b>  <b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 60 years and over

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity No AAR <b>Other suitable activities as appropriate</b>
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

**Note:**

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight– refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement.

# Attachment B Early School Leaver - Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

**(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate II or higher) for:

Job seeker's name

CRN

### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_

# Mutual Obligation Requirements (including Annual Activity Requirement) Guideline

## Document change history

Version	Effective date	End date	Change and location
1.4	01 01 16		<p>Edits to reflect 1 January 2016 changes to Early School Leaver mutual obligation requirements as a result of 2015-16 Budget measure.</p> <p>Edits to Exemptions information, including references to the Guide to Social Security Law for full list of exemptions.</p> <p>Information about allowance rate history system functionality reinserted.</p> <p>Information included that any accredited course commenced in the Case Management Phase, but not yet completed when the job seeker moves into the Work for the Dole Phase, can be counted towards a job seeker's Annual Activity Requirement.</p>
1.3	07 12 15	31 12 15	Removal of information about allowance rate history system functionality; clarification of approved activities to meet Annual Activity Requirement; clarification of Approved Short Course criteria; update to Sufficient Work test to include documentary evidence for self-employment; updates to existing tables and inclusion of additional table at Attachment A.
1.2	01 10 15	06 12 15	Included information on the National Work Experience Programme throughout document.
1.1	01 07 15	30 09 15	Clarification of arrangements for recording participation against Annual Activity Requirements; clarification of provisions for meeting Annual Activity Requirements Early; table at Attachment A adjusted.
1.0	01 07 15	30 09 15	Original version of document.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for activity-tested Stream Participants. It includes the Provider's responsibilities and required actions to enable Stream Participants with Mutual Obligation Requirements (job seekers) to meet their requirements.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the Employment Services Deed 2015–2020 (the Deed) are:

- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements.

## Relevant references

Reference documents relevant to this Guideline include:

- [Job Plans Guideline](#)
- [Activity Management Guideline](#)
- [Documentary Evidence Guideline](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Work for the Dole Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Social Security Act 1991](#)
- [Guide to Social Security Law.](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements <b>must</b> show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and</p>

Process	Details
	<p>participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.</p> <p>Job seekers <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment.</p> <p>Job seekers on the following income support payments have Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six (6))</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under social security law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have some compulsory requirements and may be Referred to an Employment Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Role of Providers</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 87</b></li> <li>• <b>Clause 106</b></li> </ul>	<p>The Provider <b>must</b> consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes the Annual Activity Requirement, where relevant. The Mutual Obligation Requirements <b>must</b> be included in the job seeker's Job Plan.</p> <p>The Provider <b>must</b> set a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and the Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p>	<p>A job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age</li> <li>• their assessed work capacity</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a Full-Time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents (PCP) once the youngest child in their care turns six years of age</li> <li>• job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker's Job Plan <b>should</b> have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers</li> <li>• undertake Job Search. Job seekers are generally required to undertake 20 Job</li> </ul>

Process	Details
	<p>Searches per month (during the Case Management Period and the Work for the Dole Phase)</p> <ul style="list-style-type: none"> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default activity where another activity is not undertaken) for the 18-49 year old cohort. Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <i>Activity Management Guideline</i>.</li> <li>• undertake appropriate activities during the Case Management Period, if not appropriately engaged in other activities. These activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase their immediate employability.</li> </ul> <p>Attachment A provides a table outlining job seeker Mutual Obligation Requirements.</p>
<p><b>Considering a job seeker's circumstances</b>  <b>Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan</b></p>	<p>When outlining a job seeker's Mutual Obligation Requirements, including their Annual Activity Requirement, the Provider <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</li> <li>• the person's education, experience, skills and age</li> <li>• the impact of any disability, illness, mental condition or physical condition on the person's ability to work, look for work or participate in activities</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market</li> <li>• the participation opportunities available to the person</li> <li>• the family and caring responsibilities of the person (including availability of child care)</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW)</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information</li> <li>• whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements</li> <li>• cultural factors</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>Providers <b>should</b> consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the Provider <b>should</b> take this into account wherever possible, persons engaged by the Provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker <b>must</b> satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>

Process	Details
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed PCW or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.</p> <p>The Provider <b>must</b> review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.</p> <p>If a job seeker cannot reasonably undertake an Activity (or a combination of activities) then Providers <b>must</b> not include that Activity (or combination of activities) in their Job Plan.</p> <p><b>Partial Capacity to Work (PCW)</b></p> <p>Job seekers have a PCW if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity (TRWC)</b></p> <p>A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, Providers <b>must</b> ensure that activities and the level of participation take into account the job seeker's TRWC.</p>
<p><b>Principal Carer Parents</b></p>	<p>Providers <b>must</b> consider a PCP's family and caring responsibilities, including the availability of child care.</p> <p>Face-to-face Provider Appointments and participation in activities <b>should</b> typically be scheduled during school hours (that is, generally between 9 am and 3 pm during school terms) unless it is otherwise agreed by the PCP.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the Christmas public holiday falls.</p> <p>PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, Providers <b>must</b> consider whether the PCP can access appropriate care and supervision for their children during this time.</p> <p>If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For</p>

Process	Details
	<p>example, while PCPs are not required to attend face-to-face Provider Appointments during school holidays, they are required to engage with Providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their home while they are caring for children on school holidays.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including the appropriate hours of participation each fortnight during that phase.</p>
<p><b>Approved programs of work for income support payments</b></p>	<p>The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole, National Work Experience Programme Placements, and the Green Army Programme.</p> <p>In a Job Plan, Providers <b>must</b> not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (A reduced rate can result from the job seeker's own income and / or their partner's income.)</li> <li>• for Special Benefit—Nominated Visa Holders if the person or the person's partner has income</li> <li>• where the Activity is more than 50 hours per fortnight</li> <li>• where the job seeker is aged under 18 or is 60 and over.</li> </ul> <p>In the case of the National Work Experience Programme, participation must always only be on a voluntary basis, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will also receive the Supplement.</p> <p>Work for the Dole may be included as a voluntary item in the job seeker's Job Plan in the above circumstances. Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.</p> <p>Job seekers aged under 18 are not able to undertake Work for the Dole or National Work Experience Programme Placements on either a compulsory or voluntary basis.</p> <p>Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary item in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider <b>should</b> update the job seeker's Job Plan to include Work for the Dole as a compulsory activity.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an</p>

Process	Details
	<p>alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement.</p> <p>Providers can view a job seeker's previous four fortnights' income support payment rate within the Department's IT Systems (that is, whether they received a full rate or a reduced rate due to the income test). This will help providers to determine if a job seeker is in receipt of a part or nil rate of payment and therefore if they should be undertaking work for the dole on a compulsory basis.</p>
<p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p>	<p>Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p>PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See <a href="#">approved short courses</a> under Additional information below.</p> <p>PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight. However the following criteria <b>must</b> be met for Voluntary Work to fully meet a PCP's requirements:</p> <ul style="list-style-type: none"> <li>• the principal carer lives in a poor labour market</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer)</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers <b>must</b> not require the PCP to undertake other additional activities. Job seekers aged 55 years and over who are meeting their Full-Time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:</p> <ul style="list-style-type: none"> <li>• simultaneously look for additional work</li> <li>• undertake other activities.</li> </ul> <p>However, they <b>must</b> remain connected with a Provider (although they are Suspended on a Provider's caseload). They <b>must</b> attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals. These Appointments <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours</p>

Process	Details
	<p>of paid work until they obtain a Full-Time job or no longer receive income support.</p> <p>DHS will make an initial Appointment with the Provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p>PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload.</p> <p><b>Role of DHS</b></p> <p>For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>The only exception to this is for PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, Providers are responsible for approving this Activity and updating the Job Plan accordingly. See Additional information below, for more details on <a href="#">approved short courses</a>.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue in Employment Provider Services. If a job seeker continues in Employment Provider Services, Providers <b>must</b> not remove the relevant compulsory activities that DHS has included in the job seeker's Job Plan. Any additional activities included in the Job Plan <b>must</b> only be added as voluntary items.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 113</b></li> </ul>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and the Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including PCPs and those with a PCW (15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Early School Leavers who are not meeting their mutual obligation requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for PCP and PCW ESLs) <b>should</b> also have up to 20 Job</p>

Process	Details
	<p>Searches each month in their Job Plan.</p> <p>Job seekers cannot be required to undertake more than 20 Job Searches per month.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p>	<p><b>For all job seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search</li> <li>• substantially elevated level of family and caring responsibilities</li> <li>• accommodation situation, where this is likely to impede Job Search</li> <li>• education or skill level, where this is likely to substantially limit job opportunities</li> <li>• current Employment status (Part-Time or casual work)</li> <li>• domestic violence (including family violence) or family relationship breakdown (DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)</li> <li>• final three months of pregnancy</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills</li> <li>• cultural factors</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for example, 15 Job Searches per month.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed</li> <li>• the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme).</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p>
<p><b>Additional reasons Providers may reduce the number of</b></p>	<p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other activities—in particular</p>

Process	Details
<p><b>Job Searches</b></p>	<p>study or during the Work for the Dole Phase.</p> <p>Providers <b>should</b> reduce the number of Job Searches a job seeker is required to undertake if a job seeker is simultaneously undertaking other activities only in the limited circumstances as set out below.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved (if the job seeker is undertaking a significant number of hours of paid Employment per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further)</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be nil.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements—that is, PCPs and PCWs (15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved.</li> </ul> <p><b>Language, Literacy and Numeracy (LLN) courses</b></p> <p>For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking the Skills for Education and Employment programme, Adult Migrant English Programme or another accredited LLN course. Providers <b>must</b>, however, ensure that the job seeker is simultaneously undertaking some Job Search, as recorded in their Job Plan, while participating in these programmes.</p> <p><b>Other circumstances</b></p> <p>Providers <b>must</b> not include job search requirements for Early School Leavers undertaking appropriate hours of education or training as part of meeting their mutual obligation requirements. . Early School Leavers who are not engaged in education or, education and work, for 25 hours a week (15 hours for PCP and PCW ESLs) have a requirement to look for up to 20 jobs each months included in their Job Plans on a compulsory basis.</p> <p>Providers <b>must</b> not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.</p> <p>PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p>

Process	Details
<p><b>Setting Job Searches in the Job Plan</b></p>	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring this and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans <b>should</b> contain JS09</li> <li>• for Stream C job seekers, most Job Plans <b>should</b> contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>A job seeker may have Mutual Obligation Requirements but no Job Search requirements where the job seeker is fully meeting their requirements or is an Early School Leaver who is undertaking appropriate full-time study or a combination of part-time study and part-time work of 25 hours per week.</p>
<p><b>Defining ‘Suitable work’ Guide to Social Security Law— 3.2.8.60—Unsuitable work</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work will be Unsuitable if it:</p> <ul style="list-style-type: none"> <li>• would aggravate a job seeker’s medical illness, disability or injury</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention</li> <li>• does not meet the applicable statutory conditions of work</li> <li>• requires the person to change their place of residence where they are unwilling to move</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the Employer.</li> </ul> <p>Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.</p> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the PCP has access to appropriate care and supervision for their Child/Children during the times when the PCP would be required to work</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable</li> <li>• the PCP will be financially better off as a result of undertaking the work (refer to the <a href="#">Financial Suitability Test</a>).</li> </ul> <p>Work will be Unsuitable for PCPs if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law</a> for further information</p>

Process	Details
	<p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>)</li> <li>• any other care or supervision arrangements that the parent deems suitable</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with an assessed PCW if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.</li> </ul> <p>Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p>

## Annual Activity Requirements

Process	Details
<p><b>Defining 'Annual Activity Requirements'</b></p>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers aged under 60 have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.</p> <p>Stream B job seekers not subject to SPI for Job Seekers under 30 measure, as well as Stream C job seekers, will enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>Providers <b>must</b> determine the Activities that the job seeker <b>must</b> undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and the Social Security Law. The Provider <b>must</b> record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>The following job seekers do not have an Annual Activity Requirement:</p>

Process	Details
	<ul style="list-style-type: none"> <li>• job seekers aged 60 years and over</li> <li>• PCPs and PCWs (15 to 29 hours per week) during the period they are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work</li> <li>• job seekers with a PCW or TRWC (0 to 14 hours per week)</li> </ul> <p>Early School Leavers with full-time Mutual Obligation Requirements typically need to undertake 25 hours a week of approved activities so the concept of an Annual Activity Requirement is not applicable, as they are participating in this level of Activities all the time.</p>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> <li>• <b>Clause 108</b></li> <li>• <b>Clause 109</b></li> </ul>	<p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement.</li> <li>• already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment</li> <li>• National Work Experience Programme Placements</li> <li>• Voluntary Work</li> <li>• part-time study/training, which must be: <ul style="list-style-type: none"> <li>○ a Cert III or higher but not Masters or Doctorate and meet Short Course approval conditions i.e. it must be less than 12 months (two semesters) duration, or,</li> <li>○ an accredited course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase.*</li> </ul> </li> <li>• accredited language, literacy and numeracy courses, which can include <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme</li> <li>○ Adult Migrant English Programme</li> </ul> </li> <li>• Defence Reserves</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>Other government programmes, including state government programmes and the Green Army Programme.</li> </ul> <p>Courses must still meet all other income support payability rules such as short course rules and not be at Masters and Doctorate level.</p> <p>*For these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement.</p> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p> <p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>non-accredited education and training</li> <li>Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>full-time study outside of the Approved Short Course conditions (including Masters and Doctorate courses).</li> <li>non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p>Further information on activities suitable to meet a job seeker's Annual Activity Requirement can be found in the Activity Management Guideline.</p>
<p><b>Hours of participation to meet Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a PCP.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>Aged under 30 years: Generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>Aged 30 to 59: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>Job seekers with part-time Mutual Obligation Requirements, PCP and PCW (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>Aged under 30 years: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p>Aged 30 to 59: Generally <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight). If undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p>
<p><b>Setting Annual Activity Requirements in the Job Plan</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>Clause 87</li> </ul>	<p>When setting approved Activities to enable a job seeker to meet their Annual Activity Requirement, the relevant approved Activities (including the fortnightly hours of participation required) <b>must</b> be included in each job seeker's Job Plan.</p> <p>Providers <b>must</b> use the relevant codes in the Department's IT Systems. The Department will actively monitor this.</p>

Process	Details
<p><b>Setting required hours in the Activity Diary</b>  <b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b>  <b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole activities) or month (for all other approved activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the Work for the Dole IT Supporting Document.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's IT Systems Online Help.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's scheduled participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b></p> <p>For all other approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met for that period.</p>
<p><b>Recording completion of the Annual Activity</b></p>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary correctly displays whether the job seeker has met their Annual Activity</p>

Process	Details
<p><b>Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 107</b></li> </ul>	<p>Requirement. This information is displayed on the Activity Diary Job Seeker Summary screen.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (e.g. through participation in the Green Army programme), the Provider <b>must</b> within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's IT Systems Online Help.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and in effect, means that some job seekers will satisfy their Annual Activity Requirement early.</p> <ul style="list-style-type: none"> <li>• However, any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole <b>must</b> be created as a voluntary component of their Job Plan.</li> <li>• Job seekers <b>must</b> not undertake more than 50 hours per fortnight in National Work Experience Programme Placements.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a PCP, where a job seeker's capacity to work changes or when a job seeker turns 30. In these instances, the job seeker's participation <b>must</b> match their new requirement. For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan contains other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity</p>

Process	Details
	<p>Requirement for that year has already been met. Job seekers can volunteer to continue in approved Activities.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12-month period), and</li> <li>• complete the relevant number of hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p>
<p><b>Undertaking a Compliance Activity during the Work for the Dole Phase</b></p>	<p>If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the following Case Management Period.</p>
<p><b>Participation in the Green Army Programme</b></p>	<p>Participation in the Green Army Programme will meet the job seeker's Annual Activity Requirement as long as the job seeker completes the relevant Green Army Programme or project.</p>
<p><b>Transition Arrangements for Employment Services 2015</b></p>	<p>To minimise disruption, job seekers transitioning to the Work for the Dole Phase can complete any existing Activity commenced before 1 July 2015 that is in their employment pathway plan and is then included in their Job Plan. Participation will count towards their Annual Activity Requirement. However, the job seeker will be required to 'top up' hours by participating in additional concurrent activities, where required, to meet the relevant Annual Activity Requirement hours of participation required from 1 July 2015.</p>

### Early School Leavers

Process	Details
<p><b>Defining who is an 'Early School Leaver'</b></p>	<p>An ESL is a person who is in receipt of Youth Allowance (Other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).</p> <p>Providers <b>must</b> ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, Providers <b>must</b> take into account the Deed, this</p>

Process	Details
	Guideline and the Social Security Law.
<p><b>Suitable activities for an ESL</b></p> <p><b>Relevant Deed clause:</b></p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>ESLs are generally required to participate for at least 25 hours per week (15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)) in:</p> <ul style="list-style-type: none"> <li>• full-time education or training; or</li> <li>• a combination of part-time education or training and part-time work; or</li> <li>• other approved activities in addition to up to 20 compulsory job searches each month;</li> </ul> <p>until they turn 22 years of age or attain Year 12 or an equivalent qualification.</p> <p>Providers <b>must not</b> include Job Search requirements in the Job Plan of ESLs who are in full-time education or training, or who are undertaking a combination of part-time education or training and part-time work for 25 hours per week (15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)). Job search <b>can and should</b> be included as a compulsory term in the Job Plan of all Early School Leavers who are not in the above outlined circumstances however.</p> <p>ESLs in Stream C will meet their Mutual Obligation Requirements by engaging solely in the activities negotiated in their Job Plan, which can include job search as appropriate. Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), or turns 22 years of age, the young person will no longer be an ESL and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers.</p> <p>ESLs who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities (if any). Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities.</p> <p><b>Education or training activities</b></p> <p>Participation in a full-time approved education or training course will meet ESL requirements even if the full-time course is less than 25 hours per week. Full-time is at least 75 per cent of the full-time course-load of an approved full-time educational course. The Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2) sets out approved courses.</p> <p>If a Certificate III course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I or Certificate II course if participation in the lower level course will help them to go on to complete their Year 12 or a Certificate III (or above) qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate III level of education is attained, or they turn 22 years of age.</p> <p><b>Accredited language, literacy and numeracy training programmes.</b></p> <p>ESLs can also participate in accredited language literacy and numeracy programmes that help build foundation skills such as the Skills for Education and Employment programme and the Adult Migrant English Programme,.</p> <p>Full-time participation in these programmes will satisfy an ESL's requirements. Part-time participation also meets an ESL's requirements if undertaken with part-time work that combines to a total of 25 hours per week (15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week)), In all other circumstances, participation in these courses should be accompanied by participation</p>

Process	Details
	<p>in other approved activities to achieve a total participation of 25 hours a week, in addition to job search.</p> <p><b>State-Based Labour Market Programmes</b></p> <p>Providers may consider state-based programmes to be suitable for an ESL. These activities will satisfy ESL mutual obligation requirements if they are 25 hours a week or if they are undertaken with part-time work to total 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)), In all other circumstances, participation in these programmes should be accompanied by participation in other approved activities together with job search to achieve a total participation of 25 hours a week.</p>
<p><b>What are other approved activities for Early School Leavers?</b></p>	<p>Early School Leavers can also participate in Voluntary Work, paid self-employment, Work for the Dole* and National Work Experience Programme Placements* (*for ESLs aged 18 years and over). These activities can be combined with part-time study to meet the 25 hours a week requirement or can be undertaken for 25 hours a week in addition to job search requirements.</p>
<p><b>Verifying educational qualifications</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 105</li> </ul>	<p>Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies</li> <li>• an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate III</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution</li> <li>○ a Certificate III or IV of General Education for Adults</li> <li>○ the International Baccalaureate</li> <li>○ other higher education pre-entry course.</li> </ul> </li> </ul> <p>Providers <b>must</b> fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified, using the cover sheet at <a href="#">Attachment B</a> together with:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original)</li> <li>• if the original qualification has been lost or destroyed <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification</li> <li>○ a letter from the relevant education institution formally verifying attainment of the qualification</li> <li>○ if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and institution contact details.</li> </ul> </li> </ul> <p>Providers <b>should</b> not send verification to DHS where the education level is below Year 12.</p> <p>The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers <b>must</b> update the Job Plan to reflect the new Mutual Obligation Requirements as a usual job seeker.</p> <p>The Provider <b>should</b> also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.</p> <p>If DHS does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the ESL to advise them of the reason why the qualification was not verified by DHS.</p>

Process	Details
<b>ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme</b>	As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, Providers <b>should</b> encourage (but cannot require) the ESL to undertake additional education and training.

### Additional information

Process	Details
<b>Financial suitability test for PCPs</b>	PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="http://www.humanservices.gov.au/customer/enablers/online-estimators">http://www.humanservices.gov.au/customer/enablers/online-estimators</a> .
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their Mutual Obligation Requirements.</p> <p>An exception to this is when the job seeker is undertaking study or training and the break is for four weeks or fewer and the reason for the break is outside the job seeker's control. Other mutual obligation requirements, including job search and attending appointments, are not affected by this break. For example, a training course is suspended because the trainer is unavailable for a short period or there is a scheduled short break between sections of the training course.</p>
<b>Sufficient Work Test Guide to Social Security Law—3.2.2.10—Sufficient work</b>	<p>In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight.</p> <p>If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If:</p> <ul style="list-style-type: none"> <li>the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement</li> <li>the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test.</li> </ul> <p><b>Example</b></p> <p><i>Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns \$26 an hour, or \$260 a week. The Applicable</i></p>

Process	Details
	<p><i>hourly rate for Ralph is the National Minimum Wage of \$17.29 an hour (at 11 December 2015). This means he will satisfy the remuneration test if he earns at least \$259.35 a week (that is, 15 hours at \$17.29). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work.</i></p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the Documentary Evidence Guidelines. If a job seeker's commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<p><b>Approved short courses</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study <b>should</b> be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve short courses for a job seeker on the condition that the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated</li> <li>• less than 12 months (two semesters) in duration</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months (two semesters) or longer in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can only be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects</li> <li>• the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or a longer course—that is, 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course)</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS)</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker's Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and they are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, Providers <b>must</b> complete the relevant details in Activity Management and tick the 'Meets full-time approved short course criteria' box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from Employment Provider Services.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<b>Exemptions</b>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security law, DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other activities. In the first instance, DHS will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker does not have capacity to undertake any job search or other approved activity and <b>should</b> be considered for an exemption from Mutual Obligation Requirements, the job seeker <b>should</b> be advised to contact DHS to test their eligibility for an Exemption. Job seekers need to provide any evidence supporting their claim to DHS. For example, an appropriate medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>if a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p>Special exemptions that providers should be aware of are:</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption <b>must</b> be granted by DHS.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a DHS social worker. Providers <b>should</b> also refer a job seeker to the</p>

Process	Details
	<p>range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant job seekers</b></p> <p>During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the Provider <b>must</b> take into account the job seeker's personal circumstances when setting activities in their Job Plan.</p> <p>During the three months before a pregnant job seeker's expected due date they will not be required to undertake job search, although they must continue to satisfy requirements by undertaking other suitable activities. During this time providers cannot compel these job seekers to accept job offers or referrals to job interviews</p> <p>Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p> <p>For further information on these and other exemptions can be found in the Guide to Social Security Law:  <a href="http://guides.dss.gov.au/guide-social-security-law/3/2/11">http://guides.dss.gov.au/guide-social-security-law/3/2/11</a></p>
<p><b>Parenting Payment Single recipients over Age Pension age</b></p>	<p>Job seekers who have reached Age Pension age and who are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.</p>

# Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	Stream A		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>				
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.		
12–18 months; 24-30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort. , can also use non-vocational activities <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.
18–24 months; 30 -36	<b>Work for the Dole Phase</b>		<b>Case Management</b>		<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per	<b>Appointments</b>	<b>Appointments</b> —monthly	<b>Appointments</b> <b>Job Search</b> —generally 20 per	<b>Appointments</b>

Period of months; etc	Stream A		Stream B		Stream C
	month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity AAR for PCP/PCW—390 over 26 weeks (30 hours per fortnight), choice of activities	Job Search—generally 20 per month AAR—650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	month Other suitable activities as appropriate	Job Search—depends on capacity Other suitable activities as appropriate

### Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	Self Service and Job Activity	Case Management	Case Management
	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments Job Search— depends on capacity Other suitable activities as appropriate
6–12 months	Work for the Dole Phase		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	Case Management	Work for the Dole Phase	Work for the Dole Phase
	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity, (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.

Period of Service	Stream A	Stream B	Stream C
		<p><b>AAR for PCP/PCW</b>—200 hours over 26 weeks (15–16 hours per fortnight), choice of activities</p>	<p>can also use non-vocational activities  <b>AAR for PCP/PCW</b>—200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities</p>
<p><b>18–24 months;</b>  <b>30 – 36 months;</b>  <b>etc</b></p>	<p><b>Work for the Dole Phase</b></p> <p><b>Appointments</b>  <b>Job Search</b>—generally 20 per month  <b>AAR</b>—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken) for the 18-49 year old cohort.</p> <p><b>AAR for PCP/PCW</b>—200 hours over 26 weeks (15–16 hours per fortnight), choice of activities</p>	<p><b>Case Management</b></p> <p><b>Appointments</b>  <b>Job Search</b>—generally 20 per month  <b>Other suitable activities as appropriate</b></p>	<p><b>Case Management</b></p> <p><b>Appointments</b>  <b>Job Search</b>—depends on capacity  <b>Other suitable activities as appropriate</b></p>

## Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 60 years and over

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity No AAR <b>Other suitable activities as appropriate</b>
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

**Note:**

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight– refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to PCPs and PCW.

# Attachment B Early School Leaver - Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



# Mutual Obligation Requirements (including Annual Activity Requirement) Guideline

## Document change history

Version	Effective date	End date	Change and location
1.5	08 02 16		<p>Addition of category –Non-government programmes approved for Annual Activity Requirement purposes (p. 14).</p> <p>Clarification to Early School Leaver mutual obligation requirements (p.18, 19 and 20).</p>
1.4	01 01 16	07 02 16	<p>Edits to reflect 1 January 2016 changes to Early School Leaver mutual obligation requirements as a result of 2015-16 Budget measure.</p> <p>Edits to Exemptions information, including references to the Guide to Social Security Law for full list of exemptions.</p> <p>Information about allowance rate history system functionality reinserted.</p> <p>Information included that any accredited course commenced in the Case Management Phase, but not yet completed when the job seeker moves into the Work for the Dole Phase, can be counted towards a job seeker's Annual Activity Requirement.</p>
1.3	07 12 15	31 12 15	<p>Removal of information about allowance rate history system functionality; clarification of approved activities to meet Annual Activity Requirement; clarification of Approved Short Course criteria; update to Sufficient Work test to include documentary evidence for self-employment; updates to existing tables and inclusion of additional table at Attachment A.</p>
1.2	01 10 15	06 12 15	<p>Included information on the National Work Experience Programme throughout document.</p>
1.1	01 07 15	30 09 15	<p>Clarification of arrangements for recording participation against Annual Activity Requirements; clarification of provisions for meeting Annual Activity Requirements Early; table at Attachment A adjusted.</p>
1.0	01 07 15	30 09 15	<p>Original version of document.</p>

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, **'must'** means that compliance is mandatory and **'should'** means that compliance represents best practice and that compliance is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for activity-tested Stream Participants. It includes the Provider's responsibilities and required actions to enable Stream Participants with Mutual Obligation Requirements (job seekers) to meet their requirements.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the Employment Services Deed 2015–2020 (the Deed) are:

- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements.

## Relevant references

Reference documents relevant to this Guideline include:

- [Job Plans Guideline](#)
- [Activity Management Guideline](#)
- [Documentary Evidence Guideline](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Work for the Dole Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Social Security Act 1991](#)
- [Guide to Social Security Law.](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under the Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements <b>must</b> show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services (DHS) has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.</p> <p>Job seekers <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment.</p> <p>Job seekers on the following income support payments have Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six (6))</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under social security law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have some compulsory requirements and may be Referred to an Employment Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Role of Providers</b></p> <p>Relevant Deed clauses:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> <li>• Clause 106</li> </ul>	<p>The Provider <b>must</b> consult with the job seeker and then set appropriate activities for the job seeker to meet their Mutual Obligation Requirements. This includes the Annual Activity Requirement, where relevant. The Mutual Obligation Requirements <b>must</b> be included in the job seeker's Job Plan.</p> <p>The Provider <b>must</b> set a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and the Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p>	<p>A job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age</li> <li>• their assessed work capacity</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a Full-Time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p>

Process	Details
	<ul style="list-style-type: none"> <li>• Principal Carer Parents (PCP) once the youngest child in their care turns six years of age</li> <li>• job seekers with a Partial Capacity to Work (PCW) of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, the job seeker's Job Plan <b>should</b> have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers</li> <li>• undertake Job Search. Job seekers are generally required to undertake 20 Job Searches per month (during the Case Management Period and the Work for the Dole Phase)</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default activity where another activity is not undertaken for the 18-49 year old cohort. Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <i>Activity Management Guideline</i>.</li> <li>• undertake appropriate activities during the Case Management Period, if not appropriately engaged in other activities. These activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase their immediate employability.</li> </ul> <p>Attachment A provides a table outlining job seeker Mutual Obligation Requirements.</p>
<p><b>Considering a job seeker's circumstances</b>  <b>Guide to Social Security Law—3.2.8.50—What can be included in a Job Plan</b></p>	<p>When outlining a job seeker's Mutual Obligation Requirements, including their Annual Activity Requirement, the Provider <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</li> <li>• the person's education, experience, skills and age</li> <li>• the impact of any disability, illness, mental condition or physical condition on the person's ability to work, look for work or participate in activities</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market</li> <li>• the participation opportunities available to the person</li> <li>• the family and caring responsibilities of the person (including availability of child care)</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a PCP or has an assessed PCW)</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information</li> <li>• whether the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements</li> <li>• cultural factors</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>Providers <b>should</b> consult with job seekers to understand the activities the job seeker is interested in or may prefer to undertake. This can include things that will help the job seeker find work or will help them deal with, or sufficiently manage, vocational or personal issues that may affect their employability. While the Provider <b>should</b> take this into account wherever possible, persons engaged by the Provider to perform functions or provide Services, as the Delegate of the Secretary of the Department of Employment, will determine what requirements the job seeker <b>must</b> satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed PCW or a Temporary Reduced Work Capacity (TRWC). These will generally be identified by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). Where there is no ESAt or JCA, the Job Seeker Classification Instrument (JSCI) may also help identify personal issues that may affect a job seeker's employability.</p> <p>The Provider <b>must</b> review the job seeker's identified barriers or personal issues and determine activities that will best help the job seeker address, or sufficiently manage, these issues while ensuring they meet their fortnightly Mutual Obligation Requirements.</p> <p>If a job seeker cannot reasonably undertake an Activity (or a combination of activities) then Providers <b>must</b> not include that Activity (or combination of activities) in their Job Plan.</p> <p><b>Partial Capacity to Work (PCW)</b></p> <p>Job seekers have a PCW if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity (TRWC)</b></p> <p>A job seeker may have a temporary medical condition and have a TRWC, which is identified through an ESAt. Job seekers will have reduced requirements for the period of their TRWC. When setting appropriate activities, Providers <b>must</b> ensure that activities and the level of participation take into account the job seeker's TRWC.</p>
<p><b>Principal Carer Parents</b></p>	<p>Providers <b>must</b> consider a PCP's family and caring responsibilities, including the availability of child care.</p> <p>Face-to-face Provider Appointments and participation in activities <b>should</b> typically be scheduled during school hours (that is, generally between 9 am and 3 pm during school terms) unless it is otherwise agreed by the PCP.</p> <p>PCPs do not have Mutual Obligation Requirements during the fortnight in which the</p>

Process	Details
	<p>Christmas public holiday falls.</p> <p>PCPs need to continue to meet their part-time Mutual Obligation Requirements at all other times and during school holidays. However, Providers <b>must</b> consider whether the PCP can access appropriate care and supervision for their children during this time.</p> <p>If the PCP is required to undertake an activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the PCP has a Valid Reason or Reasonable Excuse, alternative requirements need to be set to enable the job seeker to meet their Mutual Obligation Requirements. For example, while PCPs are not required to attend face-to-face Provider Appointments during school holidays, they are required to engage with Providers through other means, such as by telephone. Job Search is also something that PCPs can undertake from their home while they are caring for children on school holidays.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker’s Stream and phase when setting a job seeker’s Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker’s Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including the appropriate hours of participation each fortnight during that phase.</p>
<p><b>Approved programs of work for income support payments</b></p>	<p>The Social Security Law has specific provisions with regards to requiring job seekers to undertake an approved program of work, such as Work for the Dole, National Work Experience Programme Placements, and the Green Army Programme.</p> <p>In a Job Plan, Providers <b>must</b> not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (A reduced rate can result from the job seeker’s own income and / or their partner’s income.)</li> <li>• for Special Benefit—Nominated Visa Holders if the person or the person’s partner has income</li> <li>• where the Activity is more than 50 hours per fortnight</li> <li>• where the job seeker is aged under 18 or is 60 and over.</li> </ul> <p>In the case of the National Work Experience Programme, participation must always only be on a voluntary basis, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will also receive the Supplement.</p> <p>Work for the Dole may be included as a voluntary item in the job seeker’s Job Plan in the above circumstances. Job seekers undertaking Work for the Dole on a compulsory or voluntary basis will receive a fortnightly Approved Program of Work Supplement with their income support.</p> <p>Job seekers aged under 18 are not able to undertake Work for the Dole or National Work Experience Programme Placements on either a compulsory or voluntary basis.</p> <p>Job seekers on anything less than the full rate of income support may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b></p>

Process	Details
	<p>only be included as a voluntary item in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider <b>should</b> update the job seeker's Job Plan to include Work for the Dole as a compulsory activity.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement.</p> <p>Providers can view a job seeker's previous four fortnights' income support payment rate within the Department's IT Systems (that is, whether they received a full rate or a reduced rate due to the income test). This will help providers to determine if a job seeker is in receipt of a part or nil rate of payment and therefore if they should be undertaking work for the dole on a compulsory basis.</p>
<p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p>	<p>Certain job seeker cohorts, namely PCPs, those with a PCW (15 to 29 hours per week) and job seekers aged 55 years and over are able to meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p>PCPs and job seekers with a PCW (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study (or a combination) cannot be required to simultaneously undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload. This also applies if the PCP or a job seeker with a PCW (15 to 29 hours per week) is participating in the Green Army Programme for 30 hours per fortnight. See <a href="#">approved short courses</a> under Additional information below.</p> <p>PCPs are also able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight. However the following criteria <b>must</b> be met for Voluntary Work to fully meet a PCP's requirements:</p> <ul style="list-style-type: none"> <li>• the principal carer lives in a poor labour market</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the PCP has access to a computer)</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>PCPs aged under 55 years undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers <b>must</b> not require the PCP to undertake other additional activities. Job seekers aged 55 years and over who are meeting their Full-Time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved Voluntary Work (or a combination) cannot be required to:</p> <ul style="list-style-type: none"> <li>• simultaneously look for additional work</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• undertake other activities.</li> </ul> <p>However, they <b>must</b> remain connected with a Provider (although they are Suspended on a Provider's caseload). They <b>must</b> attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals. These Appointments <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have Full-Time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a Full-Time job or no longer receive income support.</p> <p>DHS will make an initial Appointment with the Provider for job seekers aged 55 years and over even if they are already satisfying their Mutual Obligation Requirements at their first contact with DHS. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p>PCW 0 to 14 hours per week or TRWC 0 to 14 hours per week who fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS do not need to remain connected with a Provider and can be Suspended or Exited from the Provider's caseload.</p> <p><b>Role of DHS</b></p> <p>For these cohorts of job seekers, DHS is responsible for determining whether the individual job seeker is actually meeting their Mutual Obligation Requirements, as outlined above. Where DHS establishes that they are participating sufficiently in the relevant approved activities, DHS will update the job seeker's Job Plan to include the Activities they are undertaking to meet their Mutual Obligation Requirements. Once DHS determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>The only exception to this is for PCPs and PCWs who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course. In this instance, Providers are responsible for approving this Activity and updating the Job Plan accordingly. See Additional information below, for more details on <a href="#">approved short courses</a>.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is meeting their Mutual Obligation Requirements through sufficient participation in the activities outlined above, they may elect to continue in Employment Provider Services. If a job seeker continues in Employment Provider Services, Providers <b>must</b> not remove the relevant compulsory activities that DHS has included in the job seeker's Job Plan. Any additional activities included in the Job Plan <b>must</b> only be added as voluntary items.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b> Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 113</b></li> </ul>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and the Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers</p>

Process	Details
	<p>(including PCPs and those with a PCW (15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Early School Leavers who are not meeting their mutual obligation requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for PCP and PCW ESLs) <b>should</b> also have up to 20 Job Searches each month in their Job Plan.</p> <p>Job seekers cannot be required to undertake more than 20 Job Searches per month.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p>	<p><b>For all job seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search</li> <li>• substantially elevated level of family and caring responsibilities</li> <li>• accommodation situation, where this is likely to impede Job Search</li> <li>• education or skill level, where this is likely to substantially limit job opportunities</li> <li>• current Employment status (Part-Time or casual work)</li> <li>• domestic violence (including family violence) or family relationship breakdown (DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)</li> <li>• final three months of pregnancy</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills</li> <li>• cultural factors</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for example, 15 Job Searches per month.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed</li> <li>• the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being</p>

Process	Details
	<p>addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme).</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p>
<p><b>Additional reasons Providers may reduce the number of Job Searches</b></p>	<p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other activities—in particular study or during the Work for the Dole Phase.</p> <p>Providers <b>should</b> reduce the number of Job Searches a job seeker is required to undertake if a job seeker is simultaneously undertaking other activities only in the limited circumstances as set out below.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved (if the job seeker is undertaking a significant number of hours of paid Employment per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further)</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be nil.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements—that is, PCPs and PCWs (15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches <b>should</b> be halved.</li> </ul> <p><b>Language, Literacy and Numeracy (LLN) courses</b></p> <p>For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking the Skills for Education and Employment programme, Adult Migrant English Programme or another accredited LLN course. Providers <b>must</b>, however, ensure that the job seeker is simultaneously undertaking some Job Search, as recorded in their Job Plan, while participating in these programmes.</p> <p><b>Other circumstances</b></p> <p>Providers <b>must</b> not include job search requirements for Early School Leavers undertaking appropriate hours of education or training as part of meeting their mutual obligation requirements. Early School Leavers who are not engaged in education or, education and work, for 25 hours a week (15 hours for PCP and PCW ESLs) have a requirement to look for up to 20 jobs each month included in their Job Plans on a compulsory basis.</p> <p>Providers <b>must</b> not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.</p> <p>PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or</p>

Process	Details
	<p>approved study <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p> <p>Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must</b> not have any simultaneous Job Search requirements included in their Job Plans.</p>
<p><b>Setting Job Searches in the Job Plan</b></p>	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring this and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans <b>should</b> contain JS09</li> <li>• for Stream C job seekers, most Job Plans <b>should</b> contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>A job seeker may have Mutual Obligation Requirements but no Job Search requirements where the job seeker is fully meeting their requirements or is an Early School Leaver who is undertaking appropriate full-time study or a combination of part-time study and part-time work of 25 hours per week.</p>
<p><b>Defining ‘Suitable work’</b>  <b>Guide to Social Security Law—3.2.8.60—Unsuitable work</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in the Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work will be Unsuitable if it:</p> <ul style="list-style-type: none"> <li>• would aggravate a job seeker’s medical illness, disability or injury</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention</li> <li>• does not meet the applicable statutory conditions of work</li> <li>• requires the person to change their place of residence where they are unwilling to move</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the Employer.</li> </ul> <p>Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.</p> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>PCPs cannot be required to accept Employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the PCP has access to appropriate care and supervision for their Child/Children during the times when the PCP would be required to work</li> <li>• the location of either the workplace or the child care facility would make the</li> </ul>

Process	Details
	<p>total travel time to and from work unreasonable</p> <ul style="list-style-type: none"> <li>the PCP will be financially better off as a result of undertaking the work (refer to the <a href="#">Financial Suitability Test</a>).</li> </ul> <p>Work will be Unsuitable for PCPs if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law</a> for further information</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the PCP to travel to and from work. Appropriate care and supervision means:</p> <ul style="list-style-type: none"> <li>child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>)</li> <li>any other care or supervision arrangements that the parent deems suitable</li> <li>where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with an assessed PCW if:</p> <ul style="list-style-type: none"> <li>it does not provide appropriate support or facilities to take account of the illness, disability or injury</li> <li>the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.</li> </ul> <p>Ministers of religion who are either a PCP or have a PCW will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours of paid pastoral work a fortnight for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p>

## Annual Activity Requirements

Process	Details
<p><b>Defining 'Annual Activity Requirements'</b></p>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers aged under 60 have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.</p> <p>Stream B job seekers not subject to SPI for Job Seekers under 30 measure, as well as Stream C job seekers, will enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>Providers <b>must</b> determine the Activities that the job seeker <b>must</b> undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and the</p>

Process	Details
	<p>Social Security Law. The Provider <b>must</b> record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>The following job seekers do not have an Annual Activity Requirement:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over</li> <li>• PCPs and PCWs (15 to 29 hours per week) during the period they are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work</li> <li>• job seekers with a PCW or TRWC (0 to 14 hours per week)</li> </ul> <p>Early School Leavers with full-time Mutual Obligation Requirements typically need to undertake 25 hours a week of approved activities so the concept of an Annual Activity Requirement is not applicable, as they are participating in this level of Activities all the time.</p>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Relevant Deed clauses:</b></p> <ul style="list-style-type: none"> <li>• Clause 107</li> <li>• Clause 108</li> <li>• Clause 109</li> </ul>	<p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement.</li> <li>• already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>PCPs and PCWs of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment</li> <li>• National Work Experience Programme Placements</li> <li>• Voluntary Work</li> <li>• part-time study/training, which must be: <ul style="list-style-type: none"> <li>○ a Cert III or higher but not Masters or Doctorate and meet Short Course approval conditions i.e. it must be less than 12 months (two semesters) duration, or,</li> <li>○ an accredited course commenced in the Case Management Phase but</li> </ul> </li> </ul>

Process	Details
	<p>not yet completed when the job seeker moves into the Work for the Dole Phase.*</p> <ul style="list-style-type: none"> <li>• accredited language, literacy and numeracy courses, which can include <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme</li> <li>○ Adult Migrant English Programme</li> </ul> </li> <li>• Defence Reserves</li> <li>• Other government programmes, including state government programmes and the Green Army Programme.</li> <li>• Non-government programmes approved for Annual Activity Requirement purposes (refer to Activity Management Guidelines for more information).</li> </ul> <p>Courses must still meet all other income support payability rules such as short course rules and not be at Masters and Doctorate level.</p> <p>*For these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement.</p> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p> <p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>• full-time study outside of the Approved Short Course conditions (including Masters and Doctorate courses).</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p>Further information on activities suitable to meet a job seeker's Annual Activity Requirement can be found in the Activity Management Guideline.</p>

Process	Details
<p><b>Hours of participation to meet Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a PCP.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>Job seekers with part-time Mutual Obligation Requirements, PCP and PCW (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: Generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p>Aged 30 to 59: Generally <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight). If undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p>
<p><b>Setting Annual Activity Requirements in the Job Plan</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 87</li> </ul>	<p>When setting approved Activities to enable a job seeker to meet their Annual Activity Requirement, the relevant approved Activities (including the fortnightly hours of participation required) <b>must</b> be included in each job seeker's Job Plan.</p> <p>Providers <b>must</b> use the relevant codes in the Department's IT Systems. The Department will actively monitor this.</p>
<p><b>Setting required hours in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole activities) or month (for all other approved activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the Work for the Dole IT</p>

Process	Details
	<p>Supporting Document.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's IT Systems Online Help.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's scheduled participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b></p> <p>For all other approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met for that period.</p>
<p><b>Recording completion of the Annual Activity Requirement in the Activity Diary</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• Clause 107</li> </ul>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary correctly displays whether the job seeker has met their Annual Activity Requirement. This information is displayed on the Activity Diary Job Seeker Summary screen.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (e.g. through participation in the Green Army programme), the Provider <b>must</b> within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's IT Systems Online Help.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job</p>

Process	Details
	<p>seeker's Annual Activity Requirement and in effect, means that some job seekers will satisfy their Annual Activity Requirement early.</p> <ul style="list-style-type: none"> <li>• However, any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole <b>must</b> be created as a voluntary component of their Job Plan.</li> <li>• Job seekers <b>must</b> not undertake more than 50 hours per fortnight in National Work Experience Programme Placements.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a PCP, where a job seeker's capacity to work changes or when a job seeker turns 30. In these instances, the job seeker's participation <b>must</b> match their new requirement. For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan contains other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met. Job seekers can volunteer to continue in approved Activities.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers <b>must</b>:</p> <ul style="list-style-type: none"> <li>• participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12-month period), and</li> <li>• complete the relevant number of hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p>

Process	Details
<b>Undertaking a Compliance Activity during the Work for the Dole Phase</b>	If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the following Case Management Period.
<b>Participation in the Green Army Programme</b>	Participation in the Green Army Programme will meet the job seeker's Annual Activity Requirement as long as the job seeker completes the relevant Green Army Programme or project.
<b>Transition Arrangements for Employment Services 2015</b>	To minimise disruption, job seekers transitioning to the Work for the Dole Phase can complete any existing Activity commenced before 1 July 2015 that is in their employment pathway plan and is then included in their Job Plan. Participation will count towards their Annual Activity Requirement. However, the job seeker will be required to 'top up' hours by participating in additional concurrent activities, where required, to meet the relevant Annual Activity Requirement hours of participation required from 1 July 2015.

## Early School Leavers

Process	Details
<b>Defining who is an 'Early School Leaver'</b>	<p>An ESL is a person who is in receipt of Youth Allowance (Other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).</p> <p>Providers <b>must</b> ensure that the activities included in an ESL's Job Plan enable them to meet their Mutual Obligation Requirements. In setting suitable activities and including these in the job seeker's Job Plan, Providers <b>must</b> take into account the Deed, this Guideline and the Social Security Law.</p>
<b>Suitable activities for an ESL</b> <b>Relevant Deed clause:</b> <ul style="list-style-type: none"> <li>Clause 105</li> </ul>	<p>ESLs are generally required to participate in:</p> <ul style="list-style-type: none"> <li>full-time education or training; or</li> <li>a combination of part-time education or training and part-time work for a total of 25 hours per week (or 15 hours for principal carer parent and partial capacity to work recipients); or</li> <li>other approved activities for 25 hours per week (or 15 hours for principal carer parent and partial capacity to work recipients) in addition to up to 20 compulsory job searches each month.</li> </ul> <p>until they turn 22 years of age or attain Year 12 or an equivalent qualification.</p> <p>Providers <b>must not</b> include Job Search requirements in the Job Plan of ESLs who are in full-time education or training, or who are undertaking a combination of part-time education or training and part-time work for 25 hours per week (15 hours per week for ESLs who are also PCPs or PCWs (15 to 29 hours per week)). Job search <b>can and should</b> be included as a compulsory term in the Job Plan for all other ESLs.</p> <p>ESLs in Stream C will meet their Mutual Obligation Requirements by engaging solely in the activities negotiated in their Job Plan, which can include job search as appropriate. Once an ESL has completed Year 12 or an equivalent qualification (as verified by DHS), or turns 22 years of age, the young person will no longer be an ESL and will instead</p>

Process	Details
	<p>become subject to the Mutual Obligation Requirements that apply to other job seekers.</p> <p>ESLs who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer ESLs to an employment opportunity when the position does not conflict with the ESL's education or training activities (if any). Similarly, ESLs can be required to accept a job if it does not interfere with their current or future education or training activities.</p> <p><b>Education or training activities</b></p> <p>Participation in a full-time approved education or training course will meet ESL requirements even if the full-time course is less than 25 hours per week. Full-time is at least 75 per cent of the full-time course-load of an approved full-time educational course. The Student Assistance (Education Institutions and Courses) Determination 2009 (No. 2) sets out approved courses.</p> <p>If a Certificate III course is not considered to be appropriate for the ESL based on their circumstances, an ESL may undertake a Certificate I or Certificate II course if participation in the lower level course will help them to go on to complete their Year 12 or a Certificate III (or above) qualification. The job seeker will continue to be considered an ESL until a Year 12 or equivalent Certificate III level of education is attained, or they turn 22 years of age.</p> <p><b>Accredited language, literacy and numeracy training programmes.</b></p> <p>ESLs can also participate in accredited language literacy and numeracy programmes that help build foundation skills such as the Skills for Education and Employment programme and the Adult Migrant English Programme,.</p> <p>Full-time participation in these programmes will satisfy an ESL's requirements. Part-time participation also meets an ESL's requirements if undertaken with part-time work that combines to a total of 25 hours per week (15 hours per week for ESLs who are also PCPs or job seekers with a PCW (15 to 29 hours per week). In all other circumstances, participation in these courses should be accompanied by participation in other approved activities to achieve a total participation of 25 hours a week, in addition to job search.</p> <p><b>State-Based Labour Market Programmes</b></p> <p>Providers may consider state-based programmes to be suitable for an ESL. These activities will satisfy ESL mutual obligation requirements if they are 25 hours a week or if they are undertaken with part-time work to total 25 hours per week (or 15 hours per week for PCPs or job seekers with a PCW (15 to 29 hours per week)). In all other circumstances, participation in these programmes should be accompanied by participation in other approved activities together with job search to achieve a total participation of 25 hours a week.</p>
<p><b>Verifying educational qualifications</b></p> <p>Relevant Deed clause:</p> <ul style="list-style-type: none"> <li>• <b>Clause 105</b></li> </ul>	<p>Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an ESL. For the purposes of verification, DHS will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies</li> <li>• an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate III</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution</li> </ul> </li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>○ a Certificate III or IV of General Education for Adults</li> <li>○ the International Baccalaureate</li> <li>○ other higher education pre-entry course.</li> </ul> <p>Providers <b>must</b> fax the DHS Business Hotline on 1300 786 102 to have an ESL's qualifications verified, using the cover sheet at <u>Attachment B</u> together with:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original)</li> <li>• if the original qualification has been lost or destroyed <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification</li> <li>○ a letter from the relevant education institution formally verifying attainment of the qualification</li> <li>○ if none of the above can be obtained, a statutory declaration by the ESL detailing the name of the course, date completed, institution and institution contact details.</li> </ul> </li> </ul> <p>Providers <b>should</b> not send verification to DHS where the education level is below Year 12.</p> <p>The ESL will still have ESL Mutual Obligation Requirements until DHS has verified the qualification (which takes approximately two Business Days). Once DHS has verified this qualification, the person is no longer an ESL. Providers <b>must</b> update the Job Plan to reflect the new Mutual Obligation Requirements as a usual job seeker.</p> <p>The Provider <b>should</b> also update the education level information in the JSCI to reflect the ESL's newly advised higher level of educational attainment.</p> <p>If DHS does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the ESL to advise them of the reason why the qualification was not verified by DHS.</p>
<b>ESLs (PCPs or PCW) who are fully meeting their requirements through paid work or participation in Green Army Programme</b>	<p>As these ESLs are fully meeting their requirements through 30 hours per fortnight of paid work or participation in the Green Army Programme, Providers <b>should</b> encourage (but cannot require) the ESL to undertake additional education and training.</p>

### Additional information

Process	Details
<b>Financial suitability test for PCPs</b>	<p>PCPs cannot be required to accept a job offer or continue in a job in which they are not financially better-off compared to not doing the job. If a PCP is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="http://www.humanservices.gov.au/customer/enablers/online-estimators">http://www.humanservices.gov.au/customer/enablers/online-estimators</a>.</p>
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other activities that the job seeker would need to undertake to meet their Mutual Obligation Requirements.</p> <p>An exception to this is when the job seeker is undertaking study or training and the break is for four weeks or fewer and the reason for the break is outside the job seeker's control. Other mutual obligation requirements, including job search and</p>

Process	Details
	<p>attending appointments, are not affected by this break. For example, a training course is suspended because the trainer is unavailable for a short period or there is a scheduled short break between sections of the training course.</p>
<p><b>Sufficient Work Test</b>  <b>Guide to Social Security Law—3.2.2.10—Sufficient work</b></p>	<p>In some circumstances, a job seeker may be considered to be unemployed even if they are doing sufficient work to meet their Mutual Obligation Requirements. For this to occur, a job seeker would need to work at least the minimum number of hours required for the job seeker (the hours test) and their earnings would be at least at the applicable hourly rate (usually the national minimum wage) multiplied by the minimum number of hours required for the job seeker (the remuneration test). The hours test for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight; for job seekers aged 55 years and over, PCP and PCW job seekers it is 30 hours per fortnight.</p> <p>If the job seeker's paid work fails to meet any of these conditions, they are not taken to satisfy the sufficient work test. If:</p> <ul style="list-style-type: none"> <li>• the amount earned is sufficient but the number of hours worked is insufficient, the job seeker will need to undertake or look for work of the number of hours that would bring them up to the minimum hours requirement</li> <li>• the hours worked are sufficient but the amount earned is insufficient, the job seeker will also need to undertake or look for work of the number of hours that would enable them to meet the remuneration test.</li> </ul> <p><b>Example</b></p> <p><i>Ralph has a 15-hour per week requirement, as he has been assessed as having a PCW. He works for 10 hours a week and earns \$26 an hour, or \$260 a week. The Applicable hourly rate for Ralph is the National Minimum Wage of \$17.29 an hour (at 11 December 2015). This means he will satisfy the remuneration test if he earns at least \$259.35 a week (that is, 15 hours at \$17.29). He earns more than this, so the remuneration test is satisfied. However, he is not working the minimum number of hours required, so the sufficient work test is not met. Ralph will need to undertake or look for at least five hours a week more work.</i></p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income of the business provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the person will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the Documentary Evidence Guidelines. If a job seeker's commitment to their business activities interferes with required Job Search or other activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<p><b>Approved short courses</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy or Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study <b>should</b> be advised to first test their eligibility for a student payment with DHS. However, recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve short courses for a job seeker on the condition that the course</p>

Process	Details
	<p>is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated</li> <li>• less than 12 months (two semesters) in duration</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months (two semesters) or longer in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can only be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects</li> <li>• the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or a longer course—that is, 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved Activity until that course has been completed. (Providers need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course)</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS)</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker's Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and they are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, Providers <b>must</b> complete the relevant details in Activity Management and tick the 'Meets full-time approved short course criteria' box. This allows the relevant information to be transmitted to DHS and for the job seeker to be Suspended from Employment Provider Services.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<p><b>Exemptions</b></p>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security law, DHS may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that</p>

Process	Details
	<p>may prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or other activities. In the first instance, DHS will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker does not have capacity to undertake any job search or other approved activity and <b>should</b> be considered for an exemption from Mutual Obligation Requirements, the job seeker <b>should</b> be advised to contact DHS to test their eligibility for an Exemption. Job seekers need to provide any evidence supporting their claim to DHS. For example, an appropriate medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>if a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p>Special exemptions that providers should be aware of are:</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a PCP and subject to domestic violence, an Exemption <b>must</b> be granted by DHS.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a DHS social worker. Providers <b>should</b> also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant job seekers</b></p> <p>During the early months of pregnancy, a pregnant job seeker's Mutual Obligation Requirements will not change. Generally, the job seeker will still be required to look for work; however, the Provider <b>must</b> take into account the job seeker's personal circumstances when setting activities in their Job Plan.</p> <p>During the three months before a pregnant job seeker's expected due date they will not be required to undertake job search, although they must continue to satisfy requirements by undertaking other suitable activities. During this time providers cannot compel these job seekers to accept job offers or referrals to job interviews</p> <p>Once the pregnant job seeker is six weeks from their expected due date, DHS will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p> <p>For further information on these and other exemptions can be found in the Guide to Social Security Law:  <a href="http://guides.dss.gov.au/guide-social-security-law/3/2/11">http://guides.dss.gov.au/guide-social-security-law/3/2/11</a></p>
<p><b>Parenting Payment Single recipients over Age Pension age</b></p>	<p>Job seekers who have reached Age Pension age and who are receiving Parenting Payment Single do not have any Mutual Obligation Requirements.</p>

# Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	Stream A		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>				
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.		
12–18 months; 24-30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per month	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. Non-vocational Can also use non-vocational activities <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 -36	<b>Work for the Dole Phase</b>				<b>Case Management</b>
	<b>Appointments</b> —monthly <b>Job Search</b> —generally 20 per	<b>Appointments</b>	<b>Appointments</b> —monthly	<b>Appointments</b> <b>Job Search</b> —generally 20 per	<b>Appointments</b>

Period of Service months; etc	Stream A		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
month	<b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.	<b>Job Search</b> —generally 20 per month <b>AAR</b> —650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity. <b>AAR for PCP/PCW</b> —390 over 26 weeks (30 hours per fortnight), choice of activities	<b>Job Search</b> —generally 20 per month <b>AAR</b> —650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.	month <b>Other suitable activities as appropriate</b>	<b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

### Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> — depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity, (that is the default activity where

Period of Service	Stream A	Stream B	Stream C
		another activity is not undertaken for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	another activity is not undertaken for the 18-49 year old cohort.  Can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities.
<b>18–24 months; 30 – 36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken. for the 18-49 year old cohort.  <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

## Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>AAR</b> —390 hours over 26 weeks (30 hours per fortnight), choice of activities <b>AAR for PCP/PCW</b> —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	<b>Appointments</b> <b>Job Search</b> —generally 20 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

# Mutual Obligation Requirements—job seekers 60 years and over

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>
6–12 months	<b>Work for the Dole Phase</b>		
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity No AAR <b>Other suitable activities as appropriate</b>
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	<b>Appointments</b> <b>Job Search</b> —generally 10 per month No AAR <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —generally 10 per month <b>Other suitable activities as appropriate</b>	<b>Appointments</b> <b>Job Search</b> —depends on capacity <b>Other suitable activities as appropriate</b>

**Note:**

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight– refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to PCPs and PCW.

# Attachment B Early School Leaver - Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



# Mutual Obligation Requirements and Job Plan Guideline

**Note:** This guideline replaces the former Mutual Obligation Requirements (including Annual Activity Requirements) Guideline and the Job Plan Guideline.

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.0 Mutual Obligation Requirements and Job Plan Guideline	10 08 16	12 09 16		Replaces former Mutual Obligation Requirements (including Annual Activity Requirement) Guideline and Job Plans Guideline. Clarification on previously raised issues.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that compliance represents best practice and is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations. It **must be** read in conjunction with the Deed and any relevant Guidelines or reference Material issued by Department of Employment under, or in connection with, the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for Activity-tested job seekers. It includes Providers’ responsibilities and required actions to enable job seekers with Mutual Obligation Requirements to meet those requirements.

It also includes the Providers’ responsibilities and required actions when creating, reviewing and updating a job seeker’s Job Plan. Providers **must** consult with the job seeker when determining the activities to be included in the Job Plan.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

### Mutual Obligation Requirements

- Clause 93 – Suspensions
- Clause 95 – Exits
- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements

### Job Plan

- Annexure A1—Definitions
- Clause 35—Personal and Protected Information
- Clause 87—General requirements for a Job Plan
- Clause 119—Delegate obligations

## Relevant references

Reference documents relevant to this Guideline include:

- [Activity Management Guideline](#)
- [Work for the Dole Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Empowering Youth Initiatives Guideline](#)
- [ParentsNext Guideline](#)
- [Transition to Work Guideline](#)
- [Learning Centre website](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Managing and Monitoring Job Search Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Documentary Evidence Guideline](#)
- [Social Security Law \(Social Security Act 1991\)](#)
- [Guide to Social Security Law](#)
- [Provider Portal Compulsory Job Plan Template](#)
- [Provider Portal Voluntary Job Plan Template.](#)

### Relevant reports available to Providers:

- ESCN Reporting
- [Jobactive Caseload reporting ESCN](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements must show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for Activity-tested income support. These include: attending Provider Appointments; undertaking Job Search and acting on referrals to specific jobs; participating in approved Activities to meet the Annual Activity Requirement; and participating in any other Activity at any time that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects. For a full list of Activities, refer to <a href="#">Guide to Social Security 3.2.9.10 Suitable Activities</a>.</p> <p>Job seekers on the following income support payments <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six)</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to an Employment Services Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements refer to the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p> <p>Job seekers who have reached Age Pension age and who are receiving Parenting Payment Single do not have Mutual Obligation Requirements.</p>
<p><b>Role of Providers</b></p> <p><b>Deed Reference:</b></p> <p>Clause 87</p> <p>Clause 106</p>	<p>The Provider <b>must</b> consult with the job seeker and then <b>must</b> set suitable activities for the job seeker to meet their fortnightly Mutual Obligation Requirements within the job seeker's Job Plan. This includes activities to meet the Annual Activity Requirement where relevant.</p> <p>The Provider <b>must</b> set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, Guideline and Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p> <p><a href="#">Guide to Social Security 3.2.8.10</a></p>	<p>The level of a job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age;</li> <li>• their assessed work capacity; and</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Providers can find information on a job seeker's individual circumstances in the Participation Profile screen of the Department's IT system.</p> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a full-time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p>

Process	Details
	<p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents once the youngest child in their care turns six years of age; and</li> <li>• job seekers with a Partial Capacity to Work of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, Providers <b>must</b> ensure that all job seekers have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments;</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers;</li> <li>• undertake Job Search (job seekers are generally required to undertake 20 Job Searches per month during the Case Management, Work for the Dole and Self Service Phase);</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default Activity where another Activity is not undertaken for the 18-49 year old cohort). For further information on suitable Activities to meet a job seeker's Annual Activity Requirement please refer to the Activities to meet <a href="#">Annual Activity Requirements</a> section of this guideline; and</li> <li>• undertake suitable Activities at any time. These Activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase the job seeker's immediate employability.</li> </ul> <p><a href="#">Attachment A</a> provides a table outlining Mutual Obligation Requirements for different cohorts of job seekers.</p>
<p><b>Considering a job seeker's circumstances</b></p> <p><a href="#">Guide to Social Security 3.2.8.50</a></p>	<p>When determining a job seeker's Mutual Obligation Requirements, and when setting the terms of a Job Plan, the Provider <b>must</b> consult with the job seeker and <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs;</li> <li>• the person's education, experience, skills and age;</li> <li>• the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities;</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market;</li> <li>• the participation opportunities and activities available to the person;</li> <li>• the family and caring responsibilities of the person (including availability of child care);</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work);</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information;</li> <li>• whether the job seeker has any vulnerability indicators (as identified by the Department of Human Services) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown;</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements, to help ensure they do so in the future;</li> <li>• cultural factors;</li> <li>• if they are an Early School Leaver;</li> <li>• the number of hours a fortnight the job seeker is required to undertake in the Work for the Dole Phase; and</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul>

Process	Details
	<p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including any relevant hours of participation the job seeker needs to undertake each fortnight. While the Provider should take into account the job seeker's preferences wherever possible, as the Delegate of the Secretary of the Department of Employment, employment services staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake Activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed Partial Capacity to Work or a Temporary Reduced Work Capacity. These will generally be identified by an Employment Services Assessment or Job Capacity Assessment. Where there is no Employment Services Assessment or Job Capacity Assessment, the Job Seeker Classification Instrument may also help identify personal issues that may affect a job seeker's employability.</p> <p>When setting the job seeker's Mutual Obligation Requirements, the Provider <b>must</b> review any barriers identified through an Employment Services Assessment or Job Capacity Assessment, or other issues disclosed to the Provider. This will inform the Activities job seeker will undertake to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement.</p> <p>Providers <b>must</b> consider the job seeker's assessed work capacity when setting requirements. The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker <b>must</b> be capable of undertaking any Activity or requirements included in a Job Plan. If a job seeker cannot reasonably undertake an Activity (or a combination of Activities), then that Activity (or combination of Activities) must not be included in their Job Plan.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per fortnight.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>A job seeker may have a temporary medical condition and have a Temporary Reduced Work Capacity which is identified through an Employment Services Assessment. Job seekers will have reduced requirements for the period of their Temporary Reduced Work Capacity .</p> <p>Providers <b>must</b> take into account a job seeker's Temporary Reduced Work Capacity when setting suitable approved Activities and the level of participation.</p> <p>There may also be circumstances where it is clear to the Provider that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a Temporary Reduced Work Capacity in the Department's IT system. Provider's should use judgement and also ensure that these personal circumstances are appropriately taken into account when setting Mutual Obligation Requirements.</p>

Process	Details
	<p><b>Principal Carer Parents</b></p> <p>Providers must consider a Principal Carer Parent’s family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements.</p> <p>During school terms, face-to-face provider Appointments and participation in Activities should typically be scheduled during school hours (that is, generally between 9am and 3pm) unless it is otherwise agreed by the Principal Carer Parent.</p> <p>Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during school holidays. However, Providers <b>must</b> consider whether the Principal Carer Parent can access suitable care and supervision for their children during this time when setting requirements.</p> <p>During the fortnight in which the Christmas public holiday falls, Principal Carer Parents do not have Mutual Obligation Requirements. Refer to the <a href="#">Guide to Social Security 3.2.9.10</a> for additional information.</p> <p>If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the Principal Carer Parent has a Valid Reason or Reasonable Excuse for not attending an appointment or activities, such as no suitable child care, alternative requirements <b>must</b> be set to enable the job seeker to meet their Mutual Obligation Requirements.</p> <p><b>Pregnant Job Seekers</b></p> <p>Generally the Mutual Obligation Requirements for pregnant job seekers will not change during the first trimester of pregnancy. However, the Provider must take into account the job seeker’s personal circumstances when setting their Mutual Obligation Requirements.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker’s Stream and phase when setting a job seeker’s Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker’s Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including appropriate hours of participation in Activities each fortnight during that phase.</p>
<p><b>Approved programs of work for income support payments</b></p>	<p>Under Social Security Law, job seekers participating in an Approved Program of Work are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight. Currently, Approved Programs of Work are:</p> <ul style="list-style-type: none"> <li>• Work for the Dole;</li> <li>• the National Work Experience Programme; and</li> <li>• the Green Army Programme.</li> </ul> <p>Social Security Law precludes job seekers under the age of 18 from participating in an Approved Program of Work for the purposes of meeting their mutual obligation requirements.</p> <p>There is also a requirement that job seekers who are on a reduced rate of payment in any fortnight under the income test, due to their own earnings, or their partner’s earnings, cannot be compelled to undertake Work for the Dole in that fortnight. However, these job seekers can be compelled to undertake another Activity to enable them to meet their Annual Activity Requirement.</p>

Process	Details
	<p><b>Work for the Dole</b></p> <p>In a Job Plan, Providers <b>must not</b> include participation in Work for the Dole (or these other Approved Programs of Work) as a <i>compulsory activity</i> in the following circumstances:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (a reduced rate can result from the job seeker’s own income and/ or their partner’s income);</li> <li>• for Special Benefit—Nominated Visa Holders, if the person or the person’s partner has income;</li> <li>• where the Activity is more than 50 hours per fortnight; or</li> <li>• where the job seeker is aged under 18 years, or 60 years and over.</li> </ul> <p>Work for the Dole may be included as a voluntary Activity in the job seeker’s Job Plan in the above circumstances, except for job seekers aged under 18 years.</p> <p>If the job seeker is receiving anything less than the full rate of income support they may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary Activity in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider can update the job seeker’s Job Plan to include Work for the Dole as a compulsory Activity.</p> <p>Providers can view a job seeker’s previous four fortnights’ income support payment rate on the Department’s IT system Notification screen (that is, whether they received a full rate on a reduced rate due to the income test). This will help providers to determine if a job seeker is in receipt of a part or nil rate of payment and therefore if they should be undertaking Work for the Dole on a compulsory basis.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to the Department of Human Services or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.</p> <p><b>National Work Experience Programme</b></p> <p>In the case of the National Work Experience Programme, placements are on a voluntary short-term basis only, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will receive the Approved Program of Work Supplement.</p> <p><b>Green Army Programme</b></p> <p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of that programme’s participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p>

Process	Details
<p><b>Activities that can fully meet Mutual Obligation Requirements for some job seekers</b></p> <p><b>Clause 93</b></p>	<p>Most job seekers with Mutual Obligation Requirements are required to undertake a range of Activities, such as: attending Appointments; undertaking Job Search; acting on referrals to specific jobs; attending job interviews; and accepting and commencing in any offers of suitable work.</p> <p>Principal Carer Parents, job seekers with a Partial Capacity to Work of 15 to 29 hours per week and job seekers aged 55 years and over are able to fully meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p><b>Principal Carer Parents</b></p> <p>Principal Carer Parents can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study, and in some circumstances Voluntary Work (or a combination of these Activities).</p> <p>When fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be Suspended from the Provider’s caseload. This also applies if the Principal Carer Parent is participating in the Green Army Programme for 30 hours per fortnight. For further information on approved study refer to <a href="#">Approved Short Courses</a> section of this Guideline.</p> <p>In limited circumstances Principal Carer Parents are able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work or in combination with other approved activities. The following criteria <b>must</b> be met for Voluntary Work in these circumstances:</p> <ul style="list-style-type: none"> <li>• the Provider determines that the Principal Carer Parent lives in a poor labour market;</li> <li>• there are limited training opportunities locally available (online courses may be considered ‘locally available’ if the Principal Carer Parents has access to a computer); and</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>Principal Carer Parents undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers must not require the Principal Carer Parent to undertake Job Search or undertake other additional requirements.</p> <p>Where a Principal Carer Parent is aged 55 years or over and has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser level of requirement should be applied.</p> <p><b><u>Financial suitable test for Principal Carer Parents</u></b></p> <p>A Principal Carer Parents is not required to accept a job offer or continue in a job which fails to make them financially better off compared to not doing the job. If a Principal Carer Parent is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the Principal Carer Parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="#">Department of Human Services online estimator</a>.</p> <p><b>Mature Age Job Seekers</b></p> <p>Job seekers aged 55 years and over can fully meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake Job Search or undertake other additional requirements and attend Appointments with their Provider.</p> <p>However, they <b>must</b> remain connected with a Provider (although they will be Suspended on a Provider’s caseload). They must attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals and <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have full-time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a</p>

Process	Details
	<p>full-time job or no longer receive income support.</p> <p>The Department of Human Services will make an initial Appointment with the Provider for job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements at their first contact with the Department of Human Services. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. Refer to the <a href="#">Job Seeker Compliance Framework Guideline</a> for more information.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements in this way, they cannot be required to undertake Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be suspended on a Provider's caseload. This also applies if the job seeker is participating in the Green Army Programme for 30 hours per fortnight.</p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with the Department of Human Services and do not need to remain connected to a Provider. As such, they will be Suspended from the Provider's caseload.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements.</p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the Department of Human Services. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.</p> <p>Refer to <a href="#">Guide to Social Security 3.2.8.10</a> for additional information.</p> <p><b>Ministers of Religion</b></p> <p>Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is fully meeting their requirements through sufficient participation in the activities outlined above, they will be suspended from Employment Services. A job seeker with Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:</p> <ul style="list-style-type: none"> <li>• being contacted by their employment services provider to discuss and agree to voluntarily participate while Suspended;</li> <li>• notifying the Department of Human Services, who will either call their employment services provider or book an Appointment for them; or</li> <li>• directly contacting their employment services provider to request Services.</li> </ul>

Process	Details
	<p>If a Suspended job seeker advises that they are electing to voluntarily participate in employment services, the employment services provider must provide Services to the job seeker.</p> <p>If a job seeker participates voluntarily in Employment Services, Providers <b>must not</b> remove the relevant compulsory Activities that the Department of Human Services has included in the job seeker's Job Plan. Any additional Activities included in the Job Plan <b>must</b> only be added as voluntary Activities.</p> <p><b><u>Role of the Department of Human Services</u></b></p> <p>For these cohorts of job seekers, the Department of Human Services is responsible for determining whether the individual job seeker is actually fully meeting their Mutual Obligation Requirements, as outlined above. Where the Department of Human Services establishes that they are participating sufficiently in the relevant approved Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once the Department of Human Services determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>However, in the case of Principal Carer Parent and job seekers with a Partial Capacity to Work of 15-29 hours per week who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course, the Provider is responsible for approving the short course and updating the Job Plan accordingly. These job seekers will be Suspended from the Provider's Caseload. Refer to the <a href="#">Approved Short Course</a> section of this guideline for additional information.</p>

## Early School Leavers

Process	Details
<p><b>Defining who is an Early School Leaver</b></p>	<p>An Early School Leaver is a person who is in receipt of Youth Allowance (other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).</p>
<p><b>Suitable activities for an Early School Leaver</b></p> <p><b><u>Guide to Social Security 3.2.9.95</u></b></p> <p><b>Deed Reference:</b> <b>Clause 105</b></p>	<p>Early School Leavers are generally required to participate in:</p> <ul style="list-style-type: none"> <li>• full-time education or training;</li> <li>• a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week); or</li> <li>• other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week);</li> </ul> <p>until they turn 22 years of age or attain Year 12 or an equivalent qualification.</p> <p>Providers <b>must not</b> include Job Search requirements in the Job Plan of Early School Leavers who are in full-time education or training, or undertaking a combination of part-time education or training and part-time work for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week). For a full list of suitable Activities for Early School Leavers please refer to <a href="#">Attachment B</a>.</p> <p>Up to 20 Job Searches <b>must</b> be included in the Job Plan of all other Early School Leavers if they are not participating in 25 hours per week of approved activities.</p> <p>Once an Early School Leaver has completed Year 12 or an equivalent qualification (as verified by the Department of Human Services), or turns 22 years of age, the young person will no longer be an Early School Leaver and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers.</p>

Process	Details
<p><b>Verifying educational qualifications</b></p> <p><b>Deed Reference:</b> <b>Clause 105</b></p>	<p>Only the Department of Human Services can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. For the purposes of verification, the Department of Human Services will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies or an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate III;</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution;</li> <li>○ a Certificate III or IV of General Education for Adults;</li> <li>○ the International Baccalaureate; or</li> <li>○ other higher education pre-entry course.</li> </ul> </li> </ul> <p>Providers <b>must</b> fax the Department of Human Services' Business Hotline on 1300 786 102 to have an Early School Leaver's qualifications verified, using the cover sheet at <a href="#">Attachment D</a> together with:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original), or if the original qualification has been lost or destroyed: <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification; or</li> <li>○ a letter from the relevant education institution formally verifying attainment of the qualification; or</li> </ul> </li> <li>• if none of the above can be obtained, a statutory declaration by Early School Leaver detailing the name of the course, date completed, institution and institution contact details.</li> </ul> <p>Providers <b>should not</b> send verification to the Department of Human Services where the education level is below Year 12.</p> <p>The Provider <b>should</b> also update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's newly advised higher level of educational attainment.</p> <p>If the Department of Human Services does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the Early School Leaver to advise them of the reason why the qualification was not verified by the Department of Human Services.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b></p> <p><b>Deed Reference:</b> <b>Clause 113</b></p>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Early School Leavers who are not meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) <b>should</b> also have up to 20 Job Search contacts each month in their Job Plan.</p> <p>All job seekers cannot be required to undertake more than 20 Job Searches per month.</p> <p>Job seekers with Mutual Obligation Requirements will usually have to look for work or undertake work in order to satisfy their Mutual Obligation Requirements. The minimum number of hours for</p>

Process	Details
	<p>most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight. For job seekers aged 55 years and over, Principal Carer Parents and job seekers with a Partial Capacity to Work, the number of hours is 30 hours per fortnight.</p> <p><b>Setting Job Search requirements in the Job Plan</b></p> <p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring Job Plans and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans should contain JS09; and</li> <li>• for Stream C job seekers, most Job Plans should contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>For further information refer to <a href="#">Guide to Social Security 3.2.9.30</a>.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p> <p><a href="#">Social Security Guide: 3.2.9.30</a></p>	<p><b>For All Job Seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment;</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search;</li> <li>• substantially elevated level of family and caring responsibilities;</li> <li>• accommodation situation, where this is likely to impede Job Search;</li> <li>• education or skill level, where this is likely to substantially limit job opportunities;</li> <li>• current Employment status (Part-Time or casual work);</li> <li>• domestic violence (including family violence) or family relationship breakdown (the Department of Human Services may also grant an Exemption from Mutual Obligation Requirements in these circumstances);</li> <li>• final three months of pregnancy;</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills;</li> <li>• cultural factors;</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.</p> <p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities—in particular study or during the Work for the Dole Phase.</p> <p><b>Pregnant job seekers</b></p> <p>During the three months before a pregnant job seeker's expected due date they will not be required to undertake Job Search. During this time Providers cannot compel these job seekers to accept job offers or referrals to job interviews.</p> <p><b>Language, Literacy and Numeracy courses</b></p> <p>For those job seekers who Providers have identified as needing to improve their Language Literacy and Numeracy skills, Providers may reduce the number of Job Searches during but not remove job searches for the period when the job seeker is actively participating in a Language Literacy and Numeracy course. The job seeker would need to be undertaking the Skills for Education and Employment programme, Adult Migrant English Programme or another accredited Language Literacy and Numeracy course. However, Providers must ensure that the job seeker has some Job</p>

Process	Details
	<p>Search recorded in their Job Plan while participating in these programmes.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed; and</li> <li>• whether the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme.</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved (if the job seeker is undertaking a significant number of hours of paid work per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further); and</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved; and</li> <li>• if undertaking 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p><b>Other circumstances</b></p> <p>Providers <b>must not</b> include Job Search requirements for Early School Leavers undertaking appropriate hours of education or training as part of meeting their Mutual Obligation Requirements, or for Early School Leavers who are also Principal Carer Parents or have a Partial Capacity to Work of 15-29 hours per fortnight and are fully meeting their part-time Mutual Obligation Requirements. However, Early School Leavers with full-time Mutual Obligation Requirements who are not engaged in education or education in combination with paid work for 25 hours a week <b>must</b> have a compulsory requirement to look for up to 20 jobs each month included in their Job Plans.</p> <p>Providers <b>must not</b> include Job Search requirements for job seekers while they are undertaking <b>NEIS Training</b> or the <b>NEIS Programme</b>.</p> <p>Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week who are fully meeting their part-time Mutual Obligation Requirements <b>must not</b> have any Job Search requirements included in their Job Plans.</p> <p>Job seekers <b>aged 55 years and over</b> who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must not</b> have Job Search requirements included in their Job Plans.</p>

Process	Details
<p><b>Defining ‘Suitable work’</b></p> <p><b>Guide to Social Security 3.2.8.60</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. ‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker’s assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work is unsuitable if it:</p> <ul style="list-style-type: none"> <li>• would aggravate a job seeker’s medical illness, disability or injury;</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention;</li> <li>• does not meet the applicable statutory conditions of work;</li> <li>• requires the person to change their place of residence where they are unwilling to move;</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for Principal Carer Parents and those with a Partial Capacity to Work and more than 90 minutes one way for other job seekers); or</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the employer.</li> </ul> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the Principal Carer Parent has access to appropriate care and supervision for their Child/Children during the times when the Principal Carer Parent would be required to work;</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable; and</li> <li>• the Principal Carer Parent will be financially better off as a result of undertaking the work. Refer to the <a href="#">Financial Suitable Test</a> section of this guideline for further information.</li> </ul> <p>Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law 3.2.8.50</a> for further information.</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the Principal Carer Parent to travel to and from work. Suitable care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>);</li> <li>• any other care or supervision arrangements that the parent deems suitable; or</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with a Partial Capacity to Work if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury; or</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker’s normal means of transport.</li> </ul>

## Annual Activity Requirement

Process	Details
<p><b>Defining Annual Activity Requirement</b></p>	<p>The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.</p> <p>All job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>All Stream A job seekers, as well as Stronger Participation Incentives (SPI) Participants in Stream A or Stream B, currently enter the Work for the Dole Phase after six months in their first year of service and every subsequent year that they remain unemployed (from 1 October 2016, all job seekers who have not already commenced in the Work for the Dole Phase for the first time, will start in that Phase after 12 months).</p> <p>All other job seekers enter the Work for the Dole Phase after 12 months of service and every subsequent year that they remain unemployed.</p> <p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>Early School Leavers with full-time Mutual Obligation Requirements typically need to undertake 25 hours a week of approved Activities, so the concept of an Annual Activity Requirement is not applicable as they are participating in this level of Activities all the time.</p> <p>Job seekers with no Annual Activity Requirement include:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over;</li> <li>• job seekers who are fully meeting their part-time Mutual Obligation Requirements, please refer to the <a href="#">Activities that can fully meet Mutual Obligation Requirements for some job seekers</a> section of this Guideline;</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work;</li> <li>• job seekers with a Partial Capacity to Work or Temporary Reduced Work Capacity of 0 to 14 hours per week; and</li> <li>• job seekers with Community Service Orders of 20 or more hours per week.</li> </ul>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 107</b></p> <p><b>Clause 108</b></p>	<p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment;</li> <li>• National Work Experience Programme Placements;</li> <li>• Voluntary Work;</li> <li>• Part-time study/training, which must be in: <ul style="list-style-type: none"> <li>○ a Certificate III course or higher (but not a Masters or Doctorate course); or</li> <li>○ an accredited course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement);</li> </ul> </li> </ul>

Process	Details
<p><b>Clause 109</b></p>	<ul style="list-style-type: none"> <li>• accredited language, literacy and numeracy courses, which can include: <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme; or</li> <li>○ Adult Migrant English Programme;</li> </ul> </li> <li>• Defence Reserves;</li> <li>• other government programmes, including state government programmes and the Green Army Programme; or</li> <li>• non-government programmes approved for Annual Activity Requirement purposes (refer to the Activity Management Guideline for more information).</li> </ul> <p><b>Job Seekers aged under 18</b> Job seekers aged under 18 with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme; however, may undertake any other Activity to meet their Annual Activity Requirement subject to the eligibility criteria of that Activity.</p> <p><b>Job Seekers aged 18-49 years</b> For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement; or</li> <li>• are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p><b>Job Seekers aged 50-59 years</b> Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p><b>Principal Carer Parents and job seekers with a Partial Capacity to Work</b> Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity as soon as possible after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the <a href="#">Activity Management Guideline</a>.</p> <p>Full-time study/training can also be undertaken where it meets the conditions for part-time study/training as above as well as the Short Course approval conditions, see the <a href="#">Approved Short Courses</a> section below.</p> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p>

Process	Details
	<p><b>Activities that do not count towards the Annual Activity Requirement</b></p> <p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>• full-time study outside of the Approved Short Course conditions (including Masters and Doctorate courses)</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p><b>Community Service Orders</b></p> <p>Job seekers with Community Service Orders of 20 hours or more are exempt from having Mutual Obligation Requirements. If a job seeker has a Community Service Order of under 20 hours a week (i.e. part time) they still have Mutual Obligation Requirements; however, the Community Service Orders should take precedence. If these job seeker is in the Work for the Dole phase they will still need to meet their Annual Activity Requirement in addition to their Community Service Order.</p> <p>Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Hours of participation to meet the Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.</p> <p>Providers <b>must</b> ensure job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Participation is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>Job seekers with part-time Mutual Obligation Requirements: Principal Carer Parent and Partial Capacity to Work (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight).</li> <li>• Aged 30 to 59: in most circumstances <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight)</li> </ul> <p><b>Defence Reserves</b></p> <p>For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p> <p><b>Annual Activity Requirement Calculator</b></p> <p>The Annual Activity Requirement Calculator can be found on the Department's IT System and provides information on how many hours of participation job seekers will need to complete to</p>

Process	Details
	<p>meet their Annual Activity Requirement. See the <a href="#">Department's IT Systems Online</a> Help for more information on how to access the Annual Activity Requirement Calculator.</p> <p><b>Study/training hours</b></p> <p><b>Full-time load</b></p> <p>Where a job seeker is undertaking a full-time study load as indicated by the training provider, then the study can meet their fortnightly hours requirement for the fortnights in which they are doing full-time study. This is regardless of the actual contact hours undertaken. For example, a job seeker who has an Annual Activity Requirement of 50 hours requirement and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load. This includes full-time participation in the Skills for Education and Employment Programme or Adult Migrant English Programme.</p> <p><b>Non-contact hours</b></p> <p>Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.</p> <p>For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. However, where the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will need to be undertaken to meet the Annual Activity Requirement.</p>
<p><b>Setting required hours in the Activity Diary</b></p> <p><b>Deed Reference:</b> <b>Clause 107</b></p>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b></p> <p><b>Deed Reference:</b> <b>Clause 107</b></p>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's <a href="#">Activity Diary User Guide</a> and the <a href="#">IT Systems Online Help</a>.</p>

Process	Details
	<p><b>Mobile Supervisor Apps</b> Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p><b>Work for the Dole</b> For Work for the Dole Activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's scheduled participation (this cannot be done as a monthly bulk entry). If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b> For all other approved activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities; or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>For job seekers not doing Work for the Dole, Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met for that period.</p>
<p><b>Recording completion of the Annual Activity Requirement in the Activity Diary</b></p> <p><b>Deed Reference: Clause 107</b></p>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary Job Seeker Summary screen correctly displays whether the job seeker has met their Annual Activity Requirement.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary Job Seeker Summary screen will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement; and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's <a href="#">IT Systems Online Help</a>.</p>
<p><b>Meeting the Annual Activity Requirement</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity</p>

Process	Details
early	<p>Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:</p> <ul style="list-style-type: none"> <li>• any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan; and</li> <li>• job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any appropriate activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.</p> <p><b>Stream A job seekers</b></p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers must:</p> <ul style="list-style-type: none"> <li>• participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12 month period); and</li> <li>• during this continuous participation, complete the relevant number of fortnightly hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) in the Case Management Phase if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p> <p><b>Change of circumstances during the Work for the Dole Phase</b></p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation <b>must</b> match their new requirement.</p> <p>For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p>

Process	Details
<b>Undertaking a Compliance Activity during the Work for the Dole Phase</b>	If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the following Case Management Period.
<b>Participation in the Green Army Programme</b>	<p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of their Green Army programme's participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p> <p>Note: If a job seeker is in the Work for the Dole phase and commences in the Green Army programme, but they do not complete the programme, the number of hours they completed in the programme can also count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programmes' in the Monthly Hours Summary.</p>

### Additional information

Process	Details
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other Activities that the job seeker must undertake to meet their Mutual Obligation Requirements.</p> <p>There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker is required to undertake other approved Activities, such as Job Search, for the period of the break. The Job Plan should be revised to include the adjusted requirements.</p> <p>Separate rules apply to Principal Carer Parents and job seekers with a Partial Capacity to Work when they are undertaking casual part-time paid employment to fully meet their part-time Mutual Obligation Requirements.</p> <p>For further information these rules refer to <a href="#">Guide to Social Security 3.5.1.70</a>.</p>
<b>Sufficient Work Test</b>  <a href="#">Guide to Social Security 3.2.2.10</a>	<p>The decision that a person is doing sufficient work would generally be restricted to cases where a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). Where there is significant variation in hours worked and earnings from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements <b>must</b> be determined on a fortnightly basis.</p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the <a href="#">Documentary Evidence Guidelines</a>. If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>

Process	Details
<p><b>When can study be approved as an activity</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to first test their eligibility for a student payment with the Department of Human Services.</p> <p>Recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve participation in a short course of education or training if they determine that participation is necessary and the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated;</li> <li>• less than 12 months (two semesters) in duration; and</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months (two semesters) or longer in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can only be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects;</li> <li>• the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement for the academic course (or a longer course—that is, 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course;</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by the Department of Human Services); or</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) (and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by the Department of Human Services).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>A Principal Carer Parent or those with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements and will be suspended from their Provider’s caseload. Refer <a href="#">Activities to Meet Mutual Obligation Requirements</a> for some job seekers section of this guideline.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>

Process	Details
<b>Exemptions</b>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security law, the Department of Human Services may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in job search, paid work, Work for the Dole, vocational training or other Activities. In the first instance, the Department of Human Services will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker does not have capacity to undertake any job search or other approved Activity and should be considered for an Exemption from their Mutual Obligation Requirements, the job seeker should be advised to contact the Department of Human Services to test their eligibility for an Exemption. Job seekers need to provide any evidence supporting their claim to the Department of Human Services. For example, an appropriate medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>If a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p>For further information on these and other Exemptions can be at <a href="#">Guide to Social Security 3.2.11</a>.</p> <p>Some of the specific Exemptions that providers <b>should</b> be aware of are:</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a Principal Carer Parent and subject to domestic violence, an Exemption must be granted by the Department of Human Services.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a Department of Human Services social worker. Providers should also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant Job Seekers</b></p> <p>Once a pregnant job seeker is six weeks from their expected due date, the Department of Human Services will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>

## Job Plan

Process	Details
<p><b>What is a Job Plan?</b></p> <p><b>Deed Reference:</b> <b>Annexure A1</b></p>	<p>The Job Plan is the key document which outlines all the agreed Activities that the job seeker is required to undertake to satisfy their Mutual Obligation Requirements under Social Security Law and help get them into paid work.</p> <p>The Job Plan <b>must</b> be recorded in the Department's IT System.</p> <p>Note: For the purposes of Social Security Law, a Job Plan is an 'employment pathway plan'; and a 'participation plan' for Disability Support Pension recipients with compulsory requirements.</p> <p>For further information on Job Plans for Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Who must have a Job Plan?</b></p>	<p>Providers <b>must</b> ensure that all job seekers have a current Job Plan in place at all times.</p>

Process	Details
<p><b>Deed Reference:</b></p> <p><b>Annexure A1 Clause 87</b></p>	<p><b>Job Plans (compulsory)</b></p> <p>Under Social Security Law, job seekers receiving the following income support payments with Mutual Obligation Requirements <b>must</b> enter into a Job Plan to remain qualified to receive payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when the youngest child turns six )</li> <li>• Special Benefit (Nominated Visa Holders)</li> <li>• Disability Support Pension (Participants under the age of 35 with compulsory participation requirements).</li> </ul> <p><b>Job Plans (voluntary)</b></p> <p>Job seekers without Mutual Obligation Requirements, such as those volunteering to participate in employment services programmes and other Fully Eligible Participants, including Vulnerable Youth and Special Benefit recipients who are not Nominated Visa Holders, must also enter into a Job Plan (voluntary).</p> <p>ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext Provider. As such, jobactive Providers <b>must not</b> create or edit a Job Plan for ParentsNext Volunteers.</p>
<p><b>Who can consult on and approve and vary a Job Plan?</b></p>	<p>Providers are Delegates of the Secretary of the Department of Employment and have the power to:</p> <ul style="list-style-type: none"> <li>• require a job seeker with Mutual Obligation Requirements to enter into a Job Plan;</li> <li>• approve a Job Plan; and</li> <li>• vary the terms of a Job Plan.</li> </ul> <p>The Department of Human Services may also update a Job Plan when required. If the job seeker is managed by a Provider, the Department of Human Services will consult with the relevant Provider prior to updating the Job Plan or may request the Provider to update the Job Plan at the job seeker's next Appointment. A provider <b>should not</b> remove any updates made to a Job Plan by the Department of Human Services without consultation.</p>
<p><b>When must a Job Plan be created, reviewed and updated?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1 Clause 87</b></p>	<p>An initial Job Plan <b>must</b> be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.</p> <p>Providers <b>must</b> regularly review, and update, as required, the Job Plan to ensure all requirements are up to date and remain relevant, including:</p> <ul style="list-style-type: none"> <li>• when the job seeker's circumstances change;</li> <li>• when the job seeker enters into a new phase of their Stream;</li> <li>• when the job seeker enters in to a new Stream;</li> <li>• when a job seeker commences a new Activity</li> <li>• when the job seeker completes an Activity that was in their Job Plan; and</li> <li>• if the job seeker decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the job seeker compliance framework.</li> </ul> <p>If a Participation Plan for ParentsNext Volunteers requires review or update, Providers must contact the participant's ParentsNext Provider.</p>
<p><b>What are suitable approved Activities for inclusion in a Job</b></p>	<p>Refer to the <a href="#">Guide to Social Security 3.2.8.50</a> or the <a href="#">Mutual Obligation Requirements</a> section of this guideline for a list of the types of Activities that can be included in a Job Plan.</p> <p>Job seekers with Mutual Obligation Requirements may have compulsory and voluntary Activities in their Job Plan. There <b>must</b> be at least one compulsory Activity as voluntary Activities are not subject to the job seeker compliance framework and job seekers will not be at risk of incurring a penalty if they do not participate in such Activities.</p>

Process	Details
<p><b>Plan?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87</b></p>	<p>Providers <b>must</b> identify a job seeker's strengths and any issues they have relating to finding employment. They <b>must</b> ensure that the details of any vocational and non-vocational Activities are specified tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help them overcome any vocational barriers and non-vocational barriers.</p> <p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p> <p>Any Fully Eligible Participant (Voluntary) who is fully meeting their requirements and has chosen to access Services on a voluntary basis must have a compulsory (rather than voluntary) Job Plan. Any additional Activities they agree to be included in their Job Plan while voluntarily accessing Services must be included in their Job Plan as a voluntary Activity only.</p>
<p><b>Who can have a voluntary Job Plan and what should be included in a voluntary Job Plan?</b></p>	<p>Volunteers and job seekers exempt from their Mutual Obligation Requirements will have a voluntary Job Plan.</p> <p>Fully Eligible Participants without Mutual Obligation Requirements can undertake the same Activities as other job seekers; however, these Activities <b>must</b> be included as voluntary Activities in the Volunteer's Job Plan.</p> <p>The voluntary Job Plan will include voluntary Activities discussed and agreed to based on the individual's circumstances and reason for registering for employment services. In most cases, this will include Appointments with the Provider and other voluntary Activities, such as Job Search, education or other skills development, or other Activities to improve their employability.</p> <p>All Activities <b>must</b> be included as voluntary Activities in the Job Plan, and will not be subject to the job seeker compliance framework if they do not participate in these Activities.</p>
<p><b>What must be explained to the job seeker?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 97.2</b></p>	<p>Providers <b>must</b> explain the Job Plan to each job seeker including:</p> <ul style="list-style-type: none"> <li>• the purpose of the Job Plan;</li> <li>• the job seeker's rights and responsibilities under the Job Plan (including that they have two Business Days 'think time' to consider the requirements outlined in their Job Plan before accepting it);</li> <li>• what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan;</li> <li>• the consequences of failing to meet those requirements, and any impact on the job seeker's income support payment;</li> <li>• the consequences of the job seeker failing to give prior Notice (with a Valid Reason) when they cannot attend compulsory Appointments or participate in compulsory Activities;</li> <li>• their right to appeal decisions and where they can find assistance;</li> <li>• how the Provider intends to support the job seeker;</li> <li>• the Service Guarantee and Service Delivery Plan;</li> <li>• the section entitled 'Information You Need to Know' in the Job Plan; and</li> <li>• how their information is protected under privacy legislation and under Social Security Law.</li> </ul> <p>When a job seeker requests or where the Provider considers it appropriate, Providers <b>must</b> use an Interpreter to ensure that the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.</p> <p>Job seekers may also bring a third party to the appointment to discuss the terms of the Job Plan if they wish.</p> <p>Under Social Security Law, job seekers <b>must</b> be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in Activities, such as requiring work boots. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p>

Process	Details
<p><b>How is a Job Plan created and updated?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p><b>Using the Department’s IT Systems</b></p> <p>The Job Plan <b>must</b> be created and recorded using the Department’s IT Systems unless the Department’s IT Systems are temporarily unavailable or there is no computer access. In this case, Providers must use the compulsory/voluntary Job Plan template (whichever is applicable) available on the Provider Portal.</p> <p>Details of the Activities included <b>must</b> be entered into the Department’s IT Systems as soon as possible after the Job Plan is created.</p> <p>The contents of the Job Plan recorded in the Department’s IT Systems must be exactly the same as the hardcopy Job Plan.</p> <p><b>Using Job Plan codes</b></p> <p>Providers <b>must</b> use the comprehensive list of available codes at <a href="#">Attachment C</a>, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department’s IT Systems, the Job Seeker’s Dashboard on the jobactive powered by JobSearch website (the jobactive website) and also the Department of Human Services’s IT system.</p> <p>When setting compulsory Job Search Requirements, Providers <b>must</b> use the Job Search Requirements (JS09) code. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. This will enable Providers to monitor the setting of Job Search Requirements across their caseload. The Department will also actively monitor the setting of Job Search Requirements.</p> <p>Where applicable, Providers <b>must</b> also use the JS05 or JS06 (Job Search with Disability) codes, as these trigger the higher rate of Mobility Allowance. The Free text code can only be used where no available code covers an Activity that the Provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and as such is viewable to Providers and the Department of Human Services.</p> <p><b>Linking Job Plan Codes to Activity Placements</b></p> <p>Activity placements can be linked to Job Plan codes in Activity Diary in the Department’s IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from Activity Diary. Providers will also be able to record attendance results in the Activity Diary.</p>
<p><b>How is a Job Plan approved?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p>Once the terms of the Job Plan have been determined and the Job Plan created in the Department’s IT Systems, the Job Plan <b>must</b> be provided to the job seeker for their agreement.</p> <p>Job Plans can be agreed to online or by signing a hard copy.</p> <p><b>Job seeker agreement—online</b></p> <p>Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree online. If the Provider decides to use this option they <b>must</b> ensure that the job seeker has access to and is aware of how to agree to the terms of the Job Plan on their Dashboard.</p> <p>For all job seekers (including those with voluntary Mutual Obligation Requirements) Providers <b>must</b> formally notify the job seeker (either face to face or over the phone) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement within two Business Days of sending the Job Plan. The verbal formal notification script will display in the Department’s IT Systems for their Provider to read to the job seeker. This includes a compliance warning that <b>must</b> be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.</p> <p>If the job seeker has not agreed to the Job Plan online within the two Business Day the provider</p>

Process	Details
	<p>should consider whether submitting a Participation Report is appropriate. For further information refer to the <a href="#">Job seeker Compliance Framework Guideline</a>.</p> <p>When the job seeker agrees to the Job Plan, this will automatically result in the Job Plan's status being set to 'approved' in the Department's IT Systems.</p> <p><b>Job seeker agreement—hard copy</b></p> <p>Providers <b>must</b> approve the Job Plan in the Department's IT Systems as soon as the job seeker and the Provider have signed the Job Plan.</p> <p>Providers must provide a copy of the signed Job Plan to the job seeker.</p> <p>Note: once the Job Plan has been approved, the job seeker can access it on their Job Seeker Dashboard.</p>
<p><b>What happens if the job seeker refuses/fails to agree to a Job Plan?</b></p>	<p>If the Job Plan is not approved, no action is possible under the compliance framework for failure to meet compulsory Activities recorded in the Job Plan.</p> <p>Therefore, if the job seeker refuses to sign a Job Plan (and does not wish to use 'think time', see below), the Provider should discuss with the job seeker their obligation, the consequences of not agreeing to a Job Plan, and record in the Department's IT Systems the discussion with the job seeker. If the job seeker has Mutual Obligation Requirements and still refuses to sign a Job Plan the Provider <b>should</b> submit a Participation Report.</p> <p><b>Think time</b></p> <p>Prior to signing or accepting a Job Plan, job seekers with or without Mutual Obligation Requirements must be given two Business Days 'think time' to consider the proposed requirements of the Job Plan or to discuss them with a third party if they wish to do so.</p> <p>Where the job seeker decides to take up the two Business Days 'think time', the provider <b>should</b> book another Appointment with the job seeker after two Business Days.</p> <p>If the job seeker does not attend the appointment or refuses to accept the Job Plan online, or sign a hard copy of the Job Plan, after two Business Days 'think Time' the provider <b>should</b> consider whether submitting a Participation Report is appropriate.</p> <p>If the job seeker attends the Appointment but fails to agree to the Job Plan without a good reason their payment may be cancelled by the Department of Human Services until they do agree to a Job Plan.</p> <p>A job seeker can only utilise 'think time' once each time a Job Plan is created or updated.</p> <p>See the <a href="#">Job Seeker Compliance Framework Guideline</a> for more information on submitting Participation Reports.</p>

### Additional information

Process	Details
<p><b>Intervention Management Tool</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 38</b></p>	<p>The Intervention Management Tool in the Job Plan section of the Department's IT System is an optional tool for Providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including any identified by the job seeker.</p> <p>The Intervention Management Tool can help Providers to:</p> <ul style="list-style-type: none"> <li>• ensure that the job seeker has Activities in the Job Plan appropriate to their circumstances;</li> <li>• include Employment Services Assessment recommended Interventions in the Job Plan; and</li> <li>• record additional vocational or non-vocational issues.</li> </ul>

Process	Details
	Note: In case job seekers request access to their Records contained in the Intervention Management Tool, Providers <b>should</b> familiarise themselves with relevant Deed provisions.
<b>Non-government programmes approved for Annual Activity Requirement purposes</b>	Providers <b>must</b> use the Free Text code and the following statement when entering details of a non-government programme approved for Annual Activity Requirement purposes into a job seeker's Job Plan – see sample text below.  FTXT— I agree to undertake XXX (name of programme) for [X] hours per fortnight with [Organisation] from [Start Date] to [End Date].
<b>Contact and Non-contact study hours for Annual Activity Requirement purposes</b>	Providers <b>must</b> use the Free Text field under the Study - Part-Time or Full-Time (ET59) code when entering details of contact and non-contact study hours into a job seeker's Job Plan where this study is being used to meet or contribute towards meeting the Annual Activity Requirement— see sample text below.  The hours of study will include [X] contact hours and [X] non-contact hours per fortnight.
<b>Privacy and information sharing</b>  <b>Deed Reference: Clause 35</b>	The Deed requires Providers to comply with Australian privacy legislation. A job seeker's Personal Information <b>must</b> only be used or disclosed for the purpose for which it was collected, except in limited circumstances such as where: the job seeker gives permission, where Commonwealth laws allow it, or in other special circumstances.  Providers <b>must</b> also ensure that they comply with Social Security Law.  Providers <b>should</b> seek independent legal advice if they have any concerns regarding their obligations under any relevant privacy, or any other relevant, legislation.

# Attachment A:

## Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	Stream A		Stream B		Stream C
	SPI job seekers	All other job seekers	SPI job seekers	All other job seekers	All job seekers
0–6 months	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>				
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		
12–18 months; 24–30 months; etc	<b>Case Management</b>		<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>			<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort).	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—650 over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort).	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate

**Mutual Obligation Requirements—job seekers 30 years up to 49 years**

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken. for the 18-49 year old cohort. AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate

# Mutual Obligation Requirements —job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate

## Mutual Obligation Requirements—job seekers 60 years and over

Document 21

Period of Service	Stream A	Stream B	Stream C
0–6 months	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—depends on capacity No AAR Other suitable Activities as appropriate
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate

### Notes:

- Principal Carer Parents with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A Principal Carer Parent can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a Principal Carer Parent is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight— refer to the [activities that can meet part-time Mutual Obligation Requirements](#) section of this Guideline.
- Job seekers with a Partial Capacity to Work can fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of study and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to Principal Carer Parents and those with a Partial Capacity to Work.
- Principal Carer Parents on Parenting Payment Single on the Age Pension do not have Mutual Obligation Requirements

## • ATTACHMENT B

### MUTUAL OBLIGATION REQUIREMENTS FOR EARLY SCHOOL LEAVERS

Activities to Meet Early School Leaver Requirements	Suitable Job Search
Full time education or training	No job search
Combination of part-time education/training and part-time paid work for required number (i.e. 25 or 15) hours per week.	No job search
Other approved Activities for required number (i.e. 25 or 15) hours per week.	Up to 20 job searches

- Where an Early School Leaver is not participating in a full-time education or training course (or not fully meeting their part-time Mutual Obligation Requirements), they are required to undertake 25 hours a week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week) of either:
  - part-time education and part-time work; or
  - other suitable Activities, in addition to compulsory job search requirements of up to 20 per month.
- If a Certificate III course is not considered to be appropriate for the Early School Leaver based on their circumstances, an Early School Leaver may undertake a Certificate I or II course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate III or above qualification. The job seeker will continue to be considered an Early School Leaver until a Year 12 or equivalent Certificate III level of education is attained or they turn 22 years of age.
- Early School Leavers who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer Early School Leavers to an employment opportunity when the position does not conflict with the Early School Leaver's education or training Activities (if any). Similarly, Early School Leavers can be required to accept a job if it does not interfere with their current or future education or training Activities.

#### **Job Search**

- Jobactive providers **must** include job search requirements in the Job Plan of an Early School Leaver if they are not in full-time education, or a combination of part-time education and part-time work, for the required number of hours per week.
- However, if the Early School Leaver is meeting their requirements through full-time education and training or a combination of part-time education and training and part-time work for the required number of hours per week (25 hours for those with full-time requirements/15 hours for those with part-time requirements) they **should not** have job search requirements in their Job Plan.

#### **Skills for Education and Employment, Adult Migrant English Programme or other accredited Language, Literacy and Numeracy training**

- Early School Leavers can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.
- Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an Early School Leaver's requirements.
- Part-time study will count towards an Early School Leaver's requirements if undertaken with part-time work totalling 25 hours per week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week).

#### **Paid work**

- Paid work can include self-employment and may count towards meeting an Early School Leaver's mutual obligation requirements, where undertaken in combination with part-time education or training.
- Early School Leavers who are undertaking an approved education or training course cannot be compelled to accept work if it would interfere with their study.

## Attachment C - Job Plan codes

Refer to for [ESSWeb Job Plan Activity Codes list](#) for a full list of Codes.

Job Plan code and descriptor		Compulsory/Voluntary
Appointment	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Job Search	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
Employment	EM52—NEIS	C,V
	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
Participation Activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
WE17—Green Army	C,V	

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment D – Early School Leaver Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



### Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



# Mutual Obligation Requirements and Job Plan Guideline

**Note: This guideline replaces the former Mutual Obligation Requirements (including Annual Activity Requirements) Guideline and the Job Plan Guideline.**

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.1	01 10 16	14 10 16		Changes to reflect that, from 1 October 2016, job seekers in Stream A and Stronger Participation Incentive job seekers in Stream A and Stream B who have not already entered the Work for the Dole Phase will enter that Phase after 12 months in jobactive rather than 6 months. (pg 15 and Attachment A).
1.0 Mutual Obligation Requirements and Job Plan Guideline	10 08 16	12 09 16	30 09 16	Replaces former Mutual Obligation Requirements (including Annual Activity Requirement) Guideline and Job Plans Guideline. Clarification on previously raised issues.

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, **‘must’** means that compliance is mandatory and **‘should’** means that compliance represents best practice and is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers’ obligations. It **must be** read in conjunction with the Deed and any relevant Guidelines or reference Material issued by Department of Employment under, or in connection with, the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for Activity-tested job seekers. It includes Providers’ responsibilities and required actions to enable job seekers with Mutual Obligation Requirements to meet those requirements.

It also includes the Providers’ responsibilities and required actions when creating, reviewing and updating a job seeker’s Job Plan. Providers **must** consult with the job seeker when determining the activities to be included in the Job Plan.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

### Mutual Obligation Requirements

- Clause 93 – Suspensions
- Clause 95 – Exits
- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements

### Job Plan

- Annexure A1—Definitions
- Clause 35—Personal and Protected Information
- Clause 87—General requirements for a Job Plan
- Clause 119—Delegate obligations

## Relevant references

Reference documents relevant to this Guideline include:

- [Activity Management Guideline](#)
- [Work for the Dole Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Empowering Youth Initiatives Guideline](#)
- [ParentsNext Guideline](#)
- [Transition to Work Guideline](#)
- [Learning Centre website](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Managing and Monitoring Job Search Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Documentary Evidence Guideline](#)
- [Social Security Law \(Social Security Act 1991\)](#)
- [Guide to Social Security Law](#)
- [Provider Portal Compulsory Job Plan Template](#)
- [Provider Portal Voluntary Job Plan Template.](#)

### Relevant reports available to Providers:

- ESCN Reporting
- [Jobactive Caseload reporting ESCN](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements must show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for Activity-tested income support. These include: attending Provider Appointments; undertaking Job Search and acting on referrals to specific jobs; participating in approved Activities to meet the Annual Activity Requirement; and participating in any other Activity at any time that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects. For a full list of Activities, refer to <a href="#">Guide to Social Security 3.2.9.10 Suitable Activities</a>.</p> <p>Job seekers on the following income support payments <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six)</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to an Employment Services Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements refer to the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p> <p>Job seekers who have reached Age Pension age and who are receiving Parenting Payment Single do not have Mutual Obligation Requirements.</p>
<p><b>Role of Providers</b></p> <p><b>Deed Reference:</b></p> <p>Clause 87</p> <p>Clause 106</p>	<p>The Provider <b>must</b> consult with the job seeker and then <b>must</b> set suitable activities for the job seeker to meet their fortnightly Mutual Obligation Requirements within the job seeker's Job Plan. This includes activities to meet the Annual Activity Requirement where relevant.</p> <p>The Provider <b>must</b> set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, Guideline and Social Security Law.</p>
<p><b>Mutual Obligation Requirements—general expectations</b></p> <p><a href="#">Guide to Social Security 3.2.8.10</a></p>	<p>The level of a job seeker's Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age;</li> <li>• their assessed work capacity; and</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Providers can find information on a job seeker's individual circumstances in the Participation Profile screen of the Department's IT system.</p> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a full-time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents once the youngest child in their care turns six years of age; and</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• job seekers with a Partial Capacity to Work of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, Providers <b>must</b> ensure that all job seekers have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments;</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers;</li> <li>• undertake Job Search (job seekers are generally required to undertake 20 Job Searches per month during the Case Management, Work for the Dole and Self Service Phase);</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default Activity where another Activity is not undertaken for the 18-49 year old cohort). For further information on suitable Activities to meet a job seeker's Annual Activity Requirement please refer to the Activities to meet <a href="#">Annual Activity Requirements</a> section of this guideline; and</li> <li>• undertake suitable Activities at any time. These Activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase the job seeker's immediate employability.</li> </ul> <p><a href="#">Attachment A</a> provides a table outlining Mutual Obligation Requirements for different cohorts of job seekers.</p>
<p><b>Considering a job seeker's circumstances</b></p> <p><a href="#">Guide to Social Security 3.2.8.50</a></p>	<p>When determining a job seeker's Mutual Obligation Requirements, and when setting the terms of a Job Plan, the Provider <b>must</b> consult with the job seeker and <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker's individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs;</li> <li>• the person's education, experience, skills and age;</li> <li>• the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities;</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market;</li> <li>• the participation opportunities and activities available to the person;</li> <li>• the family and caring responsibilities of the person (including availability of child care);</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work);</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information;</li> <li>• whether the job seeker has any vulnerability indicators (as identified by the Department of Human Services) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown;</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements, to help ensure they do so in the future;</li> <li>• cultural factors;</li> <li>• if they are an Early School Leaver;</li> <li>• the number of hours a fortnight the job seeker is required to undertake in the Work for the Dole Phase; and</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Mutual Obligation Requirements in accordance with the</p>

Process	Details
	<p>Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including any relevant hours of participation the job seeker needs to undertake each fortnight. While the Provider should take into account the job seeker's preferences wherever possible, as the Delegate of the Secretary of the Department of Employment, employment services staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake Activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed Partial Capacity to Work or a Temporary Reduced Work Capacity. These will generally be identified by an Employment Services Assessment or Job Capacity Assessment. Where there is no Employment Services Assessment or Job Capacity Assessment, the Job Seeker Classification Instrument may also help identify personal issues that may affect a job seeker's employability.</p> <p>When setting the job seeker's Mutual Obligation Requirements, the Provider <b>must</b> review any barriers identified through an Employment Services Assessment or Job Capacity Assessment, or other issues disclosed to the Provider. This will inform the Activities job seeker will undertake to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement.</p> <p>Providers <b>must</b> consider the job seeker's assessed work capacity when setting requirements. The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker <b>must</b> be capable of undertaking any Activity or requirements included in a Job Plan. If a job seeker cannot reasonably undertake an Activity (or a combination of Activities), then that Activity (or combination of Activities) must not be included in their Job Plan.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per fortnight.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>A job seeker may have a temporary medical condition and have a Temporary Reduced Work Capacity which is identified through an Employment Services Assessment. Job seekers will have reduced requirements for the period of their Temporary Reduced Work Capacity.</p> <p>Providers <b>must</b> take into account a job seeker's Temporary Reduced Work Capacity when setting suitable approved Activities and the level of participation.</p> <p>There may also be circumstances where it is clear to the Provider that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a Temporary Reduced Work Capacity in the Department's IT system. Provider's should use judgement and also ensure that these personal circumstances are appropriately taken into account when setting Mutual Obligation Requirements.</p> <p><b>Principal Carer Parents</b></p> <p>Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements.</p> <p>During school terms, face-to-face provider Appointments and participation in Activities should</p>

Process	Details
	<p>typically be scheduled during school hours (that is, generally between 9am and 3pm) unless it is otherwise agreed by the Principal Carer Parent.</p> <p>Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during school holidays. However, Providers <b>must</b> consider whether the Principal Carer Parent can access suitable care and supervision for their children during this time when setting requirements.</p> <p>During the fortnight in which the Christmas public holiday falls, Principal Carer Parents do not have Mutual Obligation Requirements. Refer to the <a href="#">Guide to Social Security 3.2.9.10</a> for additional information.</p> <p>If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the Principal Carer Parent has a Valid Reason or Reasonable Excuse for not attending an appointment or activities, such as no suitable child care, alternative requirements <b>must</b> be set to enable the job seeker to meet their Mutual Obligation Requirements.</p> <p><b>Pregnant Job Seekers</b></p> <p>Generally the Mutual Obligation Requirements for pregnant job seekers will not change during the first trimester of pregnancy. However, the Provider must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including appropriate hours of participation in Activities each fortnight during that phase.</p>
<p><b>Approved programs of work for income support payments</b></p>	<p>Under Social Security Law, job seekers participating in an Approved Program of Work are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight. Currently, Approved Programs of Work are:</p> <ul style="list-style-type: none"> <li>• Work for the Dole;</li> <li>• the National Work Experience Programme; and</li> <li>• the Green Army Programme.</li> </ul> <p>Social Security Law precludes job seekers under the age of 18 from participating in an Approved Program of Work for the purposes of meeting their mutual obligation requirements.</p> <p>There is also a requirement that job seekers who are on a reduced rate of payment in any fortnight under the income test, due to their own earnings, or their partner's earnings, cannot be compelled to undertake Work for the Dole in that fortnight. However, these job seekers can be compelled to undertake another Activity to enable them to meet their Annual Activity Requirement.</p> <p><b>Work for the Dole</b></p> <p>In a Job Plan, Providers <b>must not</b> include participation in Work for the Dole (or these other Approved Programs of Work) as a <i>compulsory activity</i> in the following circumstances:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (a reduced rate can result from the job seeker's own income and/ or their partner's income);</li> <li>• for Special Benefit—Nominated Visa Holders, if the person or the person's partner has</li> </ul>

Process	Details
	<p>income;</p> <ul style="list-style-type: none"> <li>• where the Activity is more than 50 hours per fortnight; or</li> <li>• where the job seeker is aged under 18 years, or 60 years and over.</li> </ul> <p>Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances, except for job seekers aged under 18 years.</p> <p>If the job seeker is receiving anything less than the full rate of income support they may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary Activity in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.</p> <p>Providers can view a job seeker's previous four fortnights' income support payment rate on the Department's IT system Notification screen (that is, whether they received a full rate on a reduced rate due to the income test). This will help providers to determine if a job seeker is in receipt of a part or nil rate of payment and therefore if they should be undertaking Work for the Dole on a compulsory basis.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to the Department of Human Services or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.</p> <p><b>National Work Experience Programme</b></p> <p>In the case of the National Work Experience Programme, placements are on a voluntary short-term basis only, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will receive the Approved Program of Work Supplement.</p> <p><b>Green Army Programme</b></p> <p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of that programme's participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p>
<p><b>Activities that can fully meet Mutual Obligation Requirements for some job seekers</b></p>	<p>Most job seekers with Mutual Obligation Requirements are required to undertake a range of Activities, such as: attending Appointments; undertaking Job Search; acting on referrals to specific jobs; attending job interviews; and accepting and commencing in any offers of suitable work.</p> <p>Principal Carer Parents, job seekers with a Partial Capacity to Work of 15 to 29 hours per week and job seekers aged 55 years and over are able to fully meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p>

Process	Details
<p><b>Clause 93</b></p>	<p><b>Principal Carer Parents</b></p> <p>Principal Carer Parents can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study, and in some circumstances Voluntary Work (or a combination of these Activities).</p> <p>When fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be Suspended from the Provider’s caseload. This also applies if the Principal Carer Parent is participating in the Green Army Programme for 30 hours per fortnight. For further information on approved study refer to <a href="#">Approved Short Courses</a> section of this Guideline.</p> <p>In limited circumstances Principal Carer Parents are able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work or in combination with other approved activities. The following criteria <b>must</b> be met for Voluntary Work in these circumstances:</p> <ul style="list-style-type: none"> <li>• the Provider determines that the Principal Carer Parent lives in a poor labour market;</li> <li>• there are limited training opportunities locally available (online courses may be considered ‘locally available’ if the Principal Carer Parents has access to a computer); and</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>Principal Carer Parents undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers must not require the Principal Carer Parent to undertake Job Search or undertake other additional requirements.</p> <p>Where a Principal Carer Parent is aged 55 years or over and has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser level of requirement should be applied.</p> <p><b><u>Financial suitable test for Principal Carer Parents</u></b></p> <p>A Principal Carer Parents is not required to accept a job offer or continue in a job which fails to make them financially better off compared to not doing the job. If a Principal Carer Parent is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the Principal Carer Parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="#">Department of Human Services online estimator</a>.</p> <p><b>Mature Age Job Seekers</b></p> <p>Job seekers aged 55 years and over can fully meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake Job Search or undertake other additional requirements and attend Appointments with their Provider.</p> <p>However, they <b>must</b> remain connected with a Provider (although they will be Suspended on a Provider’s caseload). They must attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals and <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have full-time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a full-time job or no longer receive income support.</p> <p>The Department of Human Services will make an initial Appointment with the Provider for job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements at their first contact with the Department of Human Services. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. Refer to the <a href="#">Job</a></p>

Process	Details
	<p><a href="#">Seeker Compliance Framework Guideline</a> for more information.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements in this way, they cannot be required to undertake Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be suspended on a Provider's caseload. This also applies if the job seeker is participating in the Green Army Programme for 30 hours per fortnight.</p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with the Department of Human Services and do not need to remain connected to a Provider. As such, they will be Suspended from the Provider's caseload.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements.</p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the Department of Human Services. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.</p> <p>Refer to <a href="#">Guide to Social Security 3.2.8.10</a> for additional information.</p> <p><b>Ministers of Religion</b></p> <p>Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is fully meeting their requirements through sufficient participation in the activities outlined above, they will be suspended from Employment Services. A job seeker with Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:</p> <ul style="list-style-type: none"> <li>• being contacted by their employment services provider to discuss and agree to voluntarily participate while Suspended;</li> <li>• notifying the Department of Human Services, who will either call their employment services provider or book an Appointment for them; or</li> <li>• directly contacting their employment services provider to request Services.</li> </ul> <p>If a Suspended job seeker advises that they are electing to voluntarily participate in employment services, the employment services provider must provide Services to the job seeker.</p> <p>If a job seeker participates voluntarily in Employment Services, Providers <b>must not</b> remove the relevant compulsory Activities that the Department of Human Services has included in the job seeker's Job Plan. Any additional Activities included in the Job Plan <b>must</b> only be added as voluntary Activities.</p>

Process	Details
	<p><b><u>Role of the Department of Human Services</u></b></p> <p>For these cohorts of job seekers, the Department of Human Services is responsible for determining whether the individual job seeker is actually fully meeting their Mutual Obligation Requirements, as outlined above. Where the Department of Human Services establishes that they are participating sufficiently in the relevant approved Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once the Department of Human Services determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>However, in the case of Principal Carer Parent and job seekers with a Partial Capacity to Work of 15-29 hours per week who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course, the Provider is responsible for approving the short course and updating the Job Plan accordingly. These job seekers will be Suspended from the Provider's Caseload. Refer to the <a href="#">Approved Short Course</a> section of this guideline for additional information.</p>

## Early School Leavers

Process	Details
<p><b>Defining who is an Early School Leaver</b></p>	<p>An Early School Leaver is a person who is in receipt of Youth Allowance (other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).</p>
<p><b>Suitable activities for an Early School Leaver</b></p> <p><b><u>Guide to Social Security 3.2.9.95</u></b></p> <p><b>Deed Reference: Clause 105</b></p>	<p>Early School Leavers are generally required to participate in:</p> <ul style="list-style-type: none"> <li>• full-time education or training;</li> <li>• a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week); or</li> <li>• other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week);</li> </ul> <p>until they turn 22 years of age or attain Year 12 or an equivalent qualification.</p> <p>Providers <b>must not</b> include Job Search requirements in the Job Plan of Early School Leavers who are in full-time education or training, or undertaking a combination of part-time education or training and part-time work for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week). For a full list of suitable Activities for Early School Leavers please refer to <a href="#">Attachment B</a>.</p> <p>Up to 20 Job Searches <b>must</b> be included in the Job Plan of all other Early School Leavers if they are not participating in 25 hours per week of approved activities.</p> <p>Once an Early School Leaver has completed Year 12 or an equivalent qualification (as verified by the Department of Human Services), or turns 22 years of age, the young person will no longer be an Early School Leaver and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers.</p>
<p><b>Verifying educational qualifications</b></p>	<p>Only the Department of Human Services can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. For the purposes of verification, the Department of Human Services will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies or an 'equivalent qualification', being:</li> </ul>

Process	Details
<p><b>Deed Reference:</b> <b>Clause 105</b></p>	<ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate III;</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution;</li> <li>○ a Certificate III or IV of General Education for Adults;</li> <li>○ the International Baccalaureate; or</li> <li>○ other higher education pre-entry course.</li> </ul> <p>Providers <b>must</b> fax the Department of Human Services' Business Hotline on 1300 786 102 to have an Early School Leaver's qualifications verified, using the cover sheet at <a href="#">Attachment D</a> together with:</p> <ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original), or if the original qualification has been lost or destroyed: <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification; or</li> <li>○ a letter from the relevant education institution formally verifying attainment of the qualification; or</li> </ul> </li> <li>• if none of the above can be obtained, a statutory declaration by Early School Leaver detailing the name of the course, date completed, institution and institution contact details.</li> </ul> <p>Providers <b>should not</b> send verification to the Department of Human Services where the education level is below Year 12.</p> <p>The Provider <b>should</b> also update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's newly advised higher level of educational attainment.</p> <p>If the Department of Human Services does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the Early School Leaver to advise them of the reason why the qualification was not verified by the Department of Human Services.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b></p> <p><b>Deed Reference:</b> <b>Clause 113</b></p>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker's Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Early School Leavers who are not meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) <b>should</b> also have up to 20 Job Search contacts each month in their Job Plan.</p> <p>All job seekers cannot be required to undertake more than 20 Job Searches per month.</p> <p>Job seekers with Mutual Obligation Requirements will usually have to look for work or undertake work in order to satisfy their Mutual Obligation Requirements. The minimum number of hours for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight. For job seekers aged 55 years and over, Principal Carer Parents and job seekers with a Partial Capacity to Work, the number of hours is 30 hours per fortnight.</p> <p><b>Setting Job Search requirements in the Job Plan</b></p>

Process	Details
	<p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring Job Plans and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans should contain JS09; and</li> <li>• for Stream C job seekers, most Job Plans should contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul> <p>For further information refer to <a href="#">Guide to Social Security 3.2.9.30</a>.</p>
<p><b>Reasons Providers may reduce the number of Job Searches</b></p> <p><a href="#">Social Security Guide: 3.2.9.30</a></p>	<p><b>For All Job Seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment;</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search;</li> <li>• substantially elevated level of family and caring responsibilities;</li> <li>• accommodation situation, where this is likely to impede Job Search;</li> <li>• education or skill level, where this is likely to substantially limit job opportunities;</li> <li>• current Employment status (Part-Time or casual work);</li> <li>• domestic violence (including family violence) or family relationship breakdown (the Department of Human Services may also grant an Exemption from Mutual Obligation Requirements in these circumstances);</li> <li>• final three months of pregnancy;</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills;</li> <li>• cultural factors;</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.</p> <p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities—in particular study or during the Work for the Dole Phase.</p> <p><b>Pregnant job seekers</b></p> <p>During the three months before a pregnant job seeker's expected due date they will not be required to undertake Job Search. During this time Providers cannot compel these job seekers to accept job offers or referrals to job interviews.</p> <p><b>Language, Literacy and Numeracy courses</b></p> <p>For those job seekers who Providers have identified as needing to improve their Language Literacy and Numeracy skills, Providers may reduce the number of Job Searches during but not remove job searches for the period when the job seeker is actively participating in a Language Literacy and Numeracy course. The job seeker would need to be undertaking the Skills for Education and Employment programme, Adult Migrant English Programme or another accredited Language Literacy and Numeracy course. However, Providers must ensure that the job seeker has some Job Search recorded in their Job Plan while participating in these programmes.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and</p>

Process	Details
	<p>over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed; and</li> <li>• whether the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme.</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved (if the job seeker is undertaking a significant number of hours of paid work per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further); and</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved; and</li> <li>• if undertaking 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p><b>Other circumstances</b></p> <p>Providers <b>must not</b> include Job Search requirements for Early School Leavers undertaking appropriate hours of education or training as part of meeting their Mutual Obligation Requirements, or for Early School Leavers who are also Principal Carer Parents or have a Partial Capacity to Work of 15-29 hours per fortnight and are fully meeting their part-time Mutual Obligation Requirements. However, Early School Leavers with full-time Mutual Obligation Requirements who are not engaged in education or education in combination with paid work for 25 hours a week <b>must</b> have a compulsory requirement to look for up to 20 jobs each month included in their Job Plans.</p> <p>Providers <b>must not</b> include Job Search requirements for job seekers while they are undertaking <b>NEIS Training</b> or the <b>NEIS Programme</b>.</p> <p>Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week who are fully meeting their part-time Mutual Obligation Requirements <b>must not</b> have any Job Search requirements included in their Job Plans.</p> <p>Job seekers <b>aged 55 years and over</b> who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must not</b> have Job Search requirements included in their Job Plans.</p>
<p><b>Defining 'Suitable work'</b></p> <p><b>Guide to Social Security 3.2.8.60</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. 'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent and Part-Time or Full-Time work (depending on the job seeker's assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in Social Security</p>

Process	Details
	<p>Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work is unsuitable if it:</p> <ul style="list-style-type: none"> <li>• would aggravate a job seeker’s medical illness, disability or injury;</li> <li>• is above the job seeker’s assessed work capacity within the next two years with Intervention;</li> <li>• does not meet the applicable statutory conditions of work;</li> <li>• requires the person to change their place of residence where they are unwilling to move;</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for Principal Carer Parents and those with a Partial Capacity to Work and more than 90 minutes one way for other job seekers); or</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the employer.</li> </ul> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the Principal Carer Parent has access to appropriate care and supervision for their Child/Children during the times when the Principal Carer Parent would be required to work;</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable; and</li> <li>• the Principal Carer Parent will be financially better off as a result of undertaking the work. Refer to the <a href="#">Financial Suitable Test</a> section of this guideline for further information.</li> </ul> <p>Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law 3.2.8.50</a> for further information.</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the Principal Carer Parent to travel to and from work. Suitable care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>);</li> <li>• any other care or supervision arrangements that the parent deems suitable; or</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with a Partial Capacity to Work if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury; or</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker’s normal means of transport.</li> </ul>

## Annual Activity Requirement

Process	Details
<b>Defining Annual Activity</b>	The Annual Activity Requirement is the set number of hours that a job seeker <b>must</b> complete in approved Activities when in the Work for the Dole Phase.

Process	Details
<p><b>Requirement</b></p>	<p>All job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and <b>must</b> participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>From 1 July 2015, Stream A job seekers, as well as Stronger Participation Incentives (SPI) Participants in Stream A or Stream B, enter the Work for the Dole Phase after six months in their first year of service and every subsequent year that they remain unemployed. Where they have entered the Work for the Dole Phase for the first time by 30 September 2016, if they are still unemployed their second Work for the Dole Phase will commence after they have been in jobactive for 18 months, and so on.</p> <p>As of 1 October 2016, Stream A job seekers and Stronger Participation Incentives (SPI) Participants in Stream A or Stream B who have not commenced in the Work for the Dole Phase for the first time will begin the Phase after they have been in jobactive for 12 months rather than six months. This is in line with other Stream B and Stream C job seekers. If they are still unemployed, their second Work for the Dole Phase will commence when they have been in jobactive for two years, and so on.</p> <p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>Early School Leavers with full-time Mutual Obligation Requirements typically need to undertake 25 hours a week of approved Activities, so the concept of an Annual Activity Requirement is not applicable as they are participating in this level of Activities all the time.</p> <p>Job seekers with no Annual Activity Requirement include:</p> <ul style="list-style-type: none"> <li>• job seekers aged 60 years and over;</li> <li>• job seekers who are fully meeting their part-time Mutual Obligation Requirements, please refer to the <a href="#">Activities that can fully meet Mutual Obligation Requirements for some job seekers</a> section of this Guideline;</li> <li>• job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work;</li> <li>• job seekers with a Partial Capacity to Work or Temporary Reduced Work Capacity of 0 to 14 hours per week; and</li> <li>• job seekers with Community Service Orders of 20 or more hours per week.</li> </ul>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 107</b></p> <p><b>Clause 108</b></p>	<p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment;</li> <li>• National Work Experience Programme Placements;</li> <li>• Voluntary Work;</li> <li>• Part-time study/training, which must be in: <ul style="list-style-type: none"> <li>○ a Certificate III course or higher (but not a Masters or Doctorate course); or</li> <li>○ an accredited course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement);</li> </ul> </li> </ul>

Process	Details
<p><b>Clause 109</b></p>	<ul style="list-style-type: none"> <li>• accredited language, literacy and numeracy courses, which can include: <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme; or</li> <li>○ Adult Migrant English Programme;</li> </ul> </li> <li>• Defence Reserves;</li> <li>• other government programmes, including state government programmes and the Green Army Programme; or</li> <li>• non-government programmes approved for Annual Activity Requirement purposes (refer to the Activity Management Guideline for more information).</li> </ul> <p><b>Job Seekers aged under 18</b> Job seekers aged under 18 with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme; however, may undertake any other Activity to meet their Annual Activity Requirement subject to the eligibility criteria of that Activity.</p> <p><b>Job Seekers aged 18-49 years</b> For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement; or</li> <li>• are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p><b>Job Seekers aged 50-59 years</b> Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p><b>Principal Carer Parents and job seekers with a Partial Capacity to Work</b> Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity as soon as possible after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the <a href="#">Activity Management Guideline</a>.</p> <p>Full-time study/training can also be undertaken where it meets the conditions for part-time study/training as above as well as the Short Course approval conditions, see the <a href="#">Approved Short Courses</a> section below.</p> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p> <p><b>Activities that do not count towards the Annual Activity Requirement</b></p>

Process	Details
	<p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>• full-time study outside of the Approved Short Course conditions (including Masters and Doctorate courses)</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p><b>Community Service Orders</b> Job seekers with Community Service Orders of 20 hours or more are exempt from having Mutual Obligation Requirements. If a job seeker has a Community Service Order of under 20 hours a week (i.e. part time) they still have Mutual Obligation Requirements; however, the Community Service Orders should take precedence. If these job seeker is in the Work for the Dole phase they will still need to meet their Annual Activity Requirement in addition to their Community Service Order.</p> <p>Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Hours of participation to meet the Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.</p> <p>Providers <b>must</b> ensure job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Participation is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>Job seekers with part-time Mutual Obligation Requirements: Principal Carer Parent and Partial Capacity to Work (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight).</li> <li>• Aged 30 to 59: in most circumstances <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight)</li> </ul> <p><b>Defence Reserves</b> For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p> <p><b>Annual Activity Requirement Calculator</b> The Annual Activity Requirement Calculator can be found on the Department's IT System and provides information on how many hours of participation job seekers will need to complete to meet their Annual Activity Requirement. See the <a href="#">Department's IT Systems Online</a> Help for more</p>

Process	Details
	<p>information on how to access the Annual Activity Requirement Calculator.</p> <p><b>Study/training hours</b>  <b>Full-time load</b>  Where a job seeker is undertaking a full-time study load as indicated by the training provider, then the study can meet their fortnightly hours requirement for the fortnights in which they are doing full-time study. This is regardless of the actual contact hours undertaken. For example, a job seeker who has an Annual Activity Requirement of 50 hours requirement and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load. This includes full-time participation in the Skills for Education and Employment Programme or Adult Migrant English Programme.</p> <p><b>Non-contact hours</b>  Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.</p> <p>For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. However, where the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will need to be undertaken to meet the Annual Activity Requirement.</p>
<p><b>Setting required hours in the Activity Diary</b></p> <p><b>Deed Reference:</b>  <b>Clause 107</b></p>	<p><b>Work for the Dole</b>  For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b>  Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement in the Activity Diary</b></p> <p><b>Deed Reference:</b>  <b>Clause 107</b></p>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using the Activity Diary component of the Department's IT Systems.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This <b>should</b> reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department's <a href="#">User Guide</a> and the <a href="#">IT Systems Online Help</a>.</p> <p><b>Mobile Supervisor Apps</b>  Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile</p>

Process	Details
	<p>Supervisor App, refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p><b>Work for the Dole</b> For Work for the Dole Activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>must</b> be done within 10 Business Days of the job seeker's scheduled participation (this cannot be done as a monthly bulk entry). If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met.</p> <p><b>Other approved Activities</b> For all other approved activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded in the Activity Diary either:</p> <ul style="list-style-type: none"> <li>• through the same process as for Work for the Dole activities; or</li> <li>• on a monthly basis, as a total number of hours.</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>For job seekers not doing Work for the Dole, Providers <b>must</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. If nothing has been entered into the system after this timeframe, the job seeker's required hours will be recorded as not met for that period.</p>
<p><b>Recording completion of the Annual Activity Requirement in the Activity Diary</b></p> <p><b>Deed Reference:</b> <b>Clause 107</b></p>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the Activity Diary Job Seeker Summary screen correctly displays whether the job seeker has met their Annual Activity Requirement.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the Activity Diary Job Seeker Summary screen will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement; and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's <a href="#">IT Systems Online Help</a>.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p>Job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:</p> <ul style="list-style-type: none"> <li>• any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the</li> </ul>

Process	Details
	<p>Dole must be created as a voluntary component of their Job Plan; and</p> <ul style="list-style-type: none"> <li>job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any appropriate activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.</p> <p><b>Stream A job seekers</b></p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers must:</p> <ul style="list-style-type: none"> <li>participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12 month period); and</li> <li>during this continuous participation, complete the relevant number of fortnightly hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for job seekers in Stream B or Stream C only after 6 months (but before 12 months) in the Case Management Phase if the Provider considers the job seeker is not benefiting from, or actively participating in interventions.</p> <p><b>Change of circumstances during the Work for the Dole Phase</b></p> <p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation <b>must</b> match their new requirement.</p> <p>For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p>

Process	Details
<b>Undertaking a Compliance Activity during the Work for the Dole Phase</b>	If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the following Case Management Period.
<b>Participation in the Green Army Programme</b>	<p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of their Green Army programme's participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p> <p>Note: If a job seeker is in the Work for the Dole phase and commences in the Green Army programme, but they do not complete the programme, the number of hours they completed in the programme can also count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programmes' in the Monthly Hours Summary.</p>

### Additional information

Process	Details
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other Activities that the job seeker must undertake to meet their Mutual Obligation Requirements.</p> <p>There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker is required to undertake other approved Activities, such as Job Search, for the period of the break. The Job Plan should be revised to include the adjusted requirements.</p> <p>Separate rules apply to Principal Carer Parents and job seekers with a Partial Capacity to Work when they are undertaking casual part-time paid employment to fully meet their part-time Mutual Obligation Requirements.</p> <p>For further information these rules refer to <a href="#">Guide to Social Security 3.5.1.70</a>.</p>
<b>Sufficient Work Test</b>  <a href="#">Guide to Social Security 3.2.2.10</a>	<p>The decision that a person is doing sufficient work would generally be restricted to cases where a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). Where there is significant variation in hours worked and earnings from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements <b>must</b> be determined on a fortnightly basis.</p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the <a href="#">Documentary Evidence Guidelines</a>. If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>

Process	Details
<p><b>When can study be approved as an activity</b></p>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to first test their eligibility for a student payment with the Department of Human Services.</p> <p>Recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve participation in a short course of education or training if they determine that participation is necessary and the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated;</li> <li>• less than 12 months (two semesters) in duration; and</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul> <p>Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months (two semesters) or longer in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can only be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects;</li> <li>• the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement for the academic course (or a longer course—that is, 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course;</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by the Department of Human Services); or</li> <li>• the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) (and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by the Department of Human Services).</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, but not where it conflicts with the time of the course or if it would prevent them from completing the course. However, job seekers are required to accept any suitable work that does not conflict with the course and are not permitted to limit their Job Searches only to areas relating to the course.</p> <p>A Principal Carer Parent or those with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements and will be suspended from their Provider’s caseload. Refer <a href="#">Activities to Meet Mutual Obligation Requirements</a> for some job seekers section of this guideline.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>

Process	Details
<b>Exemptions</b>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security law, the Department of Human Services may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in job search, paid work, Work for the Dole, vocational training or other Activities. In the first instance, the Department of Human Services will usually look to reduce a job seeker's Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker does not have capacity to undertake any job search or other approved Activity and should be considered for an Exemption from their Mutual Obligation Requirements, the job seeker should be advised to contact the Department of Human Services to test their eligibility for an Exemption. Job seekers need to provide any evidence supporting their claim to the Department of Human Services. For example, an appropriate medical certificate from their doctor, if they are applying for a medical Exemption.</p> <p>If a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p>For further information on these and other Exemptions can be at <a href="#">Guide to Social Security 3.2.11</a>.</p> <p>Some of the specific Exemptions that providers <b>should</b> be aware of are:</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a Principal Carer Parent and subject to domestic violence, an Exemption must be granted by the Department of Human Services.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a Department of Human Services social worker. Providers should also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant Job Seekers</b></p> <p>Once a pregnant job seeker is six weeks from their expected due date, the Department of Human Services will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>

## Job Plan

Process	Details
<p><b>What is a Job Plan?</b></p> <p><b>Deed Reference:</b> <b>Annexure A1</b></p>	<p>The Job Plan is the key document which outlines all the agreed Activities that the job seeker is required to undertake to satisfy their Mutual Obligation Requirements under Social Security Law and help get them into paid work.</p> <p>The Job Plan <b>must</b> be recorded in the Department's IT System.</p> <p>Note: For the purposes of Social Security Law, a Job Plan is an 'employment pathway plan'; and a 'participation plan' for Disability Support Pension recipients with compulsory requirements.</p> <p>For further information on Job Plans for Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Who must have a Job Plan?</b></p>	<p>Providers <b>must</b> ensure that all job seekers have a current Job Plan in place at all times.</p>

Process	Details
<p><b>Deed Reference:</b></p> <p><b>Annexure A1 Clause 87</b></p>	<p><b>Job Plans (compulsory)</b></p> <p>Under Social Security Law, job seekers receiving the following income support payments with Mutual Obligation Requirements <b>must</b> enter into a Job Plan to remain qualified to receive payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when the youngest child turns six )</li> <li>• Special Benefit (Nominated Visa Holders)</li> <li>• Disability Support Pension (Participants under the age of 35 with compulsory participation requirements).</li> </ul> <p><b>Job Plans (voluntary)</b></p> <p>Job seekers without Mutual Obligation Requirements, such as those volunteering to participate in employment services programmes and other Fully Eligible Participants, including Vulnerable Youth and Special Benefit recipients who are not Nominated Visa Holders, must also enter into a Job Plan (voluntary).</p> <p>ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext Provider. As such, jobactive Providers <b>must not</b> create or edit a Job Plan for ParentsNext Volunteers.</p>
<p><b>Who can consult on and approve and vary a Job Plan?</b></p>	<p>Providers are Delegates of the Secretary of the Department of Employment and have the power to:</p> <ul style="list-style-type: none"> <li>• require a job seeker with Mutual Obligation Requirements to enter into a Job Plan;</li> <li>• approve a Job Plan; and</li> <li>• vary the terms of a Job Plan.</li> </ul> <p>The Department of Human Services may also update a Job Plan when required. If the job seeker is managed by a Provider, the Department of Human Services will consult with the relevant Provider prior to updating the Job Plan or may request the Provider to update the Job Plan at the job seeker's next Appointment. A provider <b>should not</b> remove any updates made to a Job Plan by the Department of Human Services without consultation.</p>
<p><b>When must a Job Plan be created, reviewed and updated?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1 Clause 87</b></p>	<p>An initial Job Plan <b>must</b> be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.</p> <p>Providers <b>must</b> regularly review, and update, as required, the Job Plan to ensure all requirements are up to date and remain relevant, including:</p> <ul style="list-style-type: none"> <li>• when the job seeker's circumstances change;</li> <li>• when the job seeker enters into a new phase of their Stream;</li> <li>• when the job seeker enters in to a new Stream;</li> <li>• when a job seeker commences a new Activity;</li> <li>• when the job seeker completes an Activity that was in their Job Plan; and</li> <li>• if the job seeker decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the job seeker compliance framework.</li> </ul> <p>If a Participation Plan for ParentsNext Volunteers requires review or update, Providers must contact the participant's ParentsNext Provider.</p>
<p><b>What are suitable approved Activities for inclusion in a Job</b></p>	<p>Refer to the <a href="#">Guide to Social Security 3.2.8.50</a> or the <a href="#">Mutual Obligation Requirements</a> section of this guideline for a list of the types of Activities that can be included in a Job Plan.</p> <p>Job seekers with Mutual Obligation Requirements may have compulsory and voluntary Activities in their Job Plan. There <b>must</b> be at least one compulsory Activity as voluntary Activities are not subject to the job seeker compliance framework and job seekers will not be at risk of incurring a penalty if they do not participate in such Activities.</p>

Process	Details
<p><b>Plan?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87</b></p>	<p>Providers <b>must</b> identify a job seeker's strengths and any issues they have relating to finding employment. They <b>must</b> ensure that the details of any vocational and non-vocational Activities are specified tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help them overcome any vocational barriers and non-vocational barriers.</p> <p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p> <p>Any Fully Eligible Participant (Voluntary) who is fully meeting their requirements and has chosen to access Services on a voluntary basis must have a compulsory (rather than voluntary) Job Plan. Any additional Activities they agree to be included in their Job Plan while voluntarily accessing Services must be included in their Job Plan as a voluntary Activity only.</p>
<p><b>Who can have a voluntary Job Plan and what should be included in a voluntary Job Plan?</b></p>	<p>Volunteers and job seekers exempt from their Mutual Obligation Requirements will have a voluntary Job Plan.</p> <p>Fully Eligible Participants without Mutual Obligation Requirements can undertake the same Activities as other job seekers; however, these Activities <b>must</b> be included as voluntary Activities in the Volunteer's Job Plan.</p> <p>The voluntary Job Plan will include voluntary Activities discussed and agreed to based on the individual's circumstances and reason for registering for employment services. In most cases, this will include Appointments with the Provider and other voluntary Activities, such as Job Search, education or other skills development, or other Activities to improve their employability.</p> <p>All Activities <b>must</b> be included as voluntary Activities in the Job Plan, and will not be subject to the job seeker compliance framework if they do not participate in these Activities.</p>
<p><b>What must be explained to the job seeker?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 97.2</b></p>	<p>Providers <b>must</b> explain the Job Plan to each job seeker including:</p> <ul style="list-style-type: none"> <li>• the purpose of the Job Plan;</li> <li>• the job seeker's rights and responsibilities under the Job Plan (including that they have two Business Days 'think time' to consider the requirements outlined in their Job Plan before accepting it);</li> <li>• what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan;</li> <li>• the consequences of failing to meet those requirements, and any impact on the job seeker's income support payment;</li> <li>• the consequences of the job seeker failing to give prior Notice (with a Valid Reason) when they cannot attend compulsory Appointments or participate in compulsory Activities;</li> <li>• their right to appeal decisions and where they can find assistance;</li> <li>• how the Provider intends to support the job seeker;</li> <li>• the Service Guarantee and Service Delivery Plan;</li> <li>• the section entitled 'Information You Need to Know' in the Job Plan; and</li> <li>• how their information is protected under privacy legislation and under Social Security Law.</li> </ul> <p>When a job seeker requests or where the Provider considers it appropriate, Providers <b>must</b> use an Interpreter to ensure that the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.</p> <p>Job seekers may also bring a third party to the appointment to discuss the terms of the Job Plan if they wish.</p> <p>Under Social Security Law, job seekers <b>must</b> be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in Activities, such as requiring work boots. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p>

Process	Details
<p><b>How is a Job Plan created and updated?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p><b>Using the Department's IT Systems</b></p> <p>The Job Plan <b>must</b> be created and recorded using the Department's IT Systems unless the Department's IT Systems are temporarily unavailable or there is no computer access. In this case, Providers must use the compulsory/voluntary Job Plan template (whichever is applicable) available on the Provider Portal.</p> <p>Details of the Activities included <b>must</b> be entered into the Department's IT Systems as soon as possible after the Job Plan is created.</p> <p>The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hardcopy Job Plan.</p> <p><b>Using Job Plan codes</b></p> <p>Providers <b>must</b> use the comprehensive list of available codes at <a href="#">Attachment C</a>, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department's IT Systems, the Job Seeker's Dashboard on the jobactive powered by JobSearch website (the jobactive website) and also the Department of Human Services' IT system.</p> <p>When setting compulsory Job Search Requirements, Providers <b>must</b> use the Job Search Requirements (JS09) code. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. This will enable Providers to monitor the setting of Job Search Requirements across their caseload. The Department will also actively monitor the setting of Job Search Requirements.</p> <p>Where applicable, Providers <b>must</b> also use the JS05 or JS06 (Job Search with Disability) codes, as these trigger the higher rate of Mobility Allowance. The Free text code can only be used where no available code covers an Activity that the Provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and as such is viewable to Providers and the Department of Human Services.</p> <p><b>Linking Job Plan Codes to Activity Placements</b></p> <p>Activity placements can be linked to Job Plan codes in Activity Diary in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from Activity Diary. Providers will also be able to record attendance results in the Activity Diary.</p>
<p><b>How is a Job Plan approved?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p>Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT Systems, the Job Plan <b>must</b> be provided to the job seeker for their agreement.</p> <p>Job Plans can be agreed to online or by signing a hard copy.</p> <p><b>Job seeker agreement—online</b></p> <p>Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree online. If the Provider decides to use this option they <b>must</b> ensure that the job seeker has access to and is aware of how to agree to the terms of the Job Plan on their Dashboard.</p> <p>For all job seekers (including those with voluntary Mutual Obligation Requirements) Providers <b>must</b> formally notify the job seeker (either face to face or over the phone) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement within two Business Days of sending the Job Plan. The verbal formal notification script will display in the Department's IT Systems for their Provider to read to the job seeker. This includes a compliance warning that <b>must</b> be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.</p> <p>If the job seeker has not agreed to the Job Plan online within the two Business Day the provider</p>

Process	Details
	<p>should consider whether submitting a Participation Report is appropriate. For further information refer to the <a href="#">Job seeker Compliance Framework Guideline</a>.</p> <p>When the job seeker agrees to the Job Plan, this will automatically result in the Job Plan's status being set to 'approved' in the Department's IT Systems.</p> <p><b>Job seeker agreement—hard copy</b></p> <p>Providers <b>must</b> approve the Job Plan in the Department's IT Systems as soon as the job seeker and the Provider have signed the Job Plan.</p> <p>Providers must provide a copy of the signed Job Plan to the job seeker.</p> <p>Note: once the Job Plan has been approved, the job seeker can access it on their Job Seeker Dashboard.</p>
<p><b>What happens if the job seeker refuses/fails to agree to a Job Plan?</b></p>	<p>If the Job Plan is not approved, no action is possible under the compliance framework for failure to meet compulsory Activities recorded in the Job Plan.</p> <p>Therefore, if the job seeker refuses to sign a Job Plan (and does not wish to use 'think time', see below), the Provider should discuss with the job seeker their obligation, the consequences of not agreeing to a Job Plan, and record in the Department's IT Systems the discussion with the job seeker. If the job seeker has Mutual Obligation Requirements and still refuses to sign a Job Plan the Provider <b>should</b> submit a Participation Report.</p> <p><b>Think time</b></p> <p>Prior to signing or accepting a Job Plan, job seekers with or without Mutual Obligation Requirements must be given two Business Days 'think time' to consider the proposed requirements of the Job Plan or to discuss them with a third party if they wish to do so.</p> <p>Where the job seeker decides to take up the two Business Days 'think time', the provider <b>should</b> book another Appointment with the job seeker after two Business Days.</p> <p>If the job seeker does not attend the appointment or refuses to accept the Job Plan online, or sign a hard copy of the Job Plan, after two Business Days 'think Time' the provider <b>should</b> consider whether submitting a Participation Report is appropriate.</p> <p>If the job seeker attends the Appointment but fails to agree to the Job Plan without a good reason their payment may be cancelled by the Department of Human Services until they do agree to a Job Plan.</p> <p>A job seeker can only utilise 'think time' once each time a Job Plan is created or updated.</p> <p>See the <a href="#">Job Seeker Compliance Framework Guideline</a> for more information on submitting Participation Reports.</p>

### Additional information

Process	Details
<p><b>Intervention Management Tool</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 38</b></p>	<p>The Intervention Management Tool in the Job Plan section of the Department's IT System is an optional tool for Providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including any identified by the job seeker.</p> <p>The Intervention Management Tool can help Providers to:</p> <ul style="list-style-type: none"> <li>• ensure that the job seeker has Activities in the Job Plan appropriate to their circumstances;</li> <li>• include Employment Services Assessment recommended Interventions in the Job Plan; and</li> <li>• record additional vocational or non-vocational issues.</li> </ul>

Process	Details
	Note: In case job seekers request access to their Records contained in the Intervention Management Tool, Providers <b>should</b> familiarise themselves with relevant Deed provisions.
<b>Non-government programmes approved for Annual Activity Requirement purposes</b>	Providers <b>must</b> use the Free Text code and the following statement when entering details of a non-government programme approved for Annual Activity Requirement purposes into a job seeker's Job Plan – see sample text below.  FTXT— I agree to undertake XXX (name of programme) for [X] hours per fortnight with [Organisation] from [Start Date] to [End Date].
<b>Contact and Non-contact study hours for Annual Activity Requirement purposes</b>	Providers <b>must</b> use the Free Text field under the Study - Part-Time or Full-Time (ET59) code when entering details of contact and non-contact study hours into a job seeker's Job Plan where this study is being used to meet or contribute towards meeting the Annual Activity Requirement— see sample text below.  The hours of study will include [X] contact hours and [X] non-contact hours per fortnight.
<b>Privacy and information sharing</b>  <b>Deed Reference: Clause 35</b>	The Deed requires Providers to comply with Australian privacy legislation. A job seeker's Personal Information <b>must</b> only be used or disclosed for the purpose for which it was collected, except in limited circumstances such as where: the job seeker gives permission, where Commonwealth laws allow it, or in other special circumstances.  Providers <b>must</b> also ensure that they comply with Social Security Law.  Providers <b>should</b> seek independent legal advice if they have any concerns regarding their obligations under any relevant privacy, or any other relevant, legislation.

**Attachment A:**

**Mutual Obligation Requirements—job seekers up to 30 years**

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A b Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49

				AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	year old cohort), can also use non-vocational Activities <b>Document 22</b> AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
<b>24-30 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort).	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

# Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate/	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

## Mutual Obligation Requirements —job seekers 50 to 59 years

Document 22

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years and over

Document 22

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—depends on capacity No AAR Other suitable Activities as appropriate
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

### Notes:

- Principal Carer Parents with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A Principal Carer Parent can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a Principal Carer Parent is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight— refer to the [activities that can meet part-time Mutual Obligation Requirements](#) section of this Guideline.
- Job seekers with a Partial Capacity to Work can fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of study and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to Principal Carer Parents and those with a Partial Capacity to Work.
- Principal Carer Parents on Parenting Payment Single on the Age Pension do not have Mutual Obligation Requirements.

Document 22

## • ATTACHMENT B

### MUTUAL OBLIGATION REQUIREMENTS FOR EARLY SCHOOL LEAVERS

Activities to Meet Early School Leaver Requirements	Suitable Job Search
Full time education or training	No job search
Combination of part-time education/training and part-time paid work for required number (i.e. 25 or 15) hours per week.	No job search
Other approved Activities for required number (i.e. 25 or 15) hours per week.	Up to 20 job searches

- Where an Early School Leaver is not participating in a full-time education or training course (or not fully meeting their part-time Mutual Obligation Requirements), they are required to undertake 25 hours a week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week) of either:
  - part-time education and part-time work; or
  - other suitable Activities, in addition to compulsory job search requirements of up to 20 per month.
- If a Certificate III course is not considered to be appropriate for the Early School Leaver based on their circumstances, an Early School Leaver may undertake a Certificate I or II course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate III or above qualification. The job seeker will continue to be considered an Early School Leaver until a Year 12 or equivalent Certificate III level of education is attained or they turn 22 years of age.
- Early School Leavers who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer Early School Leavers to an employment opportunity when the position does not conflict with the Early School Leaver's education or training Activities (if any). Similarly, Early School Leavers can be required to accept a job if it does not interfere with their current or future education or training Activities.

#### **Job Search**

- Jobactive providers **must** include job search requirements in the Job Plan of an Early School Leaver if they are not in full-time education, or a combination of part-time education and part-time work, for the required number of hours per week.
- However, if the Early School Leaver is meeting their requirements through full-time education and training or a combination of part-time education and training and part-time work for the required number of hours per week (25 hours for those with full-time requirements/15 hours for those with part-time requirements) they **should not** have job search requirements in their Job Plan.

#### **Skills for Education and Employment, Adult Migrant English Programme or other accredited Language, Literacy and Numeracy training**

- Early School Leavers can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.
- Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an Early School Leaver's requirements.
- Part-time study will count towards an Early School Leaver's requirements if undertaken with part-time work totalling 25 hours per week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week).

#### **Paid work**

- Paid work can include self-employment and may count towards meeting an Early School Leaver's mutual obligation requirements, where undertaken in combination with part-time education or training.
- Early School Leavers who are undertaking an approved education or training course cannot be compelled to accept work if it would interfere with their study.

## Attachment C - Job Plan codes

Refer to for [ESSWeb Job Plan Activity Codes list](#) for a full list of Codes.

Job Plan code and descriptor		Compulsory/Voluntary
Appointment	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Job Search	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
Employment	EM52—NEIS	C,V
	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
Participation Activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
WE17—Green Army	C,V	

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment D – Early School Leaver Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



### Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



# Mutual Obligation Requirements and Job Plan Guideline

**Note: This guideline replaces the former Mutual Obligation Requirements (including Annual Activity Requirements) Guideline and the Job Plan Guideline.**

## Document change history

Version	Start Date	Effective date	End date	Change and location
1.2	04 11 16	05 12 16		<p>Added reference to the Activity Diary and AAR Details IT Supporting Document (pg 3)</p> <p>Minor clarifications, updates and corrections: partial capacity to work is less than 30 hours per week (pg 5); Early School Leaver requirements (pg 11 and 12); timing of the Work for the Dole Phase (pg 16); study to meet Annual Activity Requirements (AAR) (pg 17 and 24); participation in Activities outside the Work for the Dole Phase (pg 19); recording participation against the AAR (pg 20 – 21); meeting the AAR early (pg 21-22)</p> <p>Inclusion of 'Exploring Being My Own Boss' Workshops (pg 17)</p> <p>Inclusion of best practice information on sharing Job Plans with SEE/AMEP providers (pg 27)</p> <p>Clarification of Mobility allowance requirements (pg 28)</p>
1.1	01 10 16	01 10 16	04 12 16	<p>Changes to reflect that, from 1 October 2016, job seekers in Stream A and Stronger Participation Incentive job seekers in Stream A and Stream B who have not already entered the Work for the Dole Phase will that Phase after 12 months in jobactive rather than 6 months. (pg 15 and Attachment A)</p>
1.0 Mutual Obligation Requirements and Job Plan Guideline	10 08 16	12 09 16	30 09 16	<p>Replaces former Mutual Obligation Requirements (including Annual Activity Requirement) Guideline and Job Plans Guideline. Clarification on previously raised issues.</p>

## Explanatory Note

All capitalised terms have the same meaning as in the jobactive Deed 2015–2020. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice and is discretionary.

## Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It **must be** read in conjunction with the Deed and any relevant Guidelines or reference Material issued by Department of Employment under, or in connection with, the Deed.

## Summary

This Guideline outlines the Mutual Obligation Requirements for Activity-tested job seekers. It includes Providers' responsibilities and required actions to enable job seekers with Mutual Obligation Requirements to meet those requirements.

It also includes the Providers' responsibilities and required actions when creating, reviewing and updating a job seeker's Job Plan. Providers **must** consult with the job seeker when determining the activities to be included in the Job Plan.

## Policy Intent

In return for the safety net of receiving taxpayer-funded income support, job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in activities that will improve their employment prospects. The key intent of Mutual Obligation Requirements is to help get the job seeker into paid work and reduce their reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

## Relevant Deed clause/s

The relevant clauses in the jobactive Deed 2015–2020 (the Deed) include:

### Mutual Obligation Requirements

- Clause 93 – Suspensions
- Clause 95 – Exits
- Clause 87—General Requirements for a Job Plan
- Clause 102—SPI Participants
- Clause 103—Stream A (General) Participants
- Clause 104—Stream B (General) Participants and Stream C Participants
- Clause 105—Early School Leavers
- Clause 106—Mutual Obligation Requirements
- Clause 107—Activities
- Clause 108—Work for the Dole
- Clause 109—National Work Experience Programme Placements
- Clause 113—Job Search Requirements

### Job Plan

- Annexure A1—Definitions
- Clause 35—Personal and Protected Information
- Clause 87—General requirements for a Job Plan
- Clause 119—Delegate obligations

## Relevant references

Reference documents relevant to this Guideline include:

- [Activity Management Guideline](#)
- [Work for the Dole Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Performance Framework Guideline](#)
- [Empowering Youth Initiatives Guideline](#)
- [ParentsNext Guideline](#)
- [Transition to Work Guideline](#)
- [Learning Centre website](#)
- [Disability Support Pension Recipients \(Compulsory Requirements\) Guideline](#)
- [Managing and Monitoring Job Search Guideline](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Documentary Evidence Guideline](#)

- [Exploring Being My Own Boss Workshop Guideline](#)
- [Social Security Law \(Social Security Act 1991\)](#)
- [Guide to Social Security Law](#)
- [Provider Portal Compulsory Job Plan Template](#)
- [Provider Portal Voluntary Job Plan Template](#)
- [Activity Diary and AAR Details IT Supporting Document](#)

#### Relevant reports available to Providers:

- ESCN Reporting
- [Jobactive Caseload reporting ESCN](#)

## Mutual Obligation Requirements

Process	Details
<p><b>Defining Mutual Obligation Requirements</b></p>	<p>Under Social Security Law, generally people receiving income support payments with Mutual Obligation Requirements must show that they are actively looking for work and are participating in a range of activities that will help them into employment, unless the Department of Human Services has granted the job seeker an Exemption from these requirements.</p> <p>Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for Activity-tested income support. These include: attending Provider Appointments; undertaking Job Search and acting on referrals to specific jobs; participating in approved Activities to meet the Annual Activity Requirement; and participating in any other Activity at any time that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects. For a full list of Activities, refer to <a href="#">Guide to Social Security 3.2.9.10 Suitable Activities</a>.</p> <p>Job seekers on the following income support payments <b>must</b> meet their Mutual Obligation Requirements to continue to receive their income support payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when their youngest child turns six)</li> <li>• Special Benefit (Nominated Visa Holders).</li> </ul> <p>Job seeker income support payments are generally paid in fortnightly instalments. Therefore, under Social Security Law, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.</p> <p>Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to an Employment Services Provider. Providers will be able to view this in the Department's IT Systems.</p> <p>For Disability Support Pension recipients with compulsory requirements refer to the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p> <p>Job seekers who have reached Age Pension age and who are receiving Parenting Payment Single do not have Mutual Obligation Requirements.</p>
<p><b>Role of Providers</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 87</b></p> <p><b>Clause 106</b></p>	<p>The Provider <b>must</b> consult with the job seeker and then <b>must</b> set suitable activities for the job seeker to meet their fortnightly Mutual Obligation Requirements within the job seeker's Job Plan. This includes activities to meet the Annual Activity Requirement where relevant.</p> <p>The Provider <b>must</b> set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, Guideline and Social Security Law.</p>

Process	Details
<p><b>Mutual Obligation Requirements—general expectations</b></p> <p><a href="#">Guide to Social Security Law 3.2.8.10</a></p>	<p>The level of a job seeker’s Mutual Obligation Requirements are generally determined by:</p> <ul style="list-style-type: none"> <li>• their age;</li> <li>• their assessed work capacity; and</li> <li>• whether they have the primary responsibility for the care of a child.</li> </ul> <p>Providers can find information on a job seeker’s individual circumstances in the Participation Profile screen of the Department’s IT system.</p> <p>Job seekers will have either full-time or part-time Mutual Obligation Requirements. Job seekers with full-time Mutual Obligation Requirements <b>should</b> be looking for work on a full-time basis and actively addressing individual circumstances that may affect their capacity to undertake paid work.</p> <p>The following Job Seekers have part-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• Principal Carer Parents once the youngest child in their care turns six years of age; and</li> <li>• job seekers with a Partial Capacity to Work of 15 to 29 hours per week.</li> </ul> <p>The extent and combination of activities that the job seeker is to undertake will vary, depending on the requirements for different job seeker cohorts. In general, Providers <b>must</b> ensure that all job seekers have a requirement to:</p> <ul style="list-style-type: none"> <li>• attend Provider Appointments;</li> <li>• act on referrals to particular jobs from their Provider and attend job interviews offered by Employers;</li> <li>• undertake Job Search (job seekers are generally required to undertake 20 Job Searches per month during the Case Management, Work for the Dole and Self Service Phase);</li> <li>• undertake Activities to meet their Annual Activity Requirement, including Work for the Dole or another approved Activity for six months each year while they remain unemployed. In most cases, Work for the Dole will be the principal Activity (that is, the default Activity where another Activity is not undertaken for the 18-49 year old cohort). For further information on suitable Activities to meet a job seeker’s Annual Activity Requirement please refer to the <a href="#">Activities that enable a job seeker to meet their Annual Activity Requirement</a> section of this guideline; and</li> <li>• undertake suitable Activities at any time. These Activities <b>should</b> increase their job competitiveness, address non-vocational issues, and increase the job seeker’s immediate employability.</li> </ul> <p><a href="#">Attachment A</a> provides a table outlining Mutual Obligation Requirements for different cohorts of job seekers.</p>
<p><b>Considering a job seeker’s circumstances</b></p> <p><a href="#">Guide to Social Security Law 3.2.8.50</a></p>	<p>When determining a job seeker’s Mutual Obligation Requirements, and when setting the terms of a Job Plan, the Provider <b>must</b> consult with the job seeker and <b>must</b> take into account:</p> <ul style="list-style-type: none"> <li>• the job seeker’s individual circumstances—in particular, their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs;</li> <li>• the person’s education, experience, skills and age;</li> <li>• the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person’s ability to work, look for work or participate in Activities;</li> <li>• the state of the local labour market and the transport options available to the person in accessing that market;</li> <li>• the participation opportunities and activities available to the person;</li> </ul>

Process	Details
	<ul style="list-style-type: none"> <li>• the family and caring responsibilities of the person (including availability of child care);</li> <li>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work);</li> <li>• the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs. See the <a href="#">Guide to Social Security Law</a> for further information;</li> <li>• whether the job seeker has any vulnerability indicators (as identified by the Department of Human Services) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown;</li> <li>• any history of the job seeker not complying with their Mutual Obligation Requirements, to help ensure they do so in the future;</li> <li>• cultural factors;</li> <li>• if they are an Early School Leaver;</li> <li>• the number of hours a fortnight the job seeker is required to undertake in the Work for the Dole Phase; and</li> <li>• any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).</li> </ul> <p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including any relevant hours of participation the job seeker needs to undertake each fortnight. While the Provider should take into account the job seeker's preferences wherever possible, as the Delegate of the Secretary of the Department of Employment, employment services staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.</p>
<p><b>Considering a job seeker's capacity to undertake activities</b></p>	<p><b>Capacity of a job seeker to undertake Activities</b></p> <p>Some job seekers may have vocational or non-vocational issues, an assessed Partial Capacity to Work or a Temporary Reduced Work Capacity. These will generally be identified by an Employment Services Assessment or Job Capacity Assessment. Where there is no Employment Services Assessment or Job Capacity Assessment, the Job Seeker Classification Instrument may also help identify personal issues that may affect a job seeker's employability.</p> <p>When setting the job seeker's Mutual Obligation Requirements, the Provider <b>must</b> review any barriers identified through an Employment Services Assessment or Job Capacity Assessment, or other issues disclosed to the Provider. This will inform the Activities job seeker will undertake to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement.</p> <p>Providers <b>must</b> consider the job seeker's assessed work capacity when setting requirements. The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker <b>must</b> be capable of undertaking any Activity or requirements included in a Job Plan. If a job seeker cannot reasonably undertake an Activity (or a combination of Activities), then that Activity (or combination of Activities) must not be included in their Job Plan.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years with Intervention are less than 30 hours per week.</p> <p>Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work</p>

Process	Details
	<p>capacity. Rather, the job seeker’s capacity to participate can be increased through participation in a suitable programme of assistance or other appropriate Employment Service.</p> <p>When a job seeker’s work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>A job seeker may have a temporary medical condition and have a Temporary Reduced Work Capacity which is identified through an Employment Services Assessment. Job seekers will have reduced requirements for the period of their Temporary Reduced Work Capacity.</p> <p>Providers <b>must</b> take into account a job seeker’s Temporary Reduced Work Capacity when setting suitable approved Activities and the level of participation.</p> <p>There may also be circumstances where it is clear to the Provider that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a Temporary Reduced Work Capacity in the Department’s IT system. Provider’s should use judgement and also ensure that these personal circumstances are appropriately taken into account when setting Mutual Obligation Requirements.</p> <p><b>Principal Carer Parents</b></p> <p>Providers must consider a Principal Carer Parent’s family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements.</p> <p>During school terms, face-to-face provider Appointments and participation in Activities should typically be scheduled during school hours (that is, generally between 9am and 3pm) unless it is otherwise agreed by the Principal Carer Parent.</p> <p>Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during school holidays. However, Providers <b>must</b> consider whether the Principal Carer Parent can access suitable care and supervision for their children during this time when setting requirements.</p> <p>During the fortnight in which the Christmas public holiday falls, Principal Carer Parents do not have Mutual Obligation Requirements. Refer to the <a href="#">Guide to Social Security Law 3.2.9.10</a> for additional information.</p> <p>If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for further information.</p> <p>If the Principal Carer Parent has a Valid Reason or Reasonable Excuse for not attending an appointment or activities, such as no suitable child care, alternative requirements <b>must</b> be set to enable the job seeker to meet their Mutual Obligation Requirements.</p> <p><b>Pregnant Job Seekers</b></p> <p>Generally the Mutual Obligation Requirements for pregnant job seekers will not change during the first trimester of pregnancy. However, the Provider must take into account the job seeker’s personal circumstances when setting their Mutual Obligation Requirements.</p>
<p><b>Considering what phase a job seeker is in</b></p>	<p>Providers <b>must</b> consider the job seeker’s Stream and phase when setting a job seeker’s Mutual Obligation Requirements—in particular, whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.</p> <p>The Provider <b>must</b> include approved Activities in the job seeker’s Job Plan that will enable the job seeker to meet their Annual Activity Requirement, including appropriate hours of participation in Activities each fortnight during that phase.</p>

Process	Details
<p><b>Approved programs of work for income support payments</b></p>	<p>Under Social Security Law, job seekers participating in an Approved Program of Work are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight. Currently, Approved Programs of Work are:</p> <ul style="list-style-type: none"> <li>• Work for the Dole;</li> <li>• the National Work Experience Programme; and</li> <li>• the Green Army Programme.</li> </ul> <p>Social Security Law precludes job seekers under the age of 18 from participating in an Approved Program of Work for the purposes of meeting their mutual obligation requirements.</p> <p>There is also a requirement that job seekers who are on a reduced rate of payment in any fortnight under the income test, due to their own earnings, or their partner's earnings, cannot be compelled to undertake Work for the Dole in that fortnight. However, these job seekers can be compelled to undertake another Activity to enable them to meet their Annual Activity Requirement.</p> <p><b>Work for the Dole</b></p> <p>In a Job Plan, Providers <b>must not</b> include participation in Work for the Dole (or these other Approved Programs of Work) as a <i>compulsory activity</i> in the following circumstances:</p> <ul style="list-style-type: none"> <li>• for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (a reduced rate can result from the job seeker's own income and/ or their partner's income);</li> <li>• for Special Benefit—Nominated Visa Holders, if the person or the person's partner has income;</li> <li>• where the Activity is more than 50 hours per fortnight; or</li> <li>• where the job seeker is aged under 18 years, or 60 years and over.</li> </ul> <p>Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances, except for job seekers aged under 18 years.</p> <p>If the job seeker is receiving anything less than the full rate of income support they may choose to undertake Work for the Dole in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, Work for the Dole <b>must</b> only be included as a voluntary Activity in their Job Plan.</p> <p>Providers <b>should</b> regularly review whether the job seeker is continuing to receive less than the full rate of income support. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.</p> <p>Providers can view a job seeker's previous four fortnights' income support payment rate on the Department's IT system Notification screen (that is, whether they received a full rate on a reduced rate due to the income test). This will help providers to determine if a job seeker is in receipt of a part or nil rate of payment and therefore if they should be undertaking Work for the Dole on a compulsory basis.</p> <p>Providers may also consider requesting documentary evidence from the job seeker to determine whether a job seeker is declaring income to the Department of Human Services or is on a reduced rate of income support for other reasons.</p> <p>If the job seeker subsequently fails to actively participate in Work for the Dole, the Provider <b>should</b> consider replacing the voluntary Work for the Dole Activity with an alternative compulsory approved Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to undertake some voluntary work in order to achieve the required hours each fortnight. However, the job seeker will not receive the Approved Program of Work Supplement</p>

Process	Details
	<p>in a fortnight in which they did not actively participate in Work for the Dole.</p> <p><b>National Work Experience Programme</b></p> <p>In the case of the National Work Experience Programme, placements are on a voluntary short-term basis only, regardless of whether the job seeker is receiving a full or part rate of income support payment. Job seekers undertaking National Work Experience Programme Placements on a voluntary basis will receive the Approved Program of Work Supplement.</p> <p><b>Green Army Programme</b></p> <p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of that programme's participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p>
<p><b>Activities that can fully meet Mutual Obligation Requirements for some job seekers</b></p> <p><b>Clause 93</b></p>	<p>Most job seekers with Mutual Obligation Requirements are required to undertake a range of Activities, such as: attending Appointments; undertaking Job Search; acting on referrals to specific jobs; attending job interviews; and accepting and commencing in any offers of suitable work.</p> <p>Principal Carer Parents, job seekers with a Partial Capacity to Work of 15 to 29 hours per week and job seekers aged 55 years and over are able to fully meet their Mutual Obligation Requirements by undertaking certain approved Activities for at least 30 hours per fortnight.</p> <p><b>Principal Carer Parents</b></p> <p>Principal Carer Parents can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) or approved study, and in some circumstances Voluntary Work (or a combination of these Activities).</p> <p>When fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be Suspended from the Provider's caseload. This also applies if the Principal Carer Parent is participating in the Green Army Programme for 30 hours per fortnight. For further information on approved study refer to <a href="#">Approved Short Courses - When can study be approved as an activity</a> section of this Guideline.</p> <p>In limited circumstances Principal Carer Parents are able to meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of Voluntary Work or in combination with other approved activities. The following criteria <b>must</b> be met for Voluntary Work in these circumstances:</p> <ul style="list-style-type: none"> <li>• the Provider determines that the Principal Carer Parent lives in a poor labour market;</li> <li>• there are limited training opportunities locally available (online courses may be considered 'locally available' if the Principal Carer Parents has access to a computer); and</li> <li>• there is a significant vocational aspect to the voluntary work.</li> </ul> <p>Principal Carer Parents undertaking Voluntary Work alone, or in combination with paid work or study, for 30 hours per fortnight will not be Suspended from Employment Services. However, Providers must not require the Principal Carer Parent to undertake Job Search or undertake other additional requirements.</p> <p>Where a Principal Carer Parent is aged 55 years or over and has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser level of requirement should be applied.</p>

Process	Details
	<p><b><u>Financial suitability test for Principal Carer Parents</u></b></p> <p>A Principal Carer Parents is not required to accept a job offer or continue in a job which fails to make them financially better off compared to not doing the job. If a Principal Carer Parent is not at least \$50 per fortnight better off than if they did not accept or continue in that job then the Principal Carer Parent is able to decline the offer or leave the job. The financial suitability test is available at <a href="#">Department of Human Services online estimator</a>.</p> <p><b>Mature Age Job Seekers</b></p> <p>Job seekers aged 55 years and over can fully meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake Job Search or undertake other additional requirements and attend Appointments with their Provider.</p> <p>However, they <b>must</b> remain connected with a Provider (although they will be Suspended on a Provider's caseload). They must attend any notified Appointments with their Provider; however, these Appointments <b>should</b> only be related to employment opportunities or job referrals and <b>must</b> be made around the times of their paid and/or Voluntary Work hours.</p> <p>These job seekers still have full-time Mutual Obligation Requirements and, as such, are also required to attend job interviews with Employers and accept increased hours of paid work until they obtain a full-time job or no longer receive income support.</p> <p>The Department of Human Services will make an initial Appointment with the Provider for job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements at their first contact with the Department of Human Services. Job seekers who fail to attend this Appointment or any other notified Provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the job seeker compliance framework. Refer to the <a href="#">Job Seeker Compliance Framework Guideline</a> for more information.</p> <p><b>Partial Capacity to Work</b></p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements in this way, they cannot be required to undertake Job Search or meet any other additional requirements. As such, they do not need to remain connected with a Provider and will be suspended on a Provider's caseload. This also applies if the job seeker is participating in the Green Army Programme for 30 hours per fortnight.</p> <p>Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with the Department of Human Services and do not need to remain connected to a Provider. As such, they will be Suspended from the Provider's caseload.</p> <p><b>Temporary Reduced Work Capacity</b></p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional requirements.</p> <p>Job seekers who have been assessed as having a Temporary Reduced Work Capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the Department of Human Services. Where fully meeting their Mutual Obligation Requirements, they cannot be required to undertake any Job Search or meet any other additional</p>

Process	Details
	<p>requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.</p> <p>Refer to <a href="#">Guide to Social Security Law 3.2.8.10</a> for additional information.</p> <p><b>Ministers of Religion</b></p> <p>Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation. The amount of remuneration received does not have to be at the National Minimum Wage.</p> <p><b>Continuing voluntarily in Employment Provider Services</b></p> <p>Where a job seeker is fully meeting their requirements through sufficient participation in the activities outlined above, they will be suspended from Employment Services. A job seeker with Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:</p> <ul style="list-style-type: none"> <li>• being contacted by their employment services provider to discuss and agree to voluntarily participate while Suspended;</li> <li>• notifying the Department of Human Services, who will either call their employment services provider or book an Appointment for them; or</li> <li>• directly contacting their employment services provider to request Services.</li> </ul> <p>If a Suspended job seeker advises that they are electing to voluntarily participate in employment services, the employment services provider must provide Services to the job seeker.</p> <p>If a job seeker participates voluntarily in Employment Services, Providers <b>must not</b> remove the relevant compulsory Activities that the Department of Human Services has included in the job seeker's Job Plan. Any additional Activities included in the Job Plan <b>must</b> only be added as voluntary Activities.</p> <p><b>Role of the Department of Human Services</b></p> <p>For these cohorts of job seekers, the Department of Human Services is responsible for determining whether the individual job seeker is actually fully meeting their Mutual Obligation Requirements, as outlined above. Where the Department of Human Services establishes that they are participating sufficiently in the relevant approved Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once the Department of Human Services determines that a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be Suspended in Employment Provider Services.</p> <p>However, in the case of Principal Carer Parent and job seekers with a Partial Capacity to Work of 15-29 hours per week who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight in an approved short course, the Provider is responsible for approving the short course and updating the Job Plan accordingly. These job seekers will be Suspended from the Provider's Caseload. Refer to the <a href="#">Approved Short Course - When can study be approved as an activity</a> section of this guideline for additional information.</p>

## Early School Leavers

Process	Details
<b>Defining who is an Early School Leaver</b>	<p>An Early School Leaver is a person who is in receipt of Youth Allowance (other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent level of education (Certificate III level or above, under the Australian Qualifications Framework).</p>
<b>Suitable activities for an Early School Leaver</b>  <u>Guide to Social Security Law</u> <b>3.2.9.95</b>  <b>Deed Reference:</b> <b>Clause 105</b>	<p>Early School Leavers are generally required to participate in:</p> <ul style="list-style-type: none"> <li>• full-time education or training; or</li> <li>• a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week); or</li> <li>• other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) in addition to up to 20 Job Searches per month;</li> </ul> <p>until they turn 22 years of age or attain Year 12 or an equivalent qualification.</p> <p>Job Search <b>must not</b> be included in the Job Plan of Early School Leavers <u>who are meeting</u> their requirements through either:</p> <ul style="list-style-type: none"> <li>• full-time education or training; or</li> <li>• undertaking a combination of part-time education or training <u>and</u> part-time work for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week).</li> </ul> <p>Up to 20 Job Searches <b>must</b> be included in the Job Plan of <u>all other</u> Early School Leavers; that is, in the Job Plans of those who are required to participate in other approved Activities for 25 hours per week (or 15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week).</p> <p>Once an Early School Leaver has completed Year 12 or an equivalent qualification (as verified by the Department of Human Services) or turns 22 years of age, the young person will no longer be an Early School Leaver and will instead become subject to the Mutual Obligation Requirements that apply to other job seekers.</p> <p>For a full list of suitable Activities for Early School Leavers please refer to <a href="#">Attachment B</a>.</p>
<b>Verifying educational qualifications</b>  <b>Deed Reference:</b> <b>Clause 105</b>	<p>Only the Department of Human Services can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. For the purposes of verification, the Department of Human Services will accept:</p> <ul style="list-style-type: none"> <li>• a Year 12 Certificate issued by a Senior Secondary Board of Studies or an 'equivalent qualification', being: <ul style="list-style-type: none"> <li>○ an Australian Qualification Framework Certificate III;</li> <li>○ a higher qualification issued by a Registered Training Organisation or higher educational institution;</li> <li>○ a Certificate III or IV of General Education for Adults;</li> <li>○ the International Baccalaureate; or</li> <li>○ other higher education pre-entry course.</li> </ul> </li> </ul> <p>Providers <b>must</b> fax the Department of Human Services' Business Hotline on 1300 786 102 to have an Early School Leaver's qualifications verified, using the cover sheet at <a href="#">Attachment D</a> together with:</p>

Process	Details
	<ul style="list-style-type: none"> <li>• a copy of the original relevant qualification (having sighted the original), or if the original qualification has been lost or destroyed: <ul style="list-style-type: none"> <li>○ a certified true copy of the qualification; or</li> <li>○ a letter from the relevant education institution formally verifying attainment of the qualification; or</li> </ul> </li> <li>• if none of the above can be obtained, a statutory declaration by Early School Leaver detailing the name of the course, date completed, institution and institution contact details.</li> </ul> <p>Providers <b>should not</b> send verification to the Department of Human Services where the education level is below Year 12.</p> <p>The Provider <b>should</b> also update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver’s newly advised higher level of educational attainment.</p> <p>If the Department of Human Services does not verify the qualification, they will contact the Provider. Providers <b>must</b> then contact the Early School Leaver to advise them of the reason why the qualification was not verified by the Department of Human Services.</p>

## Job Searches

Process	Details
<p><b>Job Search requirements</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 113</b></p>	<p>Providers <b>must</b> determine the appropriate number of Job Searches a job seeker is required to undertake per month and specify this in the job seeker’s Job Plan.</p> <p>Providers <b>must</b> set the number of Job Searches required in accordance with the Deed, this Guideline and Social Security Law.</p> <p>The number of Job Searches generally expected to be undertaken by job seekers (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers—20 Job Searches per month</li> <li>• for Stream C job seekers—Job Search depends on capacity</li> <li>• for job seekers aged 60 years and over (regardless of Stream)—Job Search depends on capacity.</li> </ul> <p>Early School Leavers who are not meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) <b>must</b> have up to 20 Job Searches each month in their Job Plan as well as other approved Activities (refer page 11).</p> <p>All job seekers cannot be required to undertake more than 20 Job Searches per month.</p> <p>Job seekers with Mutual Obligation Requirements will usually have to look for work or undertake work in order to satisfy their Mutual Obligation Requirements. The minimum number of hours for most job seekers with full-time Mutual Obligation Requirements is 70 hours per fortnight. For job seekers aged 55 years and over, Principal Carer Parents and job seekers with a Partial Capacity to Work, the number of hours is 30 hours per fortnight.</p> <p><b>Setting Job Search requirements in the Job Plan</b></p> <p>When setting compulsory Job Searches, Providers <b>must</b> use the JS09 code. The Department will be actively monitoring Job Plans and would expect that:</p> <ul style="list-style-type: none"> <li>• for Stream A and Stream B job seekers, all Job Plans should contain JS09; and</li> <li>• for Stream C job seekers, most Job Plans should contain JS09—in some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.</li> </ul>

Process	Details
	For further information refer to <a href="#">Guide to Social Security Law 3.2.9.30</a> .
<p><b>Reasons Providers may reduce the number of Job Searches</b></p> <p>Guide <a href="#">Social Security Law: 3.2.9.30</a></p>	<p><b>For All Job Seekers</b></p> <p>There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:</p> <ul style="list-style-type: none"> <li>• physical, intellectual or psychiatric impairment;</li> <li>• alcohol or drug abuse, where this is likely to impede Job Search;</li> <li>• substantially elevated level of family and caring responsibilities;</li> <li>• accommodation situation, where this is likely to impede Job Search;</li> <li>• education or skill level, where this is likely to substantially limit job opportunities;</li> <li>• current Employment status (Part-Time or casual work);</li> <li>• domestic violence (including family violence) or family relationship breakdown (the Department of Human Services may also grant an Exemption from Mutual Obligation Requirements in these circumstances);</li> <li>• final three months of pregnancy;</li> <li>• level of English language skills, where the job seeker is undertaking a course to improve these skills;</li> <li>• cultural factors;</li> <li>• the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).</li> </ul> <p>For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.</p> <p>Providers <b>must</b> not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities—in particular study or during the Work for the Dole Phase.</p> <p><b>Pregnant job seekers</b></p> <p>During the three months before a pregnant job seeker's expected due date they will not be required to undertake Job Search. During this time Providers cannot compel these job seekers to accept job offers or referrals to job interviews.</p> <p><b>Language, Literacy and Numeracy courses</b></p> <p>For those job seekers who Providers have identified as needing to improve their Language Literacy and Numeracy skills, Providers may reduce the number of Job Searches during but not remove job searches for the period when the job seeker is actively participating in a Language Literacy and Numeracy course. The job seeker would need to be undertaking the Skills for Education and Employment (SEE) programme, Adult Migrant English Programme (AMEP) or another accredited Language Literacy and Numeracy course. However, Providers must ensure that the job seeker has some Job Search recorded in their Job Plan while participating in these programmes.</p> <p><b>For Stream C job seekers and job seekers aged 60 years and over</b></p> <p>The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job</p>

Process	Details
	<p>Searches per month.</p> <p>In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:</p> <ul style="list-style-type: none"> <li>• other non-vocational issues or vocational issues are being, or have been, addressed; and</li> <li>• whether the job seeker has undertaken re-skilling or re-training.</li> </ul> <p>For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme.</p> <p>The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.</p> <p><b>Paid work</b></p> <p>For job seekers with full-time Mutual Obligation Requirements:</p> <ul style="list-style-type: none"> <li>• if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved (if the job seeker is undertaking a significant number of hours of paid work per week and receiving only a residual amount of income support, Providers have the discretion to reduce the number of Job Search further); and</li> <li>• if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p>For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):</p> <ul style="list-style-type: none"> <li>• if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved; and</li> <li>• if undertaking 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.</li> </ul> <p><b>Other circumstances</b></p> <p>Providers <b>must not</b> include Job Search requirements for Early School Leavers undertaking appropriate hours of education or training as part of meeting their Mutual Obligation Requirements, or for Early School Leavers who are also Principal Carer Parents or have a Partial Capacity to Work of 15-29 hours per fortnight and are fully meeting their part-time Mutual Obligation Requirements. However, Early School Leavers with full-time Mutual Obligation Requirements who are not engaged in education or education in combination with paid work for 25 hours a week <b>must</b> have a compulsory requirement to look for up to 20 jobs each month included in their Job Plans.</p> <p>Providers <b>must not</b> include Job Search requirements for job seekers while they are undertaking <b>NEIS Training</b> or the <b>NEIS Programme</b>.</p> <p>Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week who are fully meeting their part-time Mutual Obligation Requirements <b>must not</b> have any Job Search requirements included in their Job Plans.</p> <p>Job seekers <b>aged 55 years and over</b> who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work <b>must not</b> have Job Search requirements included in their Job Plans.</p>
<p><b>Defining 'Suitable work'</b></p> <p><b>Guide to Social</b></p>	<p>Job seekers <b>must</b> actively look for work and be prepared to accept any offer of suitable work in a variety of fields. 'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent</p>

Process	Details
<p><b><u>Security Law</u></b> <b><u>3.2.8.60</u></b></p>	<p>and Part-Time or Full-Time work (depending on the job seeker's assessed capacity).</p> <p>Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations. Job seekers are therefore required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.</p> <p>Work is unsuitable if it:</p> <ul style="list-style-type: none"> <li>• would aggravate a job seeker's medical illness, disability or injury;</li> <li>• is above the job seeker's assessed work capacity within the next two years with Intervention;</li> <li>• does not meet the applicable statutory conditions of work;</li> <li>• requires the person to change their place of residence where they are unwilling to move;</li> <li>• involves unreasonable commuting time from home to work (more than 60 minutes one way for Principal Carer Parents and those with a Partial Capacity to Work and more than 90 minutes one way for other job seekers); or</li> <li>• involves skills the job seeker does not possess and appropriate training will not be provided by the employer.</li> </ul> <p><b>Unsuitable work for Principal Carer Parents</b></p> <p>Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers <b>should</b> consider whether:</p> <ul style="list-style-type: none"> <li>• the Principal Carer Parent has access to appropriate care and supervision for their Child/Children during the times when the Principal Carer Parent would be required to work;</li> <li>• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable; and</li> <li>• the Principal Carer Parent will be financially better off as a result of undertaking the work. Refer to the <a href="#">Financial Suitability Test</a> section of this guideline for further information.</li> </ul> <p>Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their Children at the times when they would be required to work. See the <a href="#">Guide to Social Security Law 3.2.8.50</a> for further information.</p> <p>Accordingly, where a job offer would involve employment outside school hours or on school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work, including the time it would take the Principal Carer Parent to travel to and from work. Suitable care and supervision means:</p> <ul style="list-style-type: none"> <li>• child care provided by an approved child care service (within the meaning of the <i>Family Assistance Administration Act 1999</i>);</li> <li>• any other care or supervision arrangements that the parent deems suitable; or</li> <li>• where the child is attending school.</li> </ul> <p><b>Unsuitable work for job seekers with a Partial Capacity to Work</b></p> <p>Additionally, work will be unsuitable for job seekers with a Partial Capacity to Work if:</p> <ul style="list-style-type: none"> <li>• it does not provide appropriate support or facilities to take account of the illness, disability or injury; or</li> <li>• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required</li> </ul>

Process	Details
	for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's normal means of transport.

## Annual Activity Requirement

Process	Details
<b>Defining Annual Activity Requirement</b>	<p>The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.</p> <p><b>Timing of the Work for the Dole Phase</b></p> <p>From 1 July 2015 to 30 September 2016:</p> <ul style="list-style-type: none"> <li>all Stream A job seekers, as well as Stronger Participation Incentives (SPI) Participants in Stream A or Stream B, entered the Work for the Dole Phase after six months in their first year of service and every subsequent year that they remain unemployed. Where they entered the Work for the Dole Phase for the first time by 30 September 2016, if they are still unemployed, their second Work for the Dole Phase will commence after they have been in jobactive for 18 months, and so on.</li> <li>all other Stream B and Stream C job seekers entered the Work from the Dole Phase for the first time after 12 months, with their second Work for the Dole Phase when they have been in jobactive for two years, and so on.</li> </ul> <p>From 1 October 2016, all job seekers who have not already commenced in the Work for the Dole Phase for the first time will start in that Phase after they have been in jobactive for 12 months, with their second Work for the Dole Phase after two years and so on.</p> <p><b>Setting Annual Activity Requirements</b></p> <p>All job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.</p> <p>After consultation with the job seeker, Providers <b>must</b> determine the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law. The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.</p> <p>When placing job seekers into Activities, the Provider <b>must</b> prioritise job seekers with Mutual Obligation Requirements over other job seekers.</p> <p>Early School Leavers with full-time Mutual Obligation Requirements typically need to undertake 25 hours a week of approved Activities, so the concept of an Annual Activity Requirement is not applicable as they are participating in this level of Activities all the time.</p> <p>Job seekers with no Annual Activity Requirement include:</p> <ul style="list-style-type: none"> <li>job seekers aged 60 years and over;</li> <li>job seekers who are fully meeting their part-time Mutual Obligation Requirements, please refer to the <a href="#">Activities that can fully meet Mutual Obligation Requirements for some job seekers</a> section of this Guideline;</li> <li>job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or</li> </ul>

Process	Details
	<p>approved Voluntary Work;</p> <ul style="list-style-type: none"> <li>• job seekers with a Partial Capacity to Work or Temporary Reduced Work Capacity of 0 to 14 hours per week; and</li> <li>• job seekers with Community Service Orders of 20 or more hours per week.</li> </ul>
<p><b>Activities that enable a job seeker to meet their Annual Activity Requirement</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 107</b> <b>Clause 108</b> <b>Clause 109</b></p>	<p>In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:</p> <ul style="list-style-type: none"> <li>• Part-Time Employment;</li> <li>• National Work Experience Programme Placements;</li> <li>• Voluntary Work;</li> <li>• Study/training (part-time or full-time) which meets approved short course conditions (see the 'Approved short courses - <a href="#">When can study be approved as an activity</a>' section of this guideline) and must be in: <ul style="list-style-type: none"> <li>○ a Certificate III course or higher (but not a Masters or Doctorate course); or</li> <li>○ a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement);</li> </ul> </li> <li>• accredited language, literacy and numeracy courses, which can include: <ul style="list-style-type: none"> <li>○ the Skills for Education and Employment programme; or</li> <li>○ Adult Migrant English Programme;</li> </ul> </li> <li>• Defence Reserves;</li> <li>• other government programmes, including state government programmes, the Green Army Programme and 'Exploring Being My Own Boss' Workshops; or</li> <li>• non-government programmes approved for Annual Activity Requirement purposes (refer to the <a href="#">Activity Management Guideline</a> for more information).</li> </ul> <p><b>Job Seekers aged under 18</b></p> <p>Job seekers aged under 18 with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme; however, may undertake any other Activity to meet their Annual Activity Requirement subject to the eligibility criteria of that Activity.</p> <p><b>Job Seekers aged 18-49 years</b></p> <p>For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:</p> <ul style="list-style-type: none"> <li>• arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement; or</li> <li>• are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.</li> </ul> <p><b>Job Seekers aged 50-59 years</b></p> <p>Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p>

Process	Details
	<p><b>Principal Carer Parents and job seekers with a Partial Capacity to Work</b></p> <p>Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.</p> <p><b>Commencement in Activities</b></p> <p>Regardless of the Activity type, Providers <b>must</b> commence job seekers who have an Annual Activity Requirement in an Activity as soon as possible after entering the Work for the Dole Phase.</p> <p>Time to commence a job seeker in Work for the Dole or another Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework Guideline</a>.</p> <p>For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the <a href="#">Activity Management Guideline</a>.</p> <p>Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.</p> <p><b>Activities that do not count towards the Annual Activity Requirement</b></p> <p>There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:</p> <ul style="list-style-type: none"> <li>• non-accredited education and training</li> <li>• Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)</li> <li>• Study outside of the approved short course conditions (including Masters and Doctorate courses)</li> <li>• non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.</li> </ul> <p><b>Community Service Orders</b></p> <p>Job seekers with Community Service Orders of 20 hours or more are exempt from having Mutual Obligation Requirements. If a job seeker has a Community Service Order of under 20 hours a week (i.e. part time) they still have Mutual Obligation Requirements; however, the Community Service Orders should take precedence. If these job seekers are in the Work for the Dole phase they will still need to meet their Annual Activity Requirement in addition to their Community Service Order.</p> <p>Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the <a href="#">Activity Management Guideline</a>.</p>
<p><b>Hours of participation to meet the Annual Activity Requirement</b></p>	<p>The number of hours of participation in approved Activities that a job seeker requires in order to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.</p> <p>Providers <b>must</b> ensure job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Participation is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, refer to the <a href="#">Performance Framework</a></p>

Process	Details
	<p><a href="#">Guideline</a>.</p> <p>Providers <b>must</b> consider the number of hours specified below when determining a job seeker's Annual Activity Requirement.</p> <p><b>Job seekers with full-time Mutual Obligation Requirements</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 650 hours over 26 weeks (50 hours per fortnight)</li> <li>• Aged 30 to 59: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight)</li> </ul> <p><b>Job seekers with part-time Mutual Obligation Requirements: Principal Carer Parent and Partial Capacity to Work (15–29 hours per week)</b></p> <ul style="list-style-type: none"> <li>• Aged under 30 years: generally <b>must</b> participate for 390 hours over 26 weeks (30 hours per fortnight).</li> <li>• Aged 30 to 59: in most circumstances <b>must</b> participate for 200 hours over 26 weeks (15 to 16 hours per fortnight)</li> </ul> <p><b>Defence Reserves</b></p> <p>For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).</p> <p><b>Annual Activity Requirement Calculator</b></p> <p>The Annual Activity Requirement Calculator can be found on the Department's IT System and provides information on how many hours of participation job seekers will need to complete to meet their Annual Activity Requirement. See the <a href="#">Department's IT Systems Online</a> Help for more information on how to access the Annual Activity Requirement Calculator.</p> <p><b>Study/training hours</b></p> <p><b>Full-time load</b></p> <p>Where a job seeker is undertaking a full-time study load as indicated by the training provider, then the study can meet their fortnightly hours requirement for the fortnights in which they are doing full-time study. This is regardless of the actual contact hours undertaken. For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.</p> <p>This includes full-time participation in SEE or AMEP training.</p> <p><b>Non-contact hours</b></p> <p>Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.</p> <p>For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. However, where the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will need to be undertaken to meet the Annual Activity Requirement.</p>

Process	Details
<p><b>Setting required hours in the Activity Diary</b></p> <p>Deed Reference: <b>Clause 107</b></p>	<p><b>Work for the Dole</b></p> <p>For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers <b>must</b> use the Activity Diary to record the job seeker’s required participation, start and finish times as notified to the job seeker.</p> <p><b>Other Approved Activities</b></p> <p>Providers are encouraged to use the Activity Diary to set required hours for all Activities.</p> <p>For further information regarding how to set a job seeker’s required hours in the Activity Diary, refer to the Activity Diary user Guide on the <a href="#">Learning Centre Website</a>.</p>
<p><b>Recording job seeker participation against the Annual Activity Requirement</b></p> <p>Deed Reference: <b>Clause 107</b></p>	<p>For job seekers with an Annual Activity Requirement, Providers <b>must</b> record all hours of attendance using either the Activity Diary or the Monthly Hours section of the AAR Details screen of the Department’s IT System.</p> <p>For all Activity types, the Provider <b>must</b> negotiate with the Supervisor the most appropriate recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This <b>should</b> reflect the Host Organisation’s normal business practices. For short breaks, these may form part of the job seeker’s normal hours of participation, and count toward their Annual Activity Requirement.</p> <p>For further information regarding how to record attendance in the Activity Diary, refer to the Department’s <a href="#">Activity Diary and AAR Details IT Supporting Document</a> and the <a href="#">IT Systems Online Help</a>.</p> <p><b>Mobile Supervisor App</b></p> <p>Supervisors are able to use the Mobile Supervisor App to record job seeker’s attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the <a href="#">Work for the Dole IT Supporting Document</a>.</p> <p><b>Work for the Dole</b></p> <p>For Work for the Dole Activities, Providers <b>must</b> record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This <b>should</b> be done within 10 Business Days of the job seeker’s scheduled participation (this should not be done as a monthly bulk entry).</p> <p><b>Other approved Activities</b></p> <p>For all other approved activities, hours of attendance or attendance results, to meet the Annual Activity Requirement <b>must</b> be recorded either:</p> <ul style="list-style-type: none"> <li>• through the Activity Diary (the same process as for Work for the Dole activities); or</li> <li>• via the AAR Details (Recording Monthly AAR Hours) screen (as a total number of hours).</li> </ul> <p>Providers are also encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.</p> <p>For job seekers not doing Work for the Dole, Providers <b>are encouraged to</b> record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation. Providers <b>must</b> record the hours completed by the job seeker in all approved activities during the Work for the Dole Phase within 10 business days of a job seeker exiting the Work for the Dole phase or when they exit the provider’s caseload (e.g. exiting from jobactive or transferring to another provider). If nothing has been entered into the system within this timeframe, the job seeker’s required hours will be recorded as zero for that period.</p>

Process	Details
<p><b>Recording completion of the Annual Activity Requirement</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 107</b></p>	<p>At the end of the Work for the Dole Phase, Providers <b>must</b> ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement. Providers have up to 10 business days from when a job seeker exits the Work for the Dole phase or when they exit the provider's caseload (e.g. exiting from jobactive or transferring to another provider) to enter hours of participation that the job seeker undertook within the phase.</p> <p>Where the total hours recorded are equal to or greater than the job seeker's required Annual Activity Requirement hours, the AAR Details screen will display that the Annual Activity Requirement has been met and the Provider is not required to take any further action.</p> <p>Where the recorded hours are lower than the required Annual Activity Requirement hours and the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 10 Business Days of the end of the Work for the Dole Phase:</p> <ul style="list-style-type: none"> <li>• select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement; and</li> <li>• record that the Annual Activity Requirement has been met.</li> </ul> <p>Where the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will be considered not to have met their Annual Activity Requirement.</p> <p>For further information regarding how to record the Annual Activity Requirement, refer to the Department's <a href="#">IT Systems Online Help</a>.</p>
<p><b>Meeting the Annual Activity Requirement early</b></p>	<p><b>Within the Work for the Dole Phase</b></p> <p>Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:</p> <ul style="list-style-type: none"> <li>• any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan; and</li> <li>• job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement.</li> </ul> <p>Job seekers <b>should</b> not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.</p> <p>If the Annual Activity Requirement is completed early, the Provider <b>must</b> ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any appropriate activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.</p> <p><b>Early Commencement for Stream A job seekers whose first Work for the Dole Phase started before 1 October 2016</b></p> <p>The following arrangements apply only to Stream A job seekers whose first work for the Dole</p>

Process	Details
	<p>Phase started before 1 October 2016.</p> <p>In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.</p> <p>For early participation to count towards meeting their Annual Activity Requirement, these job seekers must:</p> <ul style="list-style-type: none"> <li>• participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12 month period); and</li> <li>• during this continuous participation, complete the relevant number of fortnightly hours required to meet their Annual Activity Requirement.</li> </ul> <p>The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.</p> <p>The Work for the Dole Phase can be brought forward for all stream job seekers after 6 months (but before 12 months) of job active services if the Provider considers the job seeker is not benefiting from, or actively participating in interventions/ services designed to improve their employment prospects.</p>
<p><b>Change of circumstances during the Work for the Dole Phase</b></p>	<p>Where a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation <b>must</b> match their new requirement.</p> <p>For example, when a job seeker who is 29 and has an overall requirement of 650 hours turns 30 while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they would have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.</p>
<p><b>Undertaking a Compliance Activity during the Work for the Dole Phase</b></p>	<p>If a job seeker is undertaking a Compliance Activity (under the job seeker compliance framework) either before entering into or during the Work for the Dole Phase, they will still be required to undertake their full Annual Activity Requirement separate to their Compliance Activity requirement; that is, the Compliance Activity will not count toward meeting their Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase, the job seeker will need to complete their remaining Annual Activity Requirement hours in the following Case Management Period.</p>
<p><b>Participation in the Green Army Programme</b></p>	<p>If a job seeker is participating in the Green Army Programme, they will generally be suspended from jobactive for the duration of their Green Army programme's participation. Please refer to the <a href="#">Period of Service, Suspensions and Exits Guideline</a>. Where a job seeker is in the Work for the Dole phase when they commence in the Green Army Programme and has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will meet their Annual Activity Requirement.</p> <p>Note: If a job seeker is in the Work for the Dole phase and commences in the Green Army programme, but they do not complete the programme, the number of hours they completed in the programme can also count towards their Annual Activity Requirement. In these cases, providers can</p>

Process	Details
	record these hours under 'Other Approved Programmes' in the Monthly Hours Summary.

### Additional information

Process	Details
<b>Breaks in Activities</b>	<p>There will be times when a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements. In this case, Providers <b>must</b> update a job seeker's Job Plan with other Activities that the job seeker must undertake to meet their Mutual Obligation Requirements.</p> <p>There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker is required to undertake other approved Activities, such as Job Search, for the period of the break. The Job Plan should be revised to include the adjusted requirements.</p> <p>Separate rules apply to Principal Carer Parents and job seekers with a Partial Capacity to Work when they are undertaking casual part-time paid employment to fully meet their part-time Mutual Obligation Requirements.</p> <p>For further information these rules refer to <a href="#">Guide to Social Security Law 3.5.1.70</a>.</p>
<b>Sufficient Work Test</b>  <a href="#">Guide to Social Security Law 3.2.2.10</a>	<p>The decision that a person is doing sufficient work would generally be restricted to cases where a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). Where there is significant variation in hours worked and earnings from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements <b>must</b> be determined on a fortnightly basis.</p> <p>The conditions for satisfying the sufficient work test also apply to self-employment. Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. Where self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.</p> <p>Providers are required to document a job seeker's satisfactory participation in self-employment as per the <a href="#">Documentary Evidence Guidelines</a>. If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support, will not satisfy the Mutual Obligation Requirements and, therefore, will not qualify for income support payments.</p>
<b>Approved Short Courses - when can study be approved as an activity</b>	<p>Most people who undertake Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to first test their eligibility for a student payment with the Department of Human Services.</p> <p><b>Approved Short Courses</b></p> <p>Recipients of job seeker income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.</p> <p>Providers can approve participation in a short course of education or training if they determine that participation is necessary and the course is:</p> <ul style="list-style-type: none"> <li>• vocationally orientated;</li> <li>• less than 12 months (two semesters) in duration; and</li> <li>• highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.</li> </ul>

Process	Details
	<p>Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region, as there is no defined list.</p> <p>Full-time courses of 12 months (two semesters) or longer in duration, Masters courses and Doctorate courses cannot be approved under short course conditions.</p> <p>Tertiary study can only be an approved short course if:</p> <ul style="list-style-type: none"> <li>• the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects;</li> <li>• the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement for the academic course (or a longer course—that is, 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course;</li> <li>• the job seeker is in receipt of Parenting Payment Single (this would usually be approved by the Department of Human Services); or</li> <li>• the job seeker was a Parenting Payment recipient who transferred to Newstart Allowance or Youth Allowance (other) (and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other)) who is continuing their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by the Department of Human Services) for which they receive the Pensioner Education Supplement (PES) for.</li> </ul> <p>Where a Provider approves the Activity as an approved short course and includes it on a compulsory basis in the job seeker’s Job Plan, job seekers are still required to look for and accept work, attend appointments with their provider, but not where it conflicts with the scheduled time of the course. However, job seekers are required to accept any suitable work that does not conflict with scheduled course times and are not permitted to limit their Job Searches only to areas relating to the course. Principal Carer Parents and job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight are considered to be fully meeting their part-time Mutual Obligation Requirements and will be suspended from their Provider’s caseload. Refer to the <a href="#">Activities to Meet Mutual Obligation Requirements</a> for some job seekers section of this guideline.</p> <p>For information regarding the circumstances under which Providers may fund an education or training course, refer to the <a href="#">Employment Fund General Account Guideline</a>.</p>
<p><b>Exemptions</b></p>	<p>There are some circumstances where a job seeker may be temporarily unable to meet their Mutual Obligation Requirements. Under Social Security law, the Department of Human Services may grant the job seeker an Exemption from their requirements for a specified period. This recognises the different family and personal situations that job seekers face and that may prevent them from participating in job search, paid work, Work for the Dole, vocational training or other Activities. In the first instance, the Department of Human Services will usually look to reduce a job seeker’s Mutual Obligation Requirements, rather than exempting them completely.</p> <p>If a Provider believes that the job seeker does not have capacity to undertake any job search or other approved Activity and should be considered for an Exemption from their Mutual Obligation Requirements, the job seeker should be advised to contact the Department of Human Services to test their eligibility for an Exemption. Job seekers need to provide any evidence supporting their claim to the Department of Human Services. For example, an appropriate medical certificate from</p>

Process	Details
	<p>their doctor, if they are applying for a medical Exemption.</p> <p>If a job seeker is granted an Exemption, they will be Suspended from a Provider's caseload for the duration of the Exemption (some job seekers with longer-term Exemptions may be Exited from a Provider's caseload). However, job seekers may voluntarily choose to continue with Employment Provider Services for the period of their Exemption.</p> <p>For further information on these and other Exemptions refer to the <a href="#">Guide to Social Security Law 3.2.11</a>.</p> <p>Some of the specific Exemptions that providers <b>should</b> be aware of are:</p> <p><b>Domestic violence</b></p> <p>Exemptions may be granted where a job seeker is subject to domestic violence (including family violence). If the job seeker is a Principal Carer Parent and subject to domestic violence, an Exemption must be granted by the Department of Human Services.</p> <p>In situations where there is any suspicion of domestic violence, Providers <b>must</b> refer the job seeker to a Department of Human Services social worker. Providers should also refer a job seeker to the range of national and state-based organisations that offer advice and information concerning domestic violence.</p> <p><b>Pregnant Job Seekers</b></p> <p>Once a pregnant job seeker is six weeks from their expected due date, the Department of Human Services will grant the job seeker an Exemption from their Mutual Obligation Requirements.</p>

## Job Plan

Process	Details
<p><b>What is a Job Plan?</b></p> <p><b>Deed Reference:</b> <b>Annexure A1</b></p>	<p>The Job Plan is the key document which outlines all the agreed Activities that the job seeker is required to undertake to satisfy their Mutual Obligation Requirements under Social Security Law and help get them into paid work.</p> <p>The Job Plan <b>must</b> be recorded in the Department's IT System. Note: For the purposes of Social Security Law, a Job Plan is an 'employment pathway plan'; and a 'participation plan' for Disability Support Pension recipients with compulsory requirements.</p> <p>For further information on Job Plans for Disability Support Pension recipients with compulsory requirements see the <a href="#">Disability Support Pension Recipients (Compulsory Requirements) Guideline</a>.</p>
<p><b>Who must have a Job Plan?</b></p> <p><b>Deed Reference:</b> <b>Annexure A1</b> <b>Clause 87</b></p>	<p>Providers <b>must</b> ensure that all job seekers have a current Job Plan in place at all times.</p> <p><b>Job Plans (compulsory)</b></p> <p>Under Social Security Law, job seekers receiving the following income support payments with Mutual Obligation Requirements <b>must</b> enter into a Job Plan to remain qualified to receive payment:</p> <ul style="list-style-type: none"> <li>• Newstart Allowance</li> <li>• Youth Allowance (other)</li> <li>• Parenting Payment Single (when the youngest child turns six )</li> <li>• Special Benefit (Nominated Visa Holders)</li> <li>• Disability Support Pension (Participants under the age of 35 with compulsory participation requirements).</li> </ul> <p><b>Job Plans (voluntary)</b></p> <p>Job seekers without Mutual Obligation Requirements, such as those volunteering to participate in employment services programmes and other Fully Eligible Participants, including Vulnerable Youth</p>

Process	Details
	<p>and Special Benefit recipients who are not Nominated Visa Holders, must also enter into a Job Plan (voluntary).</p> <p>ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext Provider. As such, jobactive Providers <b>must not</b> create or edit a Job Plan for ParentsNext Volunteers.</p>
<p><b>Who can consult on and approve and vary a Job Plan?</b></p>	<p>Providers are Delegates of the Secretary of the Department of Employment and have the power to:</p> <ul style="list-style-type: none"> <li>• require a job seeker with Mutual Obligation Requirements to enter into a Job Plan;</li> <li>• approve a Job Plan; and</li> <li>• vary the terms of a Job Plan.</li> </ul> <p>The Department of Human Services may also update a Job Plan when required. If the job seeker is managed by a Provider, the Department of Human Services will consult with the relevant Provider prior to updating the Job Plan or may request the Provider to update the Job Plan at the job seeker's next Appointment. A provider <b>should not</b> remove any updates made to a Job Plan by the Department of Human Services without consultation.</p>
<p><b>When must a Job Plan be created, reviewed and updated?</b></p> <p>Deed Reference: Annexure A1 Clause 87</p>	<p>An initial Job Plan <b>must</b> be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.</p> <p>Providers <b>must</b> regularly review, and update, as required, the Job Plan to ensure all requirements are up to date and remain relevant, including:</p> <ul style="list-style-type: none"> <li>• when the job seeker's circumstances change;</li> <li>• when the job seeker enters into a new phase of their Stream;</li> <li>• when the job seeker enters in to a new Stream;</li> <li>• when a job seeker commences a new Activity;</li> <li>• when the job seeker completes an Activity that was in their Job Plan; and</li> <li>• if the job seeker decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the job seeker compliance framework.</li> </ul> <p>If a Participation Plan for ParentsNext Volunteers requires review or update, Providers must contact the participant's ParentsNext Provider.</p>
<p><b>What are suitable approved Activities for inclusion in a Job Plan?</b></p> <p>Deed Reference: Annexure A1 Clause 87</p>	<p>Refer to the <a href="#">Guide to Social Security 3.2.8.50</a> or the <a href="#">Mutual Obligation Requirements</a> section of this guideline for a list of the types of Activities that can be included in a Job Plan.</p> <p>Job seekers with Mutual Obligation Requirements may have compulsory and voluntary Activities in their Job Plan. There <b>must</b> be at least one compulsory Activity as voluntary Activities are not subject to the job seeker compliance framework and job seekers will not be at risk of incurring a penalty if they do not participate in such Activities.</p> <p>Providers <b>must</b> identify a job seeker's strengths and any issues they have relating to finding employment. They <b>must</b> ensure that the details of any vocational and non-vocational Activities are specified tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help them overcome any vocational barriers and non-vocational barriers.</p> <p><b>Job seekers fully meeting their Mutual Obligation Requirements</b></p> <p>Any Fully Eligible Participant (Voluntary) who is fully meeting their requirements and has chosen to access Services on a voluntary basis must have a compulsory (rather than voluntary) Job Plan. Any</p>

Process	Details
	additional Activities they agree to be included in their Job Plan while voluntarily accessing Services must be included in their Job Plan as a voluntary Activity only.
<p><b>Who can have a voluntary Job Plan and what should be included in a voluntary Job Plan?</b></p>	<p>Volunteers and job seekers exempt from their Mutual Obligation Requirements will have a voluntary Job Plan.</p> <p>Fully Eligible Participants without Mutual Obligation Requirements can undertake the same Activities as other job seekers; however, these Activities <b>must</b> be included as voluntary Activities in the Volunteer’s Job Plan.</p> <p>The voluntary Job Plan will include voluntary Activities discussed and agreed to based on the individual’s circumstances and reason for registering for employment services. In most cases, this will include Appointments with the Provider and other voluntary Activities, such as Job Search, education or other skills development, or other Activities to improve their employability.</p> <p>All Activities <b>must</b> be included as voluntary Activities in the Job Plan, and will not be subject to the job seeker compliance framework if they do not participate in these Activities.</p>
<p><b>What must be explained to the job seeker?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 97.2</b></p>	<p>Providers <b>must</b> explain the Job Plan to each job seeker including:</p> <ul style="list-style-type: none"> <li>• the purpose of the Job Plan;</li> <li>• the job seeker’s rights and responsibilities under the Job Plan (including that they have two Business Days ‘think time’ to consider the requirements outlined in their Job Plan before accepting it);</li> <li>• what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan;</li> <li>• the consequences of failing to meet those requirements, and any impact on the job seeker’s income support payment;</li> <li>• the consequences of the job seeker failing to give prior Notice (with a Valid Reason) when they cannot attend compulsory Appointments or participate in compulsory Activities;</li> <li>• their right to appeal decisions and where they can find assistance;</li> <li>• how the Provider intends to support the job seeker;</li> <li>• the Service Guarantee and Service Delivery Plan;</li> <li>• the section entitled ‘Information You Need to Know’ in the Job Plan; and</li> <li>• how their information is protected under privacy legislation and under Social Security Law.</li> </ul> <p>When a job seeker requests or where the Provider considers it appropriate, Providers <b>must</b> use an Interpreter to ensure that the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.</p> <p>Job seekers may also bring a third party to the appointment to discuss the terms of the Job Plan if they wish.</p> <p>Under Social Security Law, job seekers <b>must</b> be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in Activities, such as requiring work boots. See the <a href="#">Job Seeker Compliance Framework Guideline</a> for additional information.</p> <p><b>Sharing Job Plans with SEE/AMEP Providers</b></p> <p>Providers should encourage job seekers who are participating in SEE or AMEP to share their Job Plans with their SEE or AMEP providers. This ensures that their SEE or AMEP provider is aware of the job seeker’s requirements and can, if available place the job seeker in a SEE or AMEP course with sufficient hours for the job seeker to meet fully their Annual Activity Requirement (refer to ‘Hours of participation to meet the Annual Activity Requirement – study/training hours’ section of this Guideline).</p>

Process	Details
<p><b>How is a Job Plan created and updated?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p><b>Using the Department's IT Systems</b></p> <p>The Job Plan <b>must</b> be created and recorded using the Department's IT Systems unless the Department's IT Systems are temporarily unavailable or there is no computer access. In this case, Providers must use the compulsory/voluntary Job Plan template (whichever is applicable) available on the Provider Portal.</p> <p>Details of the Activities included <b>must</b> be entered into the Department's IT Systems as soon as possible after the Job Plan is created.</p> <p>The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hardcopy Job Plan.</p> <p><b>Using Job Plan codes</b></p> <p>Providers <b>must</b> use the comprehensive list of available codes at <a href="#">Attachment C</a>, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department's IT Systems, the Job Seeker's Dashboard on the jobactive powered by JobSearch website (the jobactive website) and also the Department of Human Services' IT system.</p> <p>When setting compulsory Job Search Requirements, Providers <b>must</b> use the Job Search Requirements (JS09) code. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. This will enable Providers to monitor the setting of Job Search Requirements across their caseload. The Department will also actively monitor the setting of Job Search Requirements.</p> <p>Where applicable, Providers <b>must</b> also use the JS05 or JS06 (Job Search with Disability) codes, as these trigger the higher rate of Mobility Allowance for job seekers who are eligible to continue to qualify for the higher rate of Mobility Allowance whilst looking for work, under grandfathering provisions from 1 January 2017. <i>[The 1 January 2017 change to the Qualification for Mobility Allowance is subject to the passage of legislation. In the event of a delay in the passage of legislation, this change will commence on 1 July 2017]. Details can be found at <a href="https://www.humanservices.gov.au/corporate/budget/budget-2016-17/disability-and-carers/mobility-allowance">https://www.humanservices.gov.au/corporate/budget/budget-2016-17/disability-and-carers/mobility-allowance</a>.]</i></p> <p>The Free text code can only be used where no available code covers an Activity that the Provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and as such is viewable to Providers and the Department of Human Services.</p> <p><b>Linking Job Plan Codes to Activity Placements</b></p> <p>Activity placements can be linked to Job Plan codes in Activity Diary in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from Activity Diary. Providers will also be able to record attendance results in the Activity Diary.</p>
<p><b>How is a Job Plan approved?</b></p> <p><b>Deed Reference:</b></p> <p><b>Annexure A1</b></p> <p><b>Clause 87.2</b></p>	<p>Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT Systems, the Job Plan <b>must</b> be provided to the job seeker for their agreement.</p> <p>Job Plans can be agreed to online or by signing a hard copy.</p> <p><b>Job seeker agreement—online</b></p> <p>Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree online. If the Provider decides to use this option they <b>must</b> ensure that the job seeker has access to and is aware of how to agree to the terms of the Job Plan on their Dashboard.</p> <p>For all job seekers (including those with voluntary Mutual Obligation Requirements) Providers <b>must</b></p>

Process	Details
	<p>formally notify the job seeker (either face to face or over the phone) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement within two Business Days of sending the Job Plan. The verbal formal notification script will display in the Department's IT Systems for their Provider to read to the job seeker. This includes a compliance warning that <b>must</b> be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.</p> <p>If the job seeker has not agreed to the Job Plan online within the two Business Days the provider should consider whether submitting a Participation Report is appropriate. For further information refer to the <a href="#">Job seeker Compliance Framework Guideline</a>.</p> <p>When the job seeker agrees to the Job Plan, this will automatically result in the Job Plan's status being set to 'approved' in the Department's IT Systems.</p> <p><b>Job seeker agreement—hard copy</b></p> <p>Providers <b>must</b> approve the Job Plan in the Department's IT Systems as soon as the job seeker and the Provider have signed the Job Plan.</p> <p>Providers must provide a copy of the signed Job Plan to the job seeker.</p> <p>Note: once the Job Plan has been approved, the job seeker can access it on their Job Seeker Dashboard.</p>
<p><b>What happens if the job seeker refuses/fails to agree to a Job Plan?</b></p>	<p>If the Job Plan is not approved, no action is possible under the compliance framework for failure to meet compulsory Activities recorded in the Job Plan.</p> <p>Therefore, if the job seeker refuses to sign a Job Plan (and does not wish to use 'think time', see below), the Provider should discuss with the job seeker their obligation, the consequences of not agreeing to a Job Plan, and record in the Department's IT Systems the discussion with the job seeker. If the job seeker has Mutual Obligation Requirements and still refuses to sign a Job Plan the Provider <b>should</b> submit a Participation Report.</p> <p><b>Think time</b></p> <p>Prior to signing or accepting a Job Plan, job seekers with or without Mutual Obligation Requirements must be given two Business Days 'think time' to consider the proposed requirements of the Job Plan or to discuss them with a third party if they wish to do so.</p> <p>Where the job seeker decides to take up the two Business Days 'think time', the provider <b>should</b> book another Appointment with the job seeker after two Business Days.</p> <p>If the job seeker does not attend the appointment or refuses to accept the Job Plan online, or sign a hard copy of the Job Plan, after two Business Days 'think Time' the provider <b>should</b> consider whether submitting a Participation Report is appropriate.</p> <p>If the job seeker attends the Appointment but fails to agree to the Job Plan without a good reason their payment may be cancelled by the Department of Human Services until they do agree to a Job Plan.</p> <p>A job seeker can only utilise 'think time' once each time a Job Plan is created or updated.</p> <p>See the <a href="#">Job Seeker Compliance Framework Guideline</a> for more information on submitting Participation Reports.</p>

### Additional information

Process	Details
<p><b>Intervention Management</b></p>	<p>The Intervention Management Tool in the Job Plan section of the Department's IT System is an optional tool for Providers. It can be used to review and manage a job seeker's personal</p>

Process	Details
<p><b>Tool</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 38</b></p>	<p>circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including any identified by the job seeker.</p> <p>The Intervention Management Tool can help Providers to:</p> <ul style="list-style-type: none"> <li>• ensure that the job seeker has Activities in the Job Plan appropriate to their circumstances;</li> <li>• include Employment Services Assessment recommended Interventions in the Job Plan; and</li> <li>• record additional vocational or non-vocational issues.</li> </ul> <p>Note: In case job seekers request access to their Records contained in the Intervention Management Tool, Providers <b>should</b> familiarise themselves with relevant Deed provisions.</p>
<p><b>Non-government programmes approved for Annual Activity Requirement purposes</b></p>	<p>Providers <b>must</b> use the Free Text code and the following statement when entering details of a non-government programme approved for Annual Activity Requirement purposes into a job seeker's Job Plan – see sample text below.</p> <p>FTXT— I agree to undertake XXX (name of programme) for [X] hours per fortnight with [Organisation] from [Start Date] to [End Date].</p>
<p><b>Contact and Non-contact study hours for Annual Activity Requirement purposes</b></p>	<p>Providers <b>must</b> use the Free Text field under the Study - Part-Time or Full-Time (ET59) code when entering details of contact and non-contact study hours into a job seeker's Job Plan where this study is being used to meet or contribute towards meeting the Annual Activity Requirement— see sample text below.</p> <p>The hours of study will include [X] contact hours and [X] non-contact hours per fortnight.</p>
<p><b>Privacy and information sharing</b></p> <p><b>Deed Reference:</b></p> <p><b>Clause 35</b></p>	<p>The Deed requires Providers to comply with Australian privacy legislation. A job seeker's Personal Information <b>must</b> only be used or disclosed for the purpose for which it was collected, except in limited circumstances such as where: the job seeker gives permission, where Commonwealth laws allow it, or in other special circumstances.</p> <p>Providers <b>must</b> also ensure that they comply with Social Security Law.</p> <p>Providers <b>should</b> seek independent legal advice if they have any concerns regarding their obligations under any relevant privacy, or any other relevant, legislation.</p>

**Attachment A:**

**Mutual Obligation Requirements—job seekers up to 30 years**

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months;	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49	Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not

		year old cohort)		year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	undertaken for the 18-49 year old cohort), can also use non-vocational Activities <b>Document 23</b> AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
<b>24-30 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate

# Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate(	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)  AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

**Mutual Obligation Requirements —job seekers 50 to 59 years**

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24 – 30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30 – 36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years and over

Document 23

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—depends on capacity No AAR Other suitable Activities as appropriate
18–24 months; 30 – 36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

### Notes:

- Principal Carer Parents with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A Principal Carer Parent can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a Principal Carer Parent is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight— refer to the [activities that can meet part-time Mutual Obligation Requirements](#) section of this Guideline.
- Job seekers with a Partial Capacity to Work can fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of study and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to Principal Carer Parents and those with a Partial Capacity to Work.
- Principal Carer Parents on Parenting Payment Single on the Age Pension do not have Mutual Obligation Requirements.

Document 23

## • ATTACHMENT B

### MUTUAL OBLIGATION REQUIREMENTS FOR EARLY SCHOOL LEAVERS

Activities to Meet Early School Leaver Requirements	Suitable Job Search
Full time education or training	No job search
Combination of part-time education/training and part-time paid work for required number (i.e. 25 or 15) hours per week.	No job search
Other approved Activities for required number (i.e. 25 or 15) hours per week.	Up to 20 job searches

- Where an Early School Leaver is not participating in a full-time education or training course (or not fully meeting their part-time Mutual Obligation Requirements), they are required to undertake 25 hours a week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week) of either:
  - part-time education and part-time work; or
  - other suitable Activities, in addition to compulsory job search requirements of up to 20 per month.
- If a Certificate III course is not considered to be appropriate for the Early School Leaver based on their circumstances, an Early School Leaver may undertake a Certificate I or II course if participation in this lower level course will help them to go on to complete their Year 12 or a Certificate III or above qualification. The job seeker will continue to be considered an Early School Leaver until a Year 12 or equivalent Certificate III level of education is attained or they turn 22 years of age.
- Early School Leavers who are enrolled and commenced in an approved education or training course cannot be compelled to accept work if it would interfere with their current or future study. Providers may refer Early School Leavers to an employment opportunity when the position does not conflict with the Early School Leaver's education or training Activities (if any). Similarly, Early School Leavers can be required to accept a job if it does not interfere with their current or future education or training Activities.

#### **Job Search**

- Jobactive providers **must** include job search requirements in the Job Plan of an Early School Leaver if they are not in full-time education, or a combination of part-time education and part-time work, for the required number of hours per week.
- However, if the Early School Leaver is meeting their requirements through full-time education and training or a combination of part-time education and training and part-time work for the required number of hours per week (25 hours for those with full-time requirements/15 hours for those with part-time requirements) they **should not** have job search requirements in their Job Plan.

#### **Skills for Education and Employment, Adult Migrant English Programme or other accredited Language, Literacy and Numeracy training**

- Early School Leavers can also participate in programmes such as the Skills for Education and Employment programme and other programmes that help build foundation skills.
- Full-time participation in the Skills for Education and Employment or the Adult Migrant English Programme will satisfy an Early School Leaver's requirements.
- Part-time study will count towards an Early School Leaver's requirements if undertaken with part-time work totalling 25 hours per week (15 hours per week for Early School Leavers who are also Principal Carer Parents or job seekers with a Partial Capacity to Work of 15 to 29 hours per week).

#### **Paid work**

- Paid work can include self-employment and may count towards meeting an Early School Leaver's mutual obligation requirements, where undertaken in combination with part-time education or training.
- Early School Leavers who are undertaking an approved education or training course cannot be compelled to accept work if it would interfere with their study.

## Attachment C - Job Plan codes

Refer to for [ESSWeb Job Plan Activity Codes list](#) for a full list of Codes.

Job Plan code and descriptor		Compulsory/Voluntary
Appointment	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Job Search	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
Employment	EM52—NEIS	C,V
	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
Participation Activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
WE15—Defence Force Reserves	C,V	

Job Plan code and descriptor		Compulsory/Voluntary
	WE17—Green Army	C,V

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment D – Early School Leaver Facsimile Cover Sheet

Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



### Verification of Year 12 or equivalent qualification (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Guideline:

# Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

The job seeker's Job Plan outlines the items that will satisfy their Mutual Obligation Requirements and any other items agreed with their Employment Provider (provider). All job seekers, including job seekers without Mutual Obligation Requirements, must have a Job Plan which is created, reviewed and updated by their provider in consultation with the job seeker.

Version: 2.1

Published on: 22 February 2017

Effective from: 27 March 2017

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Changes from the previous version (Mutual Obligation Requirements and Job Plan Guideline v1.2)

**Policy changes:**

Inclusion of Youth Jobs PaTH Employability Skills Training and PaTH Internships as approved activities.

**Wording changes:**

Re-written into new template.

Renaming of Guideline from Mutual Obligation Requirements and Job Plan Guideline.

A full document history is available at

<https://ecsnaccessintranet.hosts.network/sites/SecureSitePortal/jobactive/Guidelines/ParticipationandComplianceFramework/Pages/default.aspx>

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Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Documentary Evidence Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Empowering YOUth Initiatives Guideline](#)
- EST IT Supporting Document
- [Job Seeker Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Managing and Monitoring Job Search Guideline](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Transition to Work Guideline](#)
- [Work for the Dole Guideline](#)
- [Managing Employability Skills Training Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following income support payments must meet their Mutual Obligation Requirements to receive their income support payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker income support payments are generally paid in fortnightly instalments, therefore job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing their individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements:

- Principal Carer Parents whose youngest child is at least 6 years of age
- Job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all provider appointments
- acting on referrals to jobs from their provider and attend job interviews offered by Employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities and items can be used to meet a job seeker's Mutual Obligation Requirements. For a list of items that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10 Suitable Activities](#). Also refer to [Attachment B](#) Job Plan codes, for a comprehensive range of suitable items to meet a job seeker's Mutual Obligation Requirements.

The items job seekers undertake must be included in their Job Plan as either a compulsory or voluntary item. There must be at least one compulsory item included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary items are not subject to the job seeker compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, the provider can take appropriate action within the [Job Seeker Compliance Framework Guideline](#) or use their discretion to ensure job seekers meet their Mutual Obligation Requirements.

## Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant). Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of items that can be included in a Job Plan.

The items in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any item and meeting all requirements included in their Job Plan.

After consulting with the job seeker, providers must determine the items to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Employment, employment services provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight.

Under Social Security Law, job seekers must be formally notified of the dates, times and location for attending appointments and participating in Activities, along with additional relevant requirements such as wearing work boots.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the person in accessing that market
- the participation opportunities and Activities available to the person
- their family and care responsibilities (including availability of child care)

- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes)
- the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown.
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, the provider must review any barriers identified through an Employment Services Assessment or Job Capacity Assessment, or other issues disclosed to the provider. The Job Seeker Classification Instrument and intervention management tool may also help identify personal issues that may affect a job seeker's employability. These will help the provider decide on Activities and other items required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker's circumstances in the Participation Profile screen of the Department's IT system.

#### Using the *intervention management tool* to review a job seeker's circumstances

The *intervention management tool* in the Job Plan section of the Department's IT System is an optional tool for providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

The *intervention management tool* can help providers to:

- ensure that the job seeker has items in the Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their Records in the *intervention management tool*.

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Provider Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their provider or book an Appointment for them
- directly contacting their provider to request Services.

If a job seeker who is suspended from employment services elects to voluntarily participate in Employment Services, the provider must provide Services to the job seeker.

If a job seeker who is fully meeting their Mutual obligation Requirements participates voluntarily in Employment Services, providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional items included in the Job Plan must be added as voluntary terms.

### *Principal Carer Parents - employer initiated shut down period over the long school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the long school holiday Christmas/New Year period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in shutdown period.

### Mutual Obligation Requirements for Principal Carer Parents

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed by the Principal Carer Parent.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below)
- participation in the Green Army Programme, or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the provider determines the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the voluntary work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to do any Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Where a Principal Carer Parent is either aged 55 years or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### *Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods*

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another activity outside of their home during the school holidays where appropriate care and supervision of their children is not available/affordable.

For example, while Principal Carers are not required to attend face-to-face appointments with their provider during school holidays, they can engage with their provider through other means, such as by telephone or via Skype/face-time etc. Job search can also be conducted from home, or the provider may also decide to reduce job search requirements over the school holiday period, while the Principal Carer is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### *Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation requirements.

#### *Mutual Obligation Requirements for job seekers with a Partial Capacity to Work*

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Employment Service.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study, participating in the Green Army Program or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a provider and will be suspended on a provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Employment Provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved items and the level of participation in the Job Plan.

A provider may consider that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a temporary reduced work capacity in the Department's IT system. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a provider and will be Suspended from the provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed

manually by the Employment Provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers aged 55 years and over can meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a provider but will be Suspended on a provider's caseload. However, providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the provider for job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See Job Seeker Compliance Framework Guideline.

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

#### *Monitoring by the Department of Human Services for job seekers fully meeting their requirements*

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the provider's caseload.

#### *Sufficient work test*

The decision that a person is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours, and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirement and other Approved Activities section](#) of this guideline (or the Documentary Evidence Guideline).

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent (Australian Qualifications Framework Certificate III level or above).

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training (no job search requirement)
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), (no job search requirement)
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake job search. For further information on these programs, refer to [Youth Jobs PaTH Employability Skills Training \(EST\)](#) (effective from April 2017) of this guideline.

Once an Early School Leaver has completed Year 12 (or an equivalent qualification) or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### *Verification of an Early School Leaver's qualifications*

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III

- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with [Attachment C](#). If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The declaration must include the name of the course, date completed, name of institution and institution contact details. (Do not send verification requests to DHS if the education level is below Year 12.)

If DHS does not verify the qualification, they will contact the provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

Where verified by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for Pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in job search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include (but are not limited to) the following situations:

- temporary medical incapacity
- serious illness

- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a provider believes the job seeker does not have capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a provider's caseload. However, job seekers may voluntarily choose to continue participating with Employment Services.

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### *Job seekers subject to domestic violence*

If there is any suspicion of domestic violence (including family violence) then providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

If a job seeker is subject to domestic violence (including family violence), DHS can grant the job seeker an Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

### *Suitable Items to meet Mutual Obligation Requirements (including the Annual Activity Requirement)*

Providers must consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

Depending on a job seeker's circumstances, there are a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

## Approved Programs of Work

Job seekers over the age of 18 can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers are:

- Work for the Dole
- the National Work Experience Program
- the Green Army Program

Approved Programs of Work can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is aged under 18 years, or 60 years and over.

In all other circumstances, Work for the Dole and the Green Army can be included as a compulsory Activity in the job seeker's Job Plan.

## Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers under 18 years). However job seekers in these circumstances can be compelled to take on another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole activity then a provider should consider replacing it with an alternative compulsory activity so the job seeker can meet their Annual Activity Requirement. For example,

the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Program

The National Work Experience Program provides voluntary short-term placements, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Green Army Program

Job seekers participating in the Green Army Program will generally be suspended from jobactive for the duration of their participation. See the Period of Service, Suspensions and Exits Guideline.

If a job seeker is in the Work for the Dole Phase when they start in the Green Army Program, and they complete their participation project in accordance with the rules of the Green Army Program, they will meet their Annual Activity Requirement. If they do not complete the program, the number of hours they have completed can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Program' in the Monthly Hours Summary.

### Youth Jobs PaTH Employability Skills Training (EST) (effective from April 2017)

A job seeker is Employability Skills Training (EST) Eligible if they are aged between 15 and 24 years receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

Providers must consider the suitability of EST for EST Eligible job seekers once they have received services through jobactive for five months.

At this point, their provider has discretion not to refer a job seeker (for whom EST would otherwise be compulsory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the provider considers that the job seeker:

- has non-vocational issues that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- already demonstrates employability skills (such as through having relevant recent workforce experience or already having a part time job)
- has already completed similar training.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in ESS Web when job seekers have been serviced through jobactive for five months. The Activity Management Guideline provides

details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the jobactive EST IT Supporting Document. Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course's hours, then a more suitable Activity should be considered.

#### PaTH Internship Placements (effective from April 2017)

Young job seekers aged 17–24 years, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

For example: a job seeker can do six months in jobactive; or two months in DES and then four months in jobactive to reach the six months servicing.

Early School Leavers will be able to participate in a PaTH Internship (after continuous servicing) PaTH Internship placements can only be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the provider should place them in an alternative compulsory Activity.

See the Managing PaTH Internships for further information.

#### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

#### *Determining what is an appropriate course of study*

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months (two semesters) in duration
- the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects
- the provider determines participation is necessary and the course is vocationally orientated

- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in demand area (determined by the provider)
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) (and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES) for.

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 job searches per month.

### *Approving a Short Course*

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their provider as long as it does not conflict with the scheduled time of the course. They are required to accept any suitable work that does not

conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the provider's caseload.

For information about providers deciding to fund an education or training course, see the Employment Fund General Account Guideline

## Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements then the provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and Part-Time or Full-time work (depending on the job seeker's assessed capacity). Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have, and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work, and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces

- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their Child/Children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job ; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline, and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers aged 55 years and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

Job seekers undertaking NEIS Training or who are NEIS Participants will not be required to undertake Job Search.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities- in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- alcohol or drug abuse, where this is likely to impede Job Search
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current Employment status (part-time or casual work)

- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers aged 60 years and over

The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depend on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re- training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and

receiving only a residual amount of income support, the number of Job Searches may be reduced further.

- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and Participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Job seekers with no Annual Activity Requirement

- job seekers aged 60 years and over
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours a fortnight

- job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week

Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT Systems Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Aged under 30 years: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 30 to 59: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Aged under 30 years: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- Aged 30 to 59: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Green Army Program

If a job seeker is in the Work for the Dole Phase when they commence in the Green Army Program, and they complete participation in accordance with the rules of the Green Army Program, they will meet their Annual Activity Requirement.

If the job seeker does not complete the program, the number of hours they do complete can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programs' in the Monthly Hours Summary of the Activity Diary in ESS Web.

If a job seeker is participating in the Green Army Program, they will generally be Suspended from jobactive for the duration of their Green Army program's participation. Please refer to the [Period of Service, Suspensions and Exits Guideline](#).

## Participation hours in study/training

### Full-time load

If the training provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hours requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will also need to be undertaken.



**System step:** For study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

## Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 29 years of age and has an overall requirement of 650 hours turns 30 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

## Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline, and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- Part-Time Employment
- National Work Experience Program
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Voluntary Work
- Study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- non-vocational assistance and Interventions (but only for Stream C job seekers)
- Defence Reserves
- other government programs, including NEIS, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), Work for the Dole Guideline, and Managing PaTH Internships Guideline.

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- Study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.

(Deed references: Clauses 107, 108, 109)

## Considerations when selecting Activities to meet Annual Activity Requirement

### Job seekers aged under 18 years

Job seekers aged under 18 years with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Program.

(Deed references: Clauses 107, 108, 109)

### Job seekers aged 15-24 years

Employability Skills Training (EST) is available to eligible job seekers aged between 15 to 24 years who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers aged 17–24 years, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hours requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the Activity Management Guideline and Managing PaTH Internships Guideline.

### Job seekers aged 18-49 years

For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers aged 50-59 years

Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Job seekers undertaking a Compliance Activity during the Work for the Dole Phase

The Compliance Activity will not count toward meeting a job seeker's Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase they are still required to undertake their full Annual Activity Requirement hours, however the job seeker can, if required, complete outstanding Annual Activity Requirement hours in the following Case Management phase.

### Placing the jobseeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Setting the required hours in the Activity Diary



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, providers must use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, providers are encouraged to use the Activity Diary to set the required hours for all Activities.

For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** For job seekers with an Annual Activity Requirement, providers must record all hours of attendance in approved Activities using either the Activity Diary or the Monthly Hours section of the AAR Details screen of the Department's IT System. The following must be recorded:

- the number of hours completed by the job seeker during that month
- confirmation of whether the job seeker has completed the required hours for that month
- in addition, for study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

For further information regarding how to record attendance in the Activity Diary, refer to the Department's [Activity Diary and AAR Details IT Supporting Document](#) and the [IT Systems Online Help](#).

(Deed reference: Clause 107)

EST providers will enter course details into the Activity Management component of ESS Web. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.

## Recording participation via the Mobile Supervisor App

Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST providers use a Supervisor App to record job seekers attendance at EST courses. Refer to the jobactive EST IT Supporting Document for details.



**Documentary evidence:** Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Activity Diary



**System step:** For Work for the Dole Activities, providers must record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This should be done within 10 Business Days of the job seeker's scheduled participation. This should not be done as a monthly bulk entry.

(Deed reference: Clause 107)

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement must be recorded either:

- through the Activity Diary (the same process as for Work for the Dole activities) or,
- via the AAR Details (Recording Monthly AAR Hours) screen (as a total number of hours).

Providers are encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.

For job seekers not doing Work for the Dole, providers are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 10 business days after a job seeker exits the Work for the Dole Phase, or exits the provider's caseload (for example, exiting from jobactive or transferring to another provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 10 business days from when a job seeker exits the Work for the Dole Phase or when they exit the provider's caseload (e.g. exiting from

jobactive or transferring to another provider) to enter hours of participation that the job seeker undertook within the Phase.

The provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the provider must within 10 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Program Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining

part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

#### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after 6 months (but before 12 months) of jobactive services if the provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

#### Early Commencement for Stream A job seekers whose first Work for the Dole Phase started before 1 October 2016

*The following arrangements apply only to Stream A job seekers whose first work for the Dole Phase started before 1 October 2016.*

In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.

For early participation to count towards meeting their Annual Activity Requirement, these job seekers must:

- participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12 month period)
- during this continuous participation, complete the relevant number of fortnightly hours required to meet their Annual Activity Requirement.

The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.

#### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT system, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work the National Work Experience Program and PaTH Internships.
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income

support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked.

- Additionally, documentary evidence for self-employment can include:
  - a Profit and Loss Statement
  - a signed and dated written statement from an accountant and/or registered bookkeeper
  - copies of records from the Australian Taxation Office and/or a tax return statement.

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## 5. Creating and Approving a Job Seeker's Job Plan

(For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, aged under 35 years, with compulsory requirements).

Providers must ensure that all job seekers have a Job Plan in place at all times.

A Job Plan must be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.

Providers must consult with the job seeker and identify a job seeker's strengths and any issues they have relating to finding employment. They must ensure that the details of any specified vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help the job seeker overcome any vocational and non-vocational issues.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements. These Activities need to be included in the job seeker's Job Plan. This includes Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Mutual Obligation Requirements](#) section of this guideline to determine what to include in a Job Plan.

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed items that the job seeker is required to do to satisfy their Mutual Obligation Requirements or will be doing voluntarily and which will help get them into paid work.

Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support
- the job seeker's rights and responsibilities under the Job Plan (including 'thinking time' to consider the Job Plan before accepting it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan

- the consequences of failing to meet the requirements, and any impact on the job seeker's income support payment
- the consequences of not giving Notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance
- how the provider intends to support the job seeker
- the Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need To Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law

(Deed references: Clause 97.2, Annexure A1)

### Interpreters and support persons

When a job seeker requests or where the provider considers it appropriate, providers must use an Interpreter to ensure the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or accepting a Job Plan, all job seekers may have two Business Days 'think time' to consider the requirements of the Job Plan. They may discuss them with a third party if they wish. The 'think time' can only be used once each time a Job Plan is created or updated.

If the job seeker wants to use the 'think time', the Provider should book another Appointment for two Business Days ahead.

### Job seekers with a Compulsory Job Plan

Job seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to a provider. Providers will be able to view this in the Department's IT Systems.

There must be at least one compulsory item, as voluntary items are not subject to the job seeker compliance framework. No action can be taken under the compliance framework if the item is not recorded as compulsory.

Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activity they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary item.

### Job seekers with a Voluntary Job Plan

Job seekers without Mutual Obligation Requirements, who are participating in jobactive, must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who don't

have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption
- job seeker with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary job plans can only include voluntary items as these job seekers do not have compulsory requirements and are not subject to the job seeker compliance framework if they do not participate in these items.

Note: Job Plan contents are discussed and agreed upon based on the individual's circumstances and their reason for registering for jobactive. Usually this will include Appointments with their provider, Job Search, education or other skills development, or other Activities to improve their employability.

#### *Job seekers participating in ParentsNext*

ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext provider. A jobactive provider must not create or edit a Job Plan for ParentsNext Volunteers.

#### Approving a Job Plan

Provider staff are Delegates of the Secretary of the Department of Employment and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

#### *Job seeker agreeing to the Job Plan – online*



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. Do this either face to face or over the phone within two Business Days of sending the Job Plan. The verbal formal notification script is available on the Department's IT System for the provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers

(with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically set to 'approved' in the Department's IT System.

#### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the provider may sign a hard copy of the Job Plan. The provider must provide the job seeker with a signed copy and approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

#### Job Seeker not agreeing to the Job Plan

If the job seeker does not agree to the Job Plan without good reason, they may incur a penalty under the Job Seeker Compliance Framework. Their payment may be also be cancelled by DHS until they agree to a Job Plan.

If the job seeker refuses to sign a Job Plan (and does not wish to use their 'think time') the provider should discuss with the job seeker their obligations and the consequences of not agreeing to a Job Plan. Record the discussion in the Department's IT System. If the Job seeker has Mutual Obligation Requirements and refuses to sign a Job Plan the provider can consider submitting a Participation Report at the end of the 'think time'.

For further information see the Job seeker Compliance Framework Guideline.

(Deed references: Clause 97.2, Annexure A1)

#### Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hardcopy.

If the Department's IT System is temporarily unavailable or there is no computer access, providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

#### Using Job Plan codes

Providers must use the comprehensive list of codes at [Attachment C](#). These codes have been developed consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT Systems to the Job Seeker's Dashboard on the jobactive website and the DHS' IT system.

Use the Job Search Requirements (JS09) code when setting compulsory Job Search requirements. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. Providers are able to monitor how Job Search Requirements are set across their caseload. The Department will also actively monitor how Job Search Requirements are set.

If applicable, providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger the higher rate of Mobility Allowance.

The Free text code can only be used if no available code covers an Activity that the provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and can be viewed by providers and DHS.

Note: The Job Plan can be used as formal notification if it contains the full details of the Activity or Appointment. If the provider is unable to include all of the details at the time the Job Plan is created, then the provider must issue the job seeker with separate formal notification to support the requirements in the Job Plan. See the Job Seeker Compliance Framework Guideline for further information on how to record formal notification.

### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in the Activity Diary in the Department's IT System. It is best practice that providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from Activity Diary. Providers will also be able to record attendance results in the Activity Diary.

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## 6. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline, and Social Security Law.

Providers must regularly review the Job Plan and update when required so as to ensure all requirements are up to date and remain relevant. Job Plans must be reviewed (if appropriate) and updated when the:

- job seeker's circumstances change
- job seeker enters into a new phase of their Stream
- job seeker enters in to a new Stream
- job seeker commences a new Activity
- job seeker completes an Activity that was in their Job Plan
- job seeker decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the Job Seeker Compliance Framework.

DHS may also update a Job Plan when required. If the job seeker is managed by a provider, DHS will consult with the relevant provider before updating the Job Plan or may request the provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update then providers must contact the participant's ParentsNext provider.

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## 7. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission, or where Commonwealth laws allow, or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

## Sharing Job Plans with SEE or AMEP providers

Providers should encourage job seekers participating in a Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP providers in ensuring they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

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## 8. Summary of Required Documentary Evidence

### Job Plan

- The provider must create/update a Job Plan for each job seeker during the Initial Interview by entering the Job Plan in the Department's IT System.
- The provider must enter into the Job Plan the various requirements the job seeker will undertake and ensure that all information required under clause 87.5 of the jobactive Deed has been included in the Job Plan.
- Providers must ensure all job seekers enter into a Job Plan in a timely manner (within two Business Days, including 'think time'), either by signing a hard copy or by agreeing online through the jobactive website. Providers and job seekers can decide which method is used.
- For Job Plans that are signed in hard copy, providers must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved. A copy must be retained by the provider.
- Job Plans that have been agreed to online by the job seeker will automatically set to 'approved'.

(Deed clause reference: Section B4)

### Notification to job seekers of their Mutual Obligation Requirements

- The provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the provider is in direct contact with the job seeker, the provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed clause reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT system, Employment providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work and the National Work Experience Program
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked.
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

9. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

jobactive guideline **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline**

<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers aged 30 years up to 49 years

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements —job seekers aged 50 to 59 years

Period of Service	Stream A		Stream B	Stream C
	<b><u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b><u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers aged 60 years and over

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Job Plan codes

Refer to *ESS Web Job Plan Activity Codes list* for a full list of Job Plan codes

Job Plan code and descriptor		Compulsory/Voluntary
Appointment	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Job Search	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
	Employment	EM52—NEIS
EM54—Self Employment		C,V
EM56—Paid Work		C,V
Participation Activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	ET67—PaTH Internship	V
	ET68—PaTH Employability Skills Training	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Program	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
	WE17—Green Army	C,V

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_

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All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.



Australian Government



Guideline:

# Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

The job seeker's Job Plan outlines the items that will satisfy their Mutual Obligation Requirements and any other items agreed with their Employment Provider (provider). All job seekers, including job seekers without Mutual Obligation Requirements, must have a Job Plan which is created, reviewed and updated by their provider in consultation with the job seeker.

Version: 2.2

Published on: 1 June 2017

Effective from: 1 June 2017

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Changes from the previous version (Mutual Obligation Requirements and Job Plan Guideline 2.0)

**Policy changes:**

Inclusion of Work Experience (Other) as an approved activity..

**Wording changes:**

Clarification around NEIS Training and NEIS Assistance as an approved activity at pgs 21 and 45. .

Removing Managing Employability Skills Training Guideline from list of related documents and references. .

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

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Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Documentary Evidence Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Empowering YOUth Initiatives Guideline](#)
- EST IT Supporting Document
- [Job Seeker Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Managing and Monitoring Job Search Guideline](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Transition to Work Guideline](#)
- [Work for the Dole Guideline](#)

## 1. Defining Mutual Obligation Requirements

Job seekers on the following income support payments must meet their Mutual Obligation Requirements to receive their income support payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker income support payments are generally paid in fortnightly instalments, therefore job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving income support payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing their individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements:

- Principal Carer Parents whose youngest child is at least 6 years of age
- Job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all provider appointments
- acting on referrals to jobs from their provider and attend job interviews offered by Employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities and items can be used to meet a job seeker's Mutual Obligation Requirements. For a list of items that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10 Suitable Activities](#). Also refer to [Attachment B](#) Job Plan codes, for a comprehensive range of suitable items to meet a job seeker's Mutual Obligation Requirements.

The items job seekers undertake must be included in their Job Plan as either a compulsory or voluntary item. There must be at least one compulsory item included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary items are not subject to the job seeker compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, the provider can take appropriate action within the [Job Seeker Compliance Framework Guideline](#) or use their discretion to ensure job seekers meet their Mutual Obligation Requirements.

## Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant). Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of items that can be included in a Job Plan.

The items in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any item and meeting all requirements included in their Job Plan.

After consulting with the job seeker, providers must determine the items to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Employment, employment services provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight.

Under Social Security Law, job seekers must be formally notified of the dates, times and location for attending appointments and participating in Activities, along with additional relevant requirements such as wearing work boots.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the person in accessing that market
- the participation opportunities and Activities available to the person
- their family and care responsibilities (including availability of child care)

- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes)
- the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown.
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, the provider must review any barriers identified through an Employment Services Assessment or Job Capacity Assessment, or other issues disclosed to the provider. The Job Seeker Classification Instrument and intervention management tool may also help identify personal issues that may affect a job seeker's employability. These will help the provider decide on Activities and other items required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker's circumstances in the Participation Profile screen of the Department's IT system.

#### Using the *intervention management tool* to review a job seeker's circumstances

The *intervention management tool* in the Job Plan section of the Department's IT System is an optional tool for providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

The *intervention management tool* can help providers to:

- ensure that the job seeker has items in the Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their Records in the *intervention management tool*.

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Provider Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their provider or book an Appointment for them
- directly contacting their provider to request Services.

If a job seeker who is suspended from employment services elects to voluntarily participate in Employment Services, the provider must provide Services to the job seeker.

If a job seeker who is fully meeting their Mutual obligation Requirements participates voluntarily in Employment Services, providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional items included in the Job Plan must be added as voluntary terms.

### *Principal Carer Parents - employer initiated shut down period over the long school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the long school holiday Christmas/New Year period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in shutdown period.

### Mutual Obligation Requirements for Principal Carer Parents

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed by the Principal Carer Parent.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below)
- participation in the Green Army Programme, or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the provider determines the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the voluntary work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to do any Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Where a Principal Carer Parent is either aged 55 years or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another activity outside of their home during the school holidays where appropriate care and supervision of their children is not available/affordable.

For example, while Principal Carers are not required to attend face-to-face appointments with their provider during school holidays, they can engage with their provider through other means, such as by telephone or via Skype/face-time etc. Job search can also be conducted from home, or the provider may also decide to reduce job search requirements over the school holiday period, while the Principal Carer is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

### *Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation requirements.

### Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention; however, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to

participate can be increased through participation in a suitable program of assistance or other appropriate Employment Service.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study, participating in the Green Army Program or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a provider and will be suspended on a provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Employment Provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved items and the level of participation in the Job Plan.

A provider may consider that a medical condition will temporarily impact upon a job seeker, but the job seeker does not have a temporary reduced work capacity in the Department's IT system. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a provider and will be Suspended from the provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Employment Provider), if participation in the approved activity is likely to be ongoing, or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers aged 55 years and over can meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a provider but will be Suspended on a provider's caseload. However, providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the provider for job seekers aged 55 years and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified provider Appointments, or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See Job Seeker Compliance Framework Guideline.

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the provider's caseload.

### *Sufficient work test*

The decision that a person is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of

employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours, and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirement and other Approved Activities section](#) of this guideline (or the Documentary Evidence Guideline).

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12 (the final year of secondary school) or an equivalent (Australian Qualifications Framework Certificate III level or above).

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training (no job search requirement)
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), (no job search requirement)
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake job search. For further information on these programs, refer to [Youth Jobs PaTH Employability Skills Training \(EST\)](#) (effective from April 2017) of this guideline.

Once an Early School Leaver has completed Year 12 (or an equivalent qualification) or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

## Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III

- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with [Attachment C](#). If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The declaration must include the name of the course, date completed, name of institution and institution contact details. (Do not send verification requests to DHS if the education level is below Year 12.)

If DHS does not verify the qualification, they will contact the provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

Where verified by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for Pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in job search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include (but are not limited to) the following situations:

- temporary medical incapacity
- serious illness

- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a provider believes the job seeker does not have capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a provider's caseload. However, job seekers may voluntarily choose to continue participating with Employment Services.

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

#### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

If a job seeker is subject to domestic violence (including family violence), DHS can grant the job seeker an Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

#### Suitable Items to meet Mutual Obligation Requirements (including the Annual Activity Requirement)

Providers must consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

Depending on a job seeker's circumstances, there are a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

## Approved Programs of Work

Job seekers over the age of 18 can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers are:

- Work for the Dole
- the National Work Experience Programme
- the Green Army Program

Approved Programs of Work can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is aged under 18 years, or 60 years and over.

In all other circumstances, Work for the Dole and the Green Army can be included as a compulsory Activity in the job seeker's Job Plan.

## Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers under 18 years). However job seekers in these circumstances can be compelled to take on another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole activity then a provider should consider replacing it with an alternative compulsory activity so the job seeker can meet their Annual Activity Requirement. For example,

the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers aged 18 years or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers aged 15 years or over, regardless of whether the job seeker is receiving an income support payment.

Participation in this activity can contribute towards a job seeker's mutual obligations, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Green Army Program

Job seekers participating in the Green Army Program will generally be suspended from jobactive for the duration of their participation. See the Period of Service, Suspensions and Exits Guideline.

If a job seeker is in the Work for the Dole Phase when they start in the Green Army Program, and they complete their participation project in accordance with the rules of the Green Army Program, they will meet their Annual Activity Requirement. If they do not complete the program, the number of hours they have completed can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Program' in the Monthly Hours Summary.

### Youth Jobs PaTH Employability Skills Training (EST) (effective from April 2017)

A job seeker is Employability Skills Training (EST) Eligible if they are aged between 15 and 24 years receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

Providers must consider the suitability of EST for EST Eligible job seekers once they have received services through jobactive for five months.

At this point, their provider has discretion not to refer a job seeker (for whom EST would otherwise be compulsory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the provider considers that the job seeker:

- has non-vocational issues that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- already demonstrates employability skills (such as through having relevant recent workforce experience or already having a part time job)
- has already completed similar training.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in ESS Web when job seekers have been serviced through jobactive for five months. The Activity Management Guideline provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the jobactive EST IT Supporting Document. Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course's hours, then a more suitable Activity should be considered.

#### PaTH Internship Placements (effective from April 2017)

Young job seekers aged 17–24 years, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

For example: a job seeker can do six months in jobactive; or two months in DES and then four months in jobactive to reach the six months servicing.

Early School Leavers will be able to participate in a PaTH Internship (after continuous servicing) PaTH Internship placements can only be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the provider should place them in an alternative compulsory Activity.

See the Managing PaTH Internships for further information.

#### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

## Determining what is an appropriate course of study

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months (two semesters) in duration
- the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects
- the provider determines participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in demand area (determined by the provider)
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) (and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES) for.

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a

Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 job searches per month.

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their provider as long as it does not conflict with the scheduled time of the course. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the provider's caseload.

For information about providers deciding to fund an education or training course, see the Employment Fund General Account Guideline

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements then the provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and Part-Time or Full-time work (depending on the job seeker's assessed capacity). Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have, and appropriate training will not be provided by the employer

- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work, and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their Child/Children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury

- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job ; disability aids required for participation in the job that are not covered by the Employer; and the cost of travel to and from the job by the job seeker's means of transport.

### 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline, and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work. The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

#### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers aged 55 years and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training. .

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

## Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

## Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities- in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- alcohol or drug abuse, where this is likely to impede Job Search
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current Employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

## Job Search requirements while studying Language, Literacy and Numeracy courses

If a provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

## Job Search requirements for Stream C job seekers and job seekers aged 60 years and over

The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depend on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re- training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

## Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

## Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved

Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and Participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

## Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement

- job seekers aged 60 years and over
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours a fortnight
- job seekers aged 55 years and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week

Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT Systems Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Aged under 30 years: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 30 to 59: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Aged under 30 years: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- Aged 30 to 59: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Green Army Program

If a job seeker is in the Work for the Dole Phase when they commence in the Green Army Program, and they complete participation in accordance with the rules of the Green Army Program, they will meet their Annual Activity Requirement.

If the job seeker does not complete the program, the number of hours they do complete can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programs' in the Monthly Hours Summary of the Activity Diary in ESS Web.

If a job seeker is participating in the Green Army Program, they will generally be Suspended from jobactive for the duration of their Green Army program's participation. Please refer to the [Period of Service, Suspensions and Exits Guideline](#).

### Participation hours in study/training

#### Full-time load

If the training provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hours requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.

#### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the

training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will also need to be undertaken.



**System step:** For study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes, or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 29 years of age and has an overall requirement of 650 hours turns 30 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline, and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- Part-Time Employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Voluntary Work
- Study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into

the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)

- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- non-vocational assistance and Interventions (but only for Stream C job seekers)
- Defence Reserves
- other government programs, including NEIS Training, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), Work for the Dole Guideline, and Managing PaTH Internships Guideline.

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- Study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.

(Deed references: Clauses 107, 108, 109)

### Considerations when selecting Activities to meet Annual Activity Requirement

#### Job seekers aged under 18 years

Job seekers aged under 18 years with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Job seekers aged 15-24 years

Employability Skills Training (EST) is available to eligible job seekers aged between 15 to 24 years who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers aged 17–24 years, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hours requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the Activity Management Guideline and Managing PaTH Internships Guideline.

#### Job seekers aged 18-49 years

For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

#### Job seekers aged 50-59 years

Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

#### Job seekers undertaking a Compliance Activity during the Work for the Dole Phase

The Compliance Activity will not count toward meeting a job seeker's Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity

during the Work for the Dole Phase they are still required to undertake their full Annual Activity Requirement hours, however the job seeker can, if required, complete outstanding Annual Activity Requirement hours in the following Case Management phase.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity.

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Activity Diary



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, providers must use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, providers are encouraged to use the Activity Diary to set the required hours for all Activities.

For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording job seeker participation against the Annual Activity Requirement



**System step:** For job seekers with an Annual Activity Requirement, providers must record all hours of attendance in approved Activities using either the Activity Diary or the Monthly Hours section of the AAR Details screen of the Department's IT System. The following must be recorded:

- the number of hours completed by the job seeker during that month
- confirmation of whether the job seeker has completed the required hours for that month
- in addition, for study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

For further information regarding how to record attendance in the Activity Diary, refer to the Department's [Activity Diary and AAR Details IT Supporting Document](#) and the [IT Systems Online Help](#).

(Deed reference: Clause 107)

EST providers will enter course details into the Activity Management component of ESS Web. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.

### Recording participation via the Mobile Supervisor App

Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST providers use a Supervisor App to record job seekers attendance at EST courses. Refer to the jobactive EST IT Supporting Document for details.



**Documentary evidence:** Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Activity Diary



**System step:** For Work for the Dole Activities, providers must record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This should be done within 10 Business Days of the job seeker's scheduled participation. This should not be done as a monthly bulk entry.

(Deed reference: Clause 107)

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement must be recorded either:

- through the Activity Diary (the same process as for Work for the Dole activities) or,
- via the AAR Details (Recording Monthly AAR Hours) screen (as a total number of hours).

Providers are encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.

For job seekers not doing Work for the Dole, providers are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 10 Business Days of each month of participation.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 10 business days after a job seeker exits the Work for the Dole Phase, or exits the provider's caseload (for example, exiting from jobactive or transferring to another provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 10 business days from when a job seeker exits the Work for the Dole Phase or when they exit the provider's caseload (e.g. exiting from jobactive or transferring to another provider) to enter hours of participation that the job seeker undertook within the Phase.

The provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the provider must within 10 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after 6 months (but before 12 months) of jobactive services if the provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Early Commencement for Stream A job seekers whose first Work for the Dole Phase started before 1 October 2016

*The following arrangements apply only to Stream A job seekers whose first work for the Dole Phase started before 1 October 2016.*

In certain circumstances, Stream A job seekers who commence an approved Activity before entering into the Work for the Dole Phase in their second or subsequent anniversary year may have this count towards meeting their next Annual Activity Requirement.

For early participation to count towards meeting their Annual Activity Requirement, these job seekers must:

- participate continuously in the Activity that was started before commencing in the Work for the Dole Phase (to make six months in total of the relevant 12 month period)

- during this continuous participation, complete the relevant number of fortnightly hours required to meet their Annual Activity Requirement.

The job seeker does not need to have completed the full six months of approved Activities before commencement in the Work for the Dole Phase as long as the required hours in the Activities are completed over six continuous months.

## Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT system, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked.
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement.

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## 5. Creating and Approving a Job Seeker's Job Plan

(For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, aged under 35 years, with compulsory requirements).

Providers must ensure that all job seekers have a Job Plan in place at all times.

A Job Plan must be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.

Providers must consult with the job seeker and identify a job seeker's strengths and any issues they have relating to finding employment. They must ensure that the

details of any specified vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help the job seeker overcome any vocational and non-vocational issues.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements. These Activities need to be included in the job seeker's Job Plan. This includes Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Mutual Obligation Requirements](#) section of this guideline to determine what to include in a Job Plan.

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed items that the job seeker is required to do to satisfy their Mutual Obligation Requirements or will be doing voluntarily and which will help get them into paid work.

Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support
- the job seeker's rights and responsibilities under the Job Plan (including 'thinking time' to consider the Job Plan before accepting it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- the consequences of failing to meet the requirements, and any impact on the job seeker's income support payment
- the consequences of not giving Notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance
- how the provider intends to support the job seeker
- the Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need To Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law

(Deed references: Clause 97.2, Annexure A1)

### Interpreters and support persons

When a job seeker requests or where the provider considers it appropriate, providers must use an Interpreter to ensure the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or accepting a Job Plan, all job seekers may have two Business Days 'think time' to consider the requirements of the Job Plan. They may discuss them with a third party if they wish. The 'think time' can only be used once each time a Job Plan is created or updated.

If the job seeker wants to use the 'think time', the Provider should book another Appointment for two Business Days ahead.

### Job seekers with a Compulsory Job Plan

Job seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to a provider. Providers will be able to view this in the Department's IT Systems.

There must be at least one compulsory item, as voluntary items are not subject to the job seeker compliance framework. No action can be taken under the compliance framework if the item is not recorded as compulsory.

Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activity they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary item.

### Job seekers with a Voluntary Job Plan

Job seekers without Mutual Obligation Requirements, who are participating in jobactive, must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who don't have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption
- job seeker with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary job plans can only include voluntary items as these job seekers do not have compulsory requirements and are not subject to the job seeker compliance framework if they do not participate in these items.

Note: Job Plan contents are discussed and agreed upon based on the individual's circumstances and their reason for registering for jobactive. Usually this will include Appointments with their provider, Job Search, education or other skills development, or other Activities to improve their employability.

### *Job seekers participating in ParentsNext*

ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext provider. A jobactive provider must not create or edit a Job Plan for ParentsNext Volunteers.

## Approving a Job Plan

Provider staff are Delegates of the Secretary of the Department of Employment and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

### Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. Do this either face to face or over the phone within two Business Days of sending the Job Plan. The verbal formal notification script is available on the Department's IT System for the provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers (with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically set to 'approved' in the Department's IT System.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the provider may sign a hard copy of the Job Plan. The provider must provide the job seeker with a signed copy and approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job Seeker not agreeing to the Job Plan

If the job seeker does not agree to the Job Plan without good reason, they may incur a penalty under the Job Seeker Compliance Framework. Their payment may be also be cancelled by DHS until they agree to a Job Plan.

If the job seeker refuses to sign a Job Plan (and does not wish to use their 'think time') the provider should discuss with the job seeker their obligations and the consequences of not agreeing to a Job Plan. Record the discussion in the Department's IT System. If the Job seeker has Mutual Obligation Requirements and refuses to sign a Job Plan the provider can consider submitting a Participation Report at the end of the 'think time'.

For further information see the Job seeker Compliance Framework Guideline.

(Deed references: Clause 97.2, Annexure A1)

## Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hardcopy.

If the Department's IT System is temporarily unavailable or there is no computer access, providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers must use the comprehensive list of codes at [Attachment C](#). These codes have been developed consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT Systems to the Job Seeker's Dashboard on the jobactive website and the DHS' IT system.

Use the Job Search Requirements (JS09) code when setting compulsory Job Search requirements. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. Providers are able to monitor how Job Search Requirements are set across their caseload. The Department will also actively monitor how Job Search Requirements are set.

If applicable, providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger the higher rate of Mobility Allowance.

The Free text code can only be used if no available code covers an Activity that the provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and can be viewed by providers and DHS.

Note: The Job Plan can be used as formal notification if it contains the full details of the Activity or Appointment. If the provider is unable to include all of the details at the time the Job Plan is created, then the provider must issue the job seeker with separate formal notification to support the requirements in the Job Plan. See the Job Seeker Compliance Framework Guideline for further information on how to record formal notification.

### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in the Activity Diary in the Department's IT System. It is best practice that providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from Activity Diary. Providers will also be able to record attendance results in the Activity Diary.

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## 6. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline, and Social Security Law.

Providers must regularly review the Job Plan and update when required so as to ensure all requirements are up to date and remain relevant. Job Plans must be reviewed (if appropriate) and updated when the:

- job seeker's circumstances change

- job seeker enters into a new phase of their Stream
- job seeker enters in to a new Stream
- job seeker commences a new Activity
- job seeker completes an Activity that was in their Job Plan
- job seeker decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the Job Seeker Compliance Framework.

DHS may also update a Job Plan when required. If the job seeker is managed by a provider, DHS will consult with the relevant provider before updating the Job Plan or may request the provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update then providers must contact the participant's ParentsNext provider.

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## 7. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission, or where Commonwealth laws allow, or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP providers

Providers should encourage job seekers participating in a Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP providers in ensuring they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

---

## 8. Summary of Required Documentary Evidence

### Job Plan

- The provider must create/update a Job Plan for each job seeker during the Initial Interview by entering the Job Plan in the Department's IT System.
- The provider must enter into the Job Plan the various requirements the job seeker will undertake and ensure that all information required under clause 87.5 of the jobactive Deed has been included in the Job Plan.
- Providers must ensure all job seekers enter into a Job Plan in a timely manner (within two Business Days, including 'think time'), either by signing a hard copy or by agreeing online through the jobactive website. Providers and job seekers can decide which method is used.
- For Job Plans that are signed in hard copy, providers must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved. A copy must be retained by the provider.

- Job Plans that have been agreed to online by the job seeker will automatically set to 'approved'.

(Deed clause reference: Section B4)

### Notification to job seekers of their Mutual Obligation Requirements

- The provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the provider is in direct contact with the job seeker, the provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed clause reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT system, Employment providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked.
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper

- copies of records from the Australian Taxation Office and/or a tax return statement
- a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

9. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

jobactive guideline **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline**

<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

## Mutual Obligation Requirements—job seekers aged 30 years up to 49 years

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers aged 50 to 59 years

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers aged 60 years and over

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements..
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Job Plan codes

Refer to [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes

Job Plan code and descriptor		Compulsory/Voluntary
Appointment	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Job Search	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
	Employment	EM52—NEIS
EM54—Self Employment		C,V
EM56—Paid Work		C,V
Participation Activities	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	ET67—PaTH Internship	V
	ET68—PaTH Employability Skills Training	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE10 – Unpaid Work Experience (for Work Experience (Other))	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
	WE17—Green Army	C,V

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
Free-text	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

**(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

### **Declaration by provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_

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All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

The job seeker's Job Plan outlines the items that will satisfy their Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (provider). All job seekers, including job seekers without Mutual Obligation Requirements, must have a Job Plan which is created, reviewed and updated regularly by their provider in consultation with the job seeker.

Version: 3.0

Published on 16 February 2018

Effective from: 16 February 2018

Changes from the previous version (Version 2.2)

**Effective end: 28 March 2018****Policy changes:**

Inclusion of Work Experience (Other) as an approved activity

Inclusion of Launch into Work program pre-employment projects as an approved activity

Recording participation in paid work in the AAR Details screen

Annual Activity Requirement recordkeeping - paid work or self-employment

Policy change to allow participation in drug or alcohol addiction treatment (including rehabilitation) to count towards Stream A and Stream B job seekers' Annual Activity Requirement.

Policy change to allow participation in Preventative Health treatments and interventions to count towards Indigenous jobactive job seekers' Annual Activity

**Wording changes:**

Amend titles for NEIS guidelines

Grammatical and spelling errors corrected

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

## Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Documentary Evidence Guideline](#)
- [Using the Employment Fund General Account Guideline](#)

## jobactive guideline **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline**

- [Empowering YOUth Initiatives Guideline](#)
- [EST IT Supporting Document](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Managing and Monitoring Job Search Guideline](#)
- [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following income support payments must meet their Mutual Obligation Requirements to receive their income support payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker income support payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight that they are receiving income support payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and provider appointments
- acting on referrals to jobs from their provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10 Suitable Activities](#). Also refer to [Attachment B](#) Job Plan codes for a comprehensive range of suitable Activities to meet a job seeker's Mutual Obligation Requirements.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the job seeker compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, the Provider can take appropriate action or use their discretion to ensure that the job seeker meets their Mutual Obligation Requirements. Please refer to the Job Seeker Compliance Framework Guideline for the actions a Provider can take.

### Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure that any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant).

Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of Activities that can be included in a Job Plan.

For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, aged less than 35 years, with compulsory requirements.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, providers must determine the Activities to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, employment services provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each activity. Where drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the provider must record this in the job seeker's Job Plan.

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with additional relevant requirements such as wearing work boots and other safety gear.

### Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age

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- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities – including drug and alcohol dependency
- the state of the local labour market and the transport options available to the person in accessing that market
- the participation opportunities and Activities available to the person
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes)
- the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- where the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan - (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, the provider must review any barriers identified through an Employment Services Assessment or Job Capacity Assessment or other issues disclosed to the provider. The Job Seeker Classification Instrument and *intervention management tool* may also help identify personal issues that may affect a job seeker's employability. These will help the provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker's circumstances in the Participation Profile screen of the Department's IT System.

#### Using the *intervention management tool* to review a job seeker's circumstances

The *intervention management tool* in the Job Plan section of the Department's IT System is an optional tool for providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

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The *intervention management tool* can help providers to:

- ensure that the job seeker has Activities in the Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the *intervention management tool*.

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their provider or book an Appointment for them
- contacting their provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### *Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in shutdown period.

### Mutual Obligation Requirements for Principal Carer Parents

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)

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- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below)
- participation in the Green Army Programme, or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the voluntary work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to do any Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Where a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another activity outside of their home during the school holidays where appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers are not required to attend face-to-face appointments with their provider during school holidays, they can engage with their provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

*Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

**Mutual Obligation Requirements for job seekers with a Partial Capacity to Work**

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, participating in the Green Army Programme or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a provider and will be Suspended on a provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

**Mutual Obligation Requirements for job seekers with temporary reduced work capacity**

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements.

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Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a provider and will be Suspended from the provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a provider but will be Suspended on a provider's caseload. However, providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See [Job Seeker Compliance Framework Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the provider's caseload.

### Sufficient work test

The decision that a person is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline (or the [Documentary Evidence Guideline](#)).

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no job search requirement
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

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Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) (effective from April 2017) of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with [Attachment C](#). If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for Pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

## Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

## Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

If a job seeker is subject to domestic violence (including family violence), DHS can grant the job seeker an Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

## Suitable Activities to meet Mutual Obligation Requirements (including the Annual Activity Requirement)

Providers must consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Job seekers over the age of 18 can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- Work for the Dole
- the National Work Experience Programme
- the Green Army Programme

Approved Programs of Work can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is less than 18 years of age or 60 years of age and over.

In all other circumstances, Work for the Dole and the Green Army Programme can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers less than 18 years of age). However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to

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meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole activity, then a provider should consider replacing it with an alternative compulsory activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 18 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Green Army Programme

Job seekers participating in the Green Army Programme will generally be Suspended from jobactive for the duration of their participation. See the [Period of Service, Suspensions and Exits Guideline](#).

If a job seeker is in the Work for the Dole Phase when they start in the Green Army Programme, and they complete their participation project in accordance with the rules of the Green Army Programme, they will meet their Annual Activity Requirement. If they do not complete the programme, the number of hours they have completed can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Program' in the Monthly Hours Summary.

**Youth Jobs PaTH Employability Skills Training (EST)**

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

Providers must consider the suitability of EST for EST Eligible job seekers once they have received services through jobactive for five months.

At this point, their provider has discretion not to refer a job seeker (for whom EST would otherwise be compulsory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has non-vocational barriers that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable activity

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST compulsory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST compulsory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in ESS Web when job seekers have been serviced through jobactive for five months. The Activity Management Guideline provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the jobactive EST IT Supporting Document. Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, then a more suitable Activity should be considered.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services.

For example: a job seeker can do six months in jobactive, or two months in DES and then four months in jobactive to reach the six months servicing.

Early School Leavers will be able to participate in a PaTH Internship (after continuous servicing). PaTH Internship placements can only be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the provider should place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

### Determining what is an appropriate course of study

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their degree and the degree would greatly improve their employment prospects
- the provider determines that participation is necessary and the course is vocationally orientated

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- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend provider appointments and undertake up to 20 Job Searches per month.

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their provider as long as it does not conflict with the scheduled time of the course. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the provider's caseload.

For information about providers deciding to fund an education or training course, see the [Employment Fund General Account Guideline](#).

## Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, then the provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

(Guide to Social Security 3.5.1.70)

## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and Part-Time or Full-time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work

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- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

## Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers 55 years of age and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

## Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

## Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- treatment for drug and alcohol dependency – (in some Exceptional Circumstances to have no Job Searches)
- participation in a residential drug and alcohol rehabilitation program – (in some Exceptional Circumstances to have no Job Searches) preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)

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- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and

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receiving only a residual amount of income support, the number of Job Searches may be reduced further.

- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Job seekers with no Annual Activity Requirement

- job seekers 60 years of age and over
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours a fortnight

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- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- 30 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Green Army Programme

If a job seeker is in the Work for the Dole Phase when they commence in the Green Army Programme, and they complete participation in accordance with the rules of the Green Army Programme, they will meet their Annual Activity Requirement.

If the job seeker does not complete the program, the number of hours they do complete can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programs' in the Monthly Hours Summary of the Activity Diary in ESS Web.

If a job seeker is participating in the Green Army Programme, they will generally be Suspended from jobactive for the duration of their Green Army Programme participation. Please refer to the [Period of Service, Suspensions and Exits Guideline](#).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

ParentsNext Participants that agree to be referred to a Launch into Work program pre-employment project are expected to fully participate in the project where this Activity is included as a compulsory activity in their Participation Plan. Where this is not possible, the ParentsNext Participant is required to re-connect as soon as possible with their ParentsNext Provider for referral to an alternative Activity.

### Participation hours in study/training

#### Full-time load

If the training provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.

#### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will also need to be undertaken.



**System step:** For study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker

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becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 29 years of age and has an overall requirement of 650 hours turns 30 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Voluntary Work
- Launch into Work program pre-employment projects
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- treatment and interventions for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers

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- preventative health related activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

### Considerations when selecting Activities to meet Annual Activity Requirement

#### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 to 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

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A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

#### Job seekers 18-49 years of age

For job seekers 18 to 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

#### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

#### Job seekers undertaking a Compliance Activity during the Work for the Dole Phase

The Compliance Activity will not count toward meeting a job seeker's Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase they are still required to undertake their full Annual Activity Requirement hours, however the job seeker can, if required,

complete outstanding Annual Activity Requirement hours in the following Case Management phase.

#### Certain job seekers undertaking non-vocational activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction treatments (including rehabilitation)) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

#### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Setting the required hours in the Activity Diary



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, providers must use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, providers must use the Activity Diary to set the required hours for all Activities.



**System step:** for job seekers undertaking a Launch into Work program pre-employment project, use of the Activity Diary is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** For job seekers with an Annual Activity Requirement, providers must record all hours of attendance in approved Activities using either the Activity Diary or the Monthly Hours section of the AAR Details screen of the Department's IT System. The following must be recorded:

- the number of hours completed by the job seeker during that month  
confirmation of whether the job seeker has completed the required hours for that month
- in addition, for study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

For further information regarding how to record attendance in the Activity Diary, refer to the Department's [Activity Diary and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST providers will enter course details into the Activity Management component of ESS Web. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.

## Recording participation via the Mobile Supervisor App

Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST providers use a Supervisor App to record job seekers attendance at EST courses. Refer to the jobactive EST IT Supporting Document for details.



**Documentary evidence:** Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

## Recording of Work for the Dole participation in the Activity Diary



**System step:** For Work for the Dole Activities, providers must record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This should be done within 10 Business Days of the job seeker's scheduled participation. This should not be done as a monthly bulk entry.

(Deed reference: Clause 107)

## Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period.

## Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement must be recorded either:

- through the Activity Diary (the same process as for Work for the Dole activities) or,
- via the AAR Details (Recording Monthly AAR Hours) screen (as a total number of hours).

Providers are encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.

For job seekers not doing Work for the Dole, providers are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 business days after a job seeker exits the Work for the Dole Phase, or exits the provider's caseload (for example, exiting from jobactive or transferring to another provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

## Recording requirements



**System step:** At the end of the Work for the Dole Phase, providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the provider's caseload (e.g. exiting from jobactive or transferring to another provider) to enter hours of participation that the job seeker undertook within the Phase.

The provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements.

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This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after 6 months (but before 12 months) of jobactive services if the provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol treatment and rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Activity Diary and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the provider chooses to override the hours declared to DHS, the provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Creating and Approving a Job Seeker's Job Plan

(For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, under 35 years of age, with compulsory requirements).

Providers must ensure that all job seekers have a Job Plan in place at all times.

A Job Plan must be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.

Providers must consult with the job seeker and identify a job seeker's strengths and any issues they have relating to finding employment. They must ensure that the details of any specified vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help the job seeker overcome any vocational and non-vocational issues.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements. These Activities need to be included in the job seeker's Job Plan. This includes Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Mutual Obligation Requirements](#) section of this guideline to determine what to include in a Job Plan.

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed items that the job seeker is required to do to satisfy their Mutual Obligation Requirements or will be doing voluntarily and which will help get them into paid work.

Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support
- the job seeker's rights and responsibilities under the Job Plan (including 'thinking time' to consider the Job Plan before accepting it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- the consequences of failing to meet the requirements, and any impact on the job seeker's income support payment
- the consequences of not giving Notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance
- how the provider intends to support the job seeker
- the Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need To Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law

(Deed references: Clause 97.2, Annexure A1)

### Interpreters and support persons

When a job seeker requests or where the provider considers it appropriate, providers must use an Interpreter to ensure the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or accepting a Job Plan, all job seekers may have two Business Days 'think time' to consider the requirements of the Job Plan. They may discuss them with a third party if they wish. The 'think time' can only be used once each time a Job Plan is created or updated.

If the job seeker wants to use the 'think time', the Provider should book another Appointment for two Business Days ahead.

### Job seekers with a Compulsory Job Plan

Job seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to a provider. Providers will be able to view this in the Department's IT System.

There must be at least one compulsory item, as voluntary items are not subject to the job seeker compliance framework. No action can be taken under the compliance framework if the item is not recorded as compulsory.

Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activity they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary item.

### Job seekers with a Voluntary Job Plan

Job seekers without Mutual Obligation Requirements, who are participating in jobactive, must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who don't have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption
- job seeker with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from mutual obligation requirements
- Special Benefit recipients who are not Nominated Visa Holders.

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Voluntary job plans can only include voluntary activities as these job seekers do not have compulsory requirements and are not subject to the job seeker compliance framework if they do not participate in these activities.

Note: Job Plan contents are discussed and agreed to - based on the individual's circumstances and their reason for registering for jobactive. Usually this will include Appointments with their provider, Job Search, education or other skills development or other Activities to improve their employability.

### *Job seekers participating in ParentsNext*

ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext provider. A jobactive provider must not create or edit a Job Plan for ParentsNext Volunteers.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

### *Job seeker agreeing to the Job Plan – online*



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. Do this either face to face or over the phone within two Business Days of sending the Job Plan. The verbal formal notification script is available on the Department's IT System for the provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers (with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically set to 'approved' in the Department's IT System.

### *Job seeker agreeing to the Job Plan – hard copy*

The job seeker and the provider may sign a hard copy of the Job Plan. The provider must provide the job seeker with a signed copy and approve the Job Plan in the Departments IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job Seeker not agreeing to the Job Plan

If the job seeker does not agree to the Job Plan without good reason, they may incur a penalty under the Job Seeker Compliance Framework. Their payment may be also be cancelled by DHS until they agree to a Job Plan.

If the job seeker refuses to sign a Job Plan (and does not wish to use their 'think time') the provider should discuss with the job seeker their obligations and the consequences of not agreeing to a Job Plan. Record the discussion in the Department's IT System. If the Job seeker has Mutual Obligation Requirements and refuses to sign a Job Plan the provider can consider submitting a Participation Report at the end of the 'think time'.

For further information see the [Job seeker Compliance Framework Guideline](#).

(Deed references: Clause 97.2, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers must use the comprehensive list of codes at [Attachment C](#). These codes have been developed to be consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT Systems to the Job Seeker Dashboard on the jobactive website and the DHS IT system.

Use the Job Search Requirements (JS09) code when setting compulsory Job Search requirements. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. Providers are able to monitor how Job Search Requirements are set across their caseload. The Department will also actively monitor how Job Search Requirements are set.

If applicable, providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger the higher rate of Mobility Allowance.

The Free text code can only be used if no available code covers an Activity that the provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and can be viewed by providers and DHS.

**Note:** The Job Plan can be used as formal notification if it contains the full details of the Activity or Appointment. If the provider is unable to include all of the details at the time the Job Plan is created, then the provider must issue the job seeker with a separate formal notification to support the requirements in the Job Plan. See the Job Seeker Compliance Framework Guideline for further information on how to record formal notification.

### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in the Activity Diary in the Department's IT System. It is best practice that providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from the Activity Diary. Providers will also be able to record attendance results in the Activity Diary.

## 6. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers must regularly review the Job Plan and update when required so as to ensure that all requirements are up to date and remain relevant. Job Plans must be reviewed (if appropriate) and updated when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan
- decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the Job Seeker Compliance Framework

DHS may also update a Job Plan when required. If the job seeker is managed by a provider, DHS will consult with the relevant provider before updating the Job Plan or may request the provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then providers must contact the participant's ParentsNext provider.

## 7. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP providers

Providers should encourage job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 8. Summary of Required Documentary Evidence

### Job Plan

- The provider must create or update a Job Plan for each job seeker during the Initial Interview by entering the Job Plan in the Department's IT System.
- The provider must enter into the Job Plan the various requirements the job seeker will undertake and ensure that all information required under clause 87.6 of the jobactive Deed has been included in the Job Plan.
- Providers must ensure that all job seekers enter into a Job Plan in a timely manner (within two Business Days, including 'think time') either by signing a hard copy or by agreeing online through the jobactive website. Providers and job seekers can decide which method is used.
- For Job Plans that are signed in hard copy, providers must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved. A copy must be retained by the provider.
- Job Plans that have been agreed to online by the job seeker will automatically set to 'approved'.
- Job Plans must be reviewed and updated regularly by providers to ensure that the information is current.

(Deed reference: Section B4)

### Notification to job seekers of their Mutual Obligation Requirements

- The provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the provider is in direct contact with the job seeker, the provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the provider, formal notification must be issued to the job seeker of their new requirements.

**Note:** If the provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)

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- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

9. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

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12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

## Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers 60 years of age and over do not have an Annual Activity Requirement but may choose to undertake activities.
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

Attachment B – Job Plan codes

Refer to ESS Web Job Plan Activity Codes list for a full list of Job Plan codes

Job Plan code and descriptor		Compulsory/Voluntary
Appointments	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Vocational Codes	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
	EM52—NEIS	C,V
	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	ET67—PaTH Internship	V
	ET68—PaTH Employability Skills Training	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE10 – Unpaid Work Experience (for Work Experience (Other)	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
	WE17—Green Army	C,V

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational Codes	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	C, V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**

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**Verification of Year 12 or equivalent qualification****(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

**Declaration by provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone &amp; fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



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Guideline:

# Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

The job seeker's Job Plan outlines the items that will satisfy their Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (provider). All job seekers, including job seekers without Mutual Obligation Requirements, must have a Job Plan which is created, reviewed and updated regularly by their provider in consultation with the job seeker.

Published on 29 March 2018

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**Effective End Date: 30 June 2018**

Version: 3.1

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 Changes from the previous version (Version 3.0)
**Wording changes:**

Pages 17 and 31 - Additional information around Employability Skills Training (EST) exemptions and mandatory requirements

Page 36 - Additional information re the use of interpreters

Page 39 - Clarification about updating Job Plans

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

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 Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Empowering YOUth Initiatives Guideline](#)
- [EST IT Supporting Document](#)
- [Job Seeker Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Managing and Monitoring Job Search Guideline](#)
- [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)

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- [Performance Framework Guideline](#)
- [Transition to Work Guidelines](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Work for the Dole Guideline](#)
- [Privacy Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following income support payments must meet their Mutual Obligation Requirements to receive their income support payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker income support payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight that they are receiving income support payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and provider appointments
- acting on referrals to jobs from their provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10 Suitable Activities](#). Also refer to [Attachment B](#) Job Plan codes for a comprehensive range of suitable Activities to meet a job seeker's Mutual Obligation Requirements.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the job seeker compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, the Provider can take appropriate action or use their discretion to ensure that the job seeker meets their Mutual Obligation Requirements. Please refer to the Job Seeker Compliance Framework Guideline for the actions a Provider can take.

### Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure that any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant).

Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of Activities that can be included in a Job Plan.

For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, aged less than 35 years, with compulsory requirements.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, providers must determine the Activities to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, employment services provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each activity. Where drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the provider must record this in the job seeker's Job Plan.

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with additional relevant requirements such as wearing work boots and other safety gear.

### Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age

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 jobactive guideline      **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline**


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- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue on the person's ability to work, look for work or participate in Activities – including drug and alcohol dependency
- the state of the local labour market and the transport options available to the person in accessing that market
- the participation opportunities and Activities available to the person
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes)
- the financial costs (such as travel costs) of complying with the requirements and the person's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- where the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan - (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, the provider must review any barriers identified through an Employment Services Assessment or Job Capacity Assessment or other issues disclosed to the provider. The Job Seeker Classification Instrument and *intervention management tool* may also help identify personal issues that may affect a job seeker's employability. These will help the provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker's circumstances in the Participation Profile screen of the Department's IT System.

#### Using the *intervention management tool* to review a job seeker's circumstances

The *intervention management tool* in the Job Plan section of the Department's IT System is an optional tool for providers. It can be used to review and manage a job seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

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The *intervention management tool* can help providers to:

- ensure that the job seeker has Activities in the Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the *intervention management tool*.

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their provider or book an Appointment for them
- contacting their provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### *Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in shutdown period.

### *Mutual Obligation Requirements for Principal Carer Parents*

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)

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- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below)
- participation in the Green Army Programme, or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the voluntary work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to do any Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Where a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another activity outside of their home during the school holidays where appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers are not required to attend face-to-face appointments with their provider during school holidays, they can engage with their provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

*Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have a Valid Reason or Reasonable Excuse to not undertake that Activity. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

**Mutual Obligation Requirements for job seekers with a Partial Capacity to Work**

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, participating in the Green Army Programme or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a provider and will be Suspended on a provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

**Mutual Obligation Requirements for job seekers with temporary reduced work capacity**

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements.

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Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a provider and will be Suspended from the provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the provider) if participation in the approved activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a provider but will be Suspended on a provider's caseload. However, providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See [Job Seeker Compliance Framework Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the provider's caseload.

### Sufficient work test

The decision that a person is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no job search requirement
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For

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further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) (effective from April 2017) of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with [Attachment C](#). If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for Pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

## Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

If a job seeker is subject to domestic violence (including family violence), DHS can grant the job seeker an Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

## Suitable Activities to meet Mutual Obligation Requirements (including the Annual Activity Requirement)

Providers must consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Job seekers over the age of 18 can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- Work for the Dole
- the National Work Experience Programme
- the Green Army Programme

Approved Programs of Work can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is less than 18 years of age or 60 years of age and over.

In all other circumstances, Work for the Dole and the Green Army Programme can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers less than 18 years of age). However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to

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meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole activity, then a provider should consider replacing it with an alternative compulsory activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 18 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Green Army Programme

Job seekers participating in the Green Army Programme will generally be Suspended from jobactive for the duration of their participation. See the [Period of Service, Suspensions and Exits Guideline](#).

If a job seeker is in the Work for the Dole Phase when they start in the Green Army Programme, and they complete their participation project in accordance with the rules of the Green Army Programme, they will meet their Annual Activity Requirement. If they do not complete the programme, the number of hours they have completed can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Program' in the Monthly Hours Summary.

**Youth Jobs PaTH Employability Skills Training (EST)**

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months.

At this point, their provider has discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has non-vocational barriers that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable activity

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in ESS Web when job seekers have been serviced through jobactive for five months. The Activity Management Guideline provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the jobactive EST IT Supporting Document. Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, then a more suitable Activity should be considered.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services.

For example: a job seeker can do six months in jobactive, or two months in DES and then four months in jobactive to reach the six months servicing.

Early School Leavers will be able to participate in a PaTH Internship (after continuous servicing). PaTH Internship placements can only be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the provider should place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

### Determining what is an appropriate course of study

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their degree and the degree would greatly improve their employment prospects
- the provider determines that participation is necessary and the course is vocationally orientated

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- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend provider appointments and undertake up to 20 Job Searches per month.

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their provider as long as it does not conflict with the scheduled time of the course. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the provider's caseload.

For information about providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

## Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, then the provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

(Guide to Social Security 3.5.1.70)

## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and Part-Time or Full-time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work

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- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

## Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers 55 years of age and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

## Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

## Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- treatment for drug and alcohol dependency – (in some Exceptional Circumstances to have no Job Searches)
- participation in a residential drug and alcohol rehabilitation program – (in some Exceptional Circumstances to have no Job Searches) preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)

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- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and

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receiving only a residual amount of income support, the number of Job Searches may be reduced further.

- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Job seekers with no Annual Activity Requirement

- job seekers 60 years of age and over
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours a fortnight

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- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- 30 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Green Army Programme

If a job seeker is in the Work for the Dole Phase when they commence in the Green Army Programme, and they complete participation in accordance with the rules of the Green Army Programme, they will meet their Annual Activity Requirement.

If the job seeker does not complete the program, the number of hours they do complete can count towards their Annual Activity Requirement. In these cases, providers can record these hours under 'Other Approved Programs' in the Monthly Hours Summary of the Activity Diary in ESS Web.

If a job seeker is participating in the Green Army Programme, they will generally be Suspended from jobactive for the duration of their Green Army Programme participation. Please refer to the [Period of Service, Suspensions and Exits Guideline](#).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

ParentsNext Participants that agree to be referred to a Launch into Work program pre-employment project are expected to fully participate in the project where this Activity is included as a compulsory activity in their Participation Plan. Where this is not possible, the ParentsNext Participant is required to re-connect as soon as possible with their ParentsNext Provider for referral to an alternative Activity.

### Participation hours in study/training

#### Full-time load

If the training provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study hours, as well as face-to-face hours per fortnight, need to be clearly reflected in the Job Plan.

#### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other activities will also need to be undertaken.



**System step:** For study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker

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becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 29 years of age and has an overall requirement of 650 hours turns 30 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Voluntary Work
- Launch into Work program pre-employment projects
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- treatment and interventions for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers

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- preventative health related activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

### Considerations when selecting Activities to meet Annual Activity Requirement

#### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 to 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, will be able to participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

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A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 to 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Job seekers undertaking a Compliance Activity during the Work for the Dole Phase

The Compliance Activity will not count toward meeting a job seeker's Annual Activity Requirement. Where the job seeker needs to undertake a Compliance Activity during the Work for the Dole Phase they are still required to undertake their full Annual Activity Requirement hours, however the job seeker can, if required,

complete outstanding Annual Activity Requirement hours in the following Case Management phase.

#### Certain job seekers undertaking non-vocational activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction treatments (including rehabilitation)) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

#### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Setting the required hours in the Activity Diary



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, providers must use the Activity Diary to record the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, providers must use the Activity Diary to set the required hours for all Activities.



**System step:** for job seekers undertaking a Launch into Work program pre-employment project, use of the Activity Diary is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Activity Diary, refer to the Activity Diary user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** For job seekers with an Annual Activity Requirement, providers must record all hours of attendance in approved Activities using either the Activity Diary or the Monthly Hours section of the AAR Details screen of the Department's IT System. The following must be recorded:

- the number of hours completed by the job seeker during that month  
confirmation of whether the job seeker has completed the required hours for that month
- in addition, for study or training Activities, providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

For further information regarding how to record attendance in the Activity Diary, refer to the Department's [Activity Diary and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST providers will enter course details into the Activity Management component of ESS Web. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.

## Recording participation via the Mobile Supervisor App

Supervisors are able to use the Mobile Supervisor App to record job seeker's attendance in Work for the Dole and other approved Activities. For further information on the Mobile Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST providers use a Supervisor Mobile App to record job seekers daily attendance at EST courses which automatically updates the job seekers Activity Diary. Refer to the jobactive EST IT Supporting Document for details.



**Documentary evidence:** Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

## Recording of Work for the Dole participation in the Activity Diary



**System step:** For Work for the Dole Activities, providers must record results against all required participation in the Activity Diary for every day that the job seeker was required to participate, as per notification issued to the job seeker. This should be done within 10 Business Days of the job seeker's scheduled participation. This should not be done as a monthly bulk entry.

(Deed reference: Clause 107)

## Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period.

## Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, hours of attendance or attendance results, to meet the Annual Activity Requirement must be recorded either:

- through the Activity Diary (the same process as for Work for the Dole activities) or,
- via the AAR Details (Recording Monthly AAR Hours) screen (as a total number of hours).

Providers are encouraged to use the Activity Diary to record daily job seeker attendance for all Activities.

For job seekers not doing Work for the Dole, providers are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 business days after a job seeker exits the Work for the Dole Phase, or exits the provider's caseload (for example, exiting from jobactive or transferring to another provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

## Recording requirements



**System step:** At the end of the Work for the Dole Phase, providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the provider's caseload (e.g. exiting from jobactive or transferring to another provider) to enter hours of participation that the job seeker undertook within the Phase.

The provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements.

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This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after 6 months (but before 12 months) of jobactive services if the provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol treatment and rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Activity Diary and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the provider chooses to override the hours declared to DHS, the provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Creating and Approving a Job Seeker's Job Plan

(For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, under 35 years of age, with compulsory requirements).

Providers must ensure that all job seekers have a Job Plan in place at all times.

A Job Plan must be created at the initial interview with a job seeker. Once the job seeker attends the initial interview and the Job Plan is approved the job seeker is automatically commenced in Services.

Providers must consult with the job seeker and identify a job seeker's strengths and any issues they have relating to finding employment. They must ensure that the details of any specified vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and that Activities are designed to help the job seeker overcome any vocational and non-vocational issues.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements. These Activities need to be included in the job seeker's Job Plan. This includes Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Mutual Obligation Requirements](#) section of this guideline to determine what to include in a Job Plan.

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed items that the job seeker is required to do to satisfy their Mutual Obligation Requirements or will be doing voluntarily and which will help get them into paid work.

Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support
- the job seeker's rights and responsibilities under the Job Plan (including 'thinking time' to consider the Job Plan before accepting it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- the consequences of failing to meet the requirements, and any impact on the job seeker's income support payment
- the consequences of not giving Notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance
- how the provider intends to support the job seeker
- the Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need To Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law

(Deed references: Clause 97.2, Annexure A1)

### Interpreters and support persons

When a job seeker requests or where the provider considers it appropriate, providers must use an Interpreter to ensure that the job seeker understands their requirements before the job seeker agrees to or signs the Job Plan.

Providers must work cooperatively with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) job seekers to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or accepting a Job Plan, all job seekers may have two Business Days 'think time' to consider the requirements of the Job Plan. They may discuss them with a third party if they wish. The 'think time' can only be used once each time a Job Plan is created or updated.

If the job seeker wants to use the 'think time', the Provider should book another Appointment for two Business Days ahead.

### Job seekers with a Compulsory Job Plan

Job seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders) have compulsory requirements and may be referred to a provider. Providers will be able to view this in the Department's IT System.

There must be at least one compulsory item, as voluntary items are not subject to the job seeker compliance framework. No action can be taken under the compliance framework if the item is not recorded as compulsory.

Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activity they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary item.

### Job seekers with a Voluntary Job Plan

Job seekers without Mutual Obligation Requirements, who are participating in jobactive, must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who don't have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption

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- job seeker with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from mutual obligation requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary job plans can only include voluntary activities as these job seekers do not have compulsory requirements and are not subject to the job seeker compliance framework if they do not participate in these activities.

**Note:** Job Plan contents are discussed and agreed to - based on the individual's circumstances and their reason for registering for jobactive. Usually this will include Appointments with their provider, Job Search, education or other skills development or other Activities to improve their employability.

### *Job seekers participating in ParentsNext*

ParentsNext Volunteers who choose to volunteer into jobactive services will already have a Participation Plan created by their ParentsNext provider. A jobactive provider must not create or edit a Job Plan for ParentsNext Volunteers.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been determined and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

### *Job seeker agreeing to the Job Plan – online*



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. Do this either face to face or over the phone within two Business Days of sending the Job Plan. The verbal formal notification script is available on the Department's IT System for the provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers (with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically set to 'approved' in the Department's IT System.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the provider may sign a hard copy of the Job Plan. The provider must provide the job seeker with a signed copy and approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job Seeker not agreeing to the Job Plan

If the job seeker does not agree to the Job Plan without good reason, they may incur a penalty under the Job Seeker Compliance Framework. Their payment may be also be cancelled by DHS until they agree to a Job Plan.

If the job seeker refuses to sign a Job Plan (and does not wish to use their 'think time') the provider should discuss with the job seeker their obligations and the consequences of not agreeing to a Job Plan. Record the discussion in the Department's IT System. If the Job seeker has Mutual Obligation Requirements and refuses to sign a Job Plan the provider can consider submitting a Participation Report at the end of the 'think time'.

For further information see the [Job seeker Compliance Framework Guideline](#).

(Deed references: Clause 97.2, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers must use the comprehensive list of codes at [Attachment C](#). These codes have been developed to be consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT Systems to the Job Seeker Dashboard on the jobactive website and the DHS IT system.

Use the Job Search Requirements (JS09) code when setting compulsory Job Search requirements. Job seekers can report their job search efforts against their Job Search Requirements on the Job Seeker Dashboard on the jobactive website. Providers are able to monitor how Job Search Requirements are set across their caseload. The Department will also actively monitor how Job Search Requirements are set.

If applicable, providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger the higher rate of Mobility Allowance.

The Free text code can only be used if no available code covers an Activity that the provider has decided to include in the Job Plan. Free text is auto-populated into the Job Plan and can be viewed by providers and DHS.

**Note:** The Job Plan can be used as formal notification if it contains the full details of the Activity or Appointment. If the provider is unable to include all of the details at

the time the Job Plan is created, then the provider must issue the job seeker with a separate formal notification to support the requirements in the Job Plan. See the Job Seeker Compliance Framework Guideline for further information on how to record formal notification.

#### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in the Activity Diary in the Department's IT System. It is best practice that providers link Activity placements to the appropriate code in the Job Plan. This will enable the Activity details to be auto-populated into any formal notification created from the Activity Diary. Providers will also be able to record attendance results in the Activity Diary.

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## 6. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers must regularly review the Job Plan and update when required so as to ensure that all requirements are up to date and remain relevant. Job Plans must be reviewed (if appropriate) and updated when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan
- decides to undertake a Compliance Activity rather than serve an eight-week non-payment penalty under the Job Seeker Compliance Framework

This means that activities which are to be undertaken in the present and the future cannot be recorded in the same Job Plan. For example, Mary agrees to undertake 50 hours per fortnight of education and training for the next three months. Mary also agrees that if she does not obtain work before the end of that three months she will begin a Work for the Dole activity of 50 hours per fortnight for the following three months. If these activities are recorded in the same Job Plan it will be deemed inappropriate as there will be 100 hours of activities. The Job Plan must be reviewed after Mary finishes her education and training activities and a new Job Plan must be entered into when Mary starts her Work for the Dole activities.

DHS may also update a Job Plan when required. If the job seeker is managed by a provider, DHS will consult with the relevant provider before updating the Job Plan or may request the provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then providers must contact the participant's ParentsNext provider.

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## 7. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

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Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP providers

Providers should encourage job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

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## 8. Summary of Required Documentary Evidence

### Job Plan

- The provider must create or update a Job Plan for each job seeker during the Initial Interview by entering the Job Plan in the Department's IT System.
- The provider must enter into the Job Plan the various requirements the job seeker will undertake and ensure that all information required under clause 87.6 of the jobactive Deed has been included in the Job Plan.
- Providers must ensure that all job seekers enter into a Job Plan in a timely manner (within two Business Days, including 'think time') either by signing a hard copy or by agreeing online through the jobactive website. Providers and job seekers can decide which method is used.
- For Job Plans that are signed in hard copy, providers must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved. A copy must be retained by the provider.
- Job Plans that have been agreed to online by the job seeker will automatically set to 'approved'.
- Job Plans must be reviewed and updated regularly by providers to ensure that the information is current.

(Deed reference: Section B4)

### Notification to job seekers of their Mutual Obligation Requirements

- The provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the provider is in direct contact with the job seeker, the provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the provider, formal notification must be issued to the job seeker of their new requirements.

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**Note:** If the provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

9. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

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<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

## Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, providers can require job seekers to participate in other activities (in addition to Job Search and Provider Appointments).
- Job seekers 60 years of age and over do not have an Annual Activity Requirement but may choose to undertake activities.
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Job Plan codes

Refer to [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes

Job Plan code and descriptor		Compulsory/Voluntary
Appointments	AI01—Attend Appointment	C,V
	AI12—Provider Contact Appointment	C,V
Vocational Codes	JS02—Job Search Skills Advice	C,V
	JS04—Job Search Contacts Voluntary	V
	JS05—Job Search with Disability - Activity Tested	C
	JS06—Job Search with Disability - Non Activity tested	V
	JS07—Research and Prepare Applications	C,V
	JS09—Job Search monthly	C,V
	JS10—Job Search referrals	C,V
	EM52—NEIS	C,V
	EM54—Self Employment	C,V
	EM56—Paid Work	C,V
	ET52—Adult Migrant English	C,V
	ET53—Apprenticeship/Traineeship	C,V
	ET56—SEE or ESL course	C,V
	ET57—SEE and/or ESL assessment	C,V
	ET58—NEIS Training	C,V
	ET59—Study - Part-Time or Full-Time	C,V
	ET60—Updating work related licences/quals/m-ships	C,V
	ET64—Work preparation	C,V
	ET67—PaTH Internship	V
	ET68—PaTH Employability Skills Training	C,V
	WE12—Work for the Dole	C,V
	WE18—National Work Experience Programme	V
	WE10 – Unpaid Work Experience (for Work Experience (Other)	V
	WE11—Voluntary Work	C,V
	WE09—Temporary Relocation to Undertake an Activity	V
	WE08—Relocation to an Area of Higher labour Demand	V
	WE15—Defence Force Reserves	C,V
	WE17—Green Army	C,V

Job Plan code and descriptor		Compulsory/ Voluntary
Non-vocational Codes	NV02—Counselling	V
	NV04—Non-Vocational Training	C,V
	NV05—Parenting Skills Program	V
	NV07—Drug and Alcohol Rehabilitation	C, V
	NV09—Self-help Group or Support Group	C,V
	NV10—Undertake an Assessment	C,V
	NV12—Child Care	C,V
	NV13—Intervention – Non Specific	C,V
	NV14—Health Maintenance Program	V
	FTXT—Free-text	C,V
DHS only	A102—Attend Quarterly Appointment	C,V
	A108—Reduced Capacity Requirements	C,V
	ET63—Youth Activities	C
	WE16—Community Services Order	C,V
	EM51—Disability Supported Employment	C,V

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102****Verification of Year 12 or equivalent qualification****(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

**Declaration by provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone &amp; fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

Published on 31 May 2018

Version: 3.2

Effective from: 1 July 2018

**Effective End Date: 19 September 2018**


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 Changes from the previous version (Version 3.1)
**Wording changes:**

Page 18, 26, 27, 28, 32 – Additional information around Career Transition Assistance (CTA) Trial 2018-2020

Page 5 – refer to Job Plan and Setting Mutual Obligation Guidelines

Page 9/10 – changed wording for PCP and Christmas/New Year holidays

Page 13 – Additional information on ESL MOR

Page 15, 29 – Domestic Violence, Linking Activities to the Calendar, NWEF &amp; WfD

Page 20 – Full time study requirements

**Throughout the whole document**

- Activity Diary is now called the Calendar
  - Intervention Management Tool is now called the Capability Management Tool
  - How to record hours of activities in the Department's IT system
  - Using the Supervisor App
  - General wording changes, punctuation and grammar corrections
  - General reference to the Targeted Compliance Framework
- 

Changes from the previous version (Version 3.0)

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

Related documents and references

- [Targeted Compliance Framework](#)  
[Job Plan and Setting Mutual Obligation Guideline](#)

**Effective End Date: 19 September 2018**

- 
- [Learning Centre website](#)
- 
- [Activity Management Guideline](#)
  - [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
  - [Using the Employment Fund General Account Guideline](#)
  - [Participation in a Program of Support – Fact Sheet](#)
  - [Empowering YOUth Initiatives Guideline](#)
  - [EST IT Supporting Document](#)
  - [Learning Centre website](#)
  - [Managing and Monitoring Job Search Guideline](#)
  - [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
  - [Support NEIS participants to start and run their small business](#)
  - [Managing PaTH Internships](#)
  - [Norfolk Island Guideline](#)
  - [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)
  - [Performance Framework Guideline](#)
  - [Period of Service, Suspensions and Exits Guideline](#)
  - [Privacy Guideline](#)
  - [Transition to Work Guidelines](#)
  - [Work for the Dole Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight that they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Setting Mutual Obligation Guidelines for information about Job Plan codes for a comprehensive range of Suitable Activities to meet a job seeker's Mutual Obligation Requirements.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the job seeker targeted compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, they have committed a Mutual Obligation Failure.

Please refer to the Targeted Compliance Framework Guideline for more information.

## Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure that any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant).

Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of Activities that can be included in a Job Plan.

For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, under 35 years of age, with compulsory requirements.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, Providers must determine the Activities to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, employment services Provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. Where drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this in the job seeker's Job Plan. They can also record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, Providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs

- education, experience, skills and age
- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue that affects a job seekers ability to work, look for work or participate in Activities – including drug and alcohol dependency
- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker’s capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- where the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan - (Providers can find the Transition Plan in the Department’s IT System)
- any other matters that the Provider considers relevant to the job seeker’s circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker’s Mutual Obligation Requirements, the Provider must review any barriers identified through an Employment Services Assessment (EASt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues that may affect a job seeker’s employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker’s circumstances in the Participation Profile screen of the Department’s IT System.

### Using the Capability Management Tool to review a job seeker’s circumstances

The Capability Management Tool in the Job Plan section of the Department’s IT System is a recommended tool for Providers. It is required to be updated when conducting a Capability Interview. It can be used to review and manage a job

seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

The Capability Management Tool can help Providers to:

- ensure that the job seeker has requirement in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Mutual Obligation Requirements for Principal Carer Parents

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the reason in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)

- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the voluntary work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Where a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another Activity outside of their home during the school holidays where appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### *Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a

combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employment resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### *Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

## Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

## Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment), approved Voluntary Work or a combination of these Activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation

Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See [Targeted Compliance Framework Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

#### Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

#### Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

## Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

## Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program

of Support. More information for providers can be found in the [Program of Support Fact Sheet](#).

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS **must** grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements (including the Annual Activity Requirement)

Providers must consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours must be scheduled in Activities to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Job seekers over the age of 18 can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- Work for the Dole
- the National Work Experience Programme

The National Work Experience Programme can only be included as a voluntary (not compulsory) Activity in the Job Plan.

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is less than 18 years of age or 60 years of age and over.

In all other circumstances, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers less than 18 years of age). However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 18 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months.

At this point, their Provider has discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has non-vocational barriers that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another Suitable Activity

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced through jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded

separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the [jobactive EST IT Supporting Document](#). Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, then a more suitable Activity should be considered.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services (DES).

For example, to reach the six months servicing requirement, a job seeker could do six months in jobactive, or two months in DES followed by four months in jobactive.

Early School Leavers can participate in a PaTH Internship (after continuous servicing). PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA) Trial 2018-2020

All job seekers 50 years of age and over, and registered with a jobactive Provider in one of the CTA Trial Regions, are eligible to participate in CTA. The CTA Trial Regions are:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

CTA comprises two Elements: Tailored Career Assistance and Functional Digital Literacy. Eligible job seekers can be referred to one, or both elements of CTA, depending on their needs. Participation in CTA will be for the following duration:

- Tailored Career Assistance: a minimum of 50 hours over six weeks,
- Functional Digital Literacy: a minimum of 25 hours over two weeks, and
- Job seekers referred to both elements at the same time will complete a minimum of 75 hours over eight weeks.

Where a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the CTA Provider will take this into account when negotiating the weekly hourly requirement for the job seeker. Employment Providers must advise CTA Providers at the point of Referral if a job seeker has a reduced work capacity and what that capacity is.

For job seekers in the Work for the Dole Phase, CTA is an Approved Activity for the purposes of meeting a job seeker's AAR and will meet the job seeker's AAR for the duration of their participation in CTA.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive

Provider if the job seeker stops attending CTA, so that the jobactive Provider can exit the job seeker from CTA and place them in an alternative compulsory Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

### Determining what is an appropriate course of study

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer

Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course

- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements cannot fully meet their requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information about Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, then the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers 60 years of age and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers 55 years of age and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- treatment for drug and alcohol dependency – (in some Exceptional Circumstances to have no Job Searches)
- participation in a residential drug and alcohol rehabilitation program – (in some Exceptional Circumstances to have no Job Searches) preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under 60 years of age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Job seekers with no Annual Activity Requirement

- job seekers 60 years of age and over
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated such as CTA.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- 30 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

ParentsNext Participants that agree to be referred to a Launch into Work program pre-employment project are expected to fully participate in the project where this Activity is included as a compulsory Activity in their Participation Plan. Where this is not possible, the ParentsNext Participant is required to re-connect as soon as possible with their ParentsNext Provider for referral to an alternative Activity.

## Participation hours in study/training

### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 29 years of age and has an overall requirement of 650 hours turns 30 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

## Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** For CTA Activities, Employment Providers must record the minimum hours of participation required for the CTA Activity Sub-Type that the job seeker is participating in.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance
- Voluntary Work
- Launch into Work program pre-employment projects
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- treatment and interventions for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops

- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

#### Considerations when selecting Activities to meet Annual Activity Requirement

##### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole or the National Work Experience Programme.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

##### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 to 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 to 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction treatments (including rehabilitation)) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully

meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline Activity Management Guideline and the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities.



**System step:** for job seekers participating in CTA or undertaking a Launch into Work program pre-employment project, Calendar scheduling these Activities in the Calendar is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.



**System step:** For CTA activities, satisfactory participation in the relevant number of hours in CTA will meet the job seeker's Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in CTA, regardless of the contact hours. Employment Providers must record the relevant hours as per the job seeker's Annual Activity Requirement using the Monthly Hours section of the AAR Details screen of the Department's IT Systems.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are having issues doing so themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate. Refer to the [jobactive EST IT Supporting Document](#) for details.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

#### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

#### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

#### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

Where a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

Where Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation that the job seeker undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement

- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

## Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol treatment and rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full

Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

(Deed reference: Section B4)

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

**Note:** If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked

- Additionally, documentary evidence for self-employment can include:
  - a Profit and Loss Statement
  - a signed and dated written statement from an accountant and/or registered bookkeeper
  - copies of records from the Australian Taxation Office and/or a tax return statement
  - a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month No AAR Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).
- Job seekers 60 years of age and over do not have an Annual Activity Requirement but may choose to undertake Activities.
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. A secondary intent is for job seekers to contribute to the community that supports them while they are unemployed.

Published on: 19 September 2018

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 Changes from the previous version (Version 3.2)
**Policy changes:**

Pages 2, 19, 27, 28, 30, 32, 33 – Addition of information on Regional Employment Trials

Page 11 – Updates to the Mutual Obligation Requirements for mature aged job seekers

Page 26, 27, 28 – Updates to the Annual Activity Requirements for some job seekers.

Attachment A – Table updated for changes to the AAR

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

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 Related documents and references

- [Targeted Compliance Framework Job Plan and Setting Mutual Obligation Guideline](#)
  - [Learning Centre website](#)
- 
- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• <a href="#">Activity Management Guideline</a></li> <li>• <a href="#">Disability Support Pension Recipients Compulsory Requirements Guideline</a></li> <li>• <a href="#">Using the Employment Fund General Account Guideline</a></li> <li>• <a href="#">Participation in a Program of Support – Fact Sheet</a></li> <li>• <a href="#">Empowering YOUth Initiatives Guideline</a></li> <li>• <a href="#">EST IT Supporting Document</a></li> <li>• <a href="#">Job Seeker Compliance Framework Guideline</a></li> <li>• <a href="#">Learning Centre website</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">Managing and Monitoring Job Search Guideline</a></li> <li>• <a href="#">‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline</a></li> <li>• <a href="#">Support NEIS participants to start and run their small business</a></li> <li>• <a href="#">Managing PaTH Internships</a></li> <li>• <a href="#">Norfolk Island Guideline</a></li> <li>• <a href="#">ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS</a></li> <li>• <a href="#">Performance Framework Guideline</a></li> </ul> |
|---|---|

- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- Regional Employment Trials Guideline (from 1 October 2018)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight that they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering the job seeker's:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity at any time that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Setting Mutual Obligation Guidelines for information about Job Plan codes for a comprehensive range of Suitable Activities to meet a job seeker's Mutual Obligation Requirements.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the job seeker targeted compliance framework.

If a job seeker fails to meet their Mutual Obligation Requirements, they have committed a Mutual Obligation Failure.

Please refer to the Targeted Compliance Framework Guideline for more information.

## Determining Mutual Obligation Requirements

Providers must identify a job seeker's strengths and identify any issues they have in finding employment when determining Mutual Obligation Requirements. They must ensure that any vocational and non-vocational Activities are tailored to address the job seeker's individual needs or reduced work capacity (if relevant).

Providers must create Activities designed to help job seekers overcome or manage any vocational and non-vocational issues. See [Guide to Social Security Law 3.2.8.50](#) for a list of the types of Activities that can be included in a Job Plan.

For the purposes of Social Security Law, a Job Plan is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, aged less than 35 years, with compulsory requirements.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, Providers must determine the Activities to meet their Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, employment services Provider staff will ultimately determine what requirements the job seeker must satisfy to meet their Mutual Obligation Requirements under Social Security Law.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. Where drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this in the job seeker's Job Plan. They can also record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, Providers must consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs

- education, experience, skills and age
- the impact of any disability, illness, mental condition or physical condition or other non-vocational issue that affects a job seekers ability to work, look for work or participate in Activities – including drug and alcohol dependency
- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker’s capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake of approved Activities in the Work for the Dole Phase
- where the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan - (Providers can find the Transition Plan in the Department’s IT System)
- any other matters that the Provider considers relevant to the job seeker’s circumstances (including if the job seeker discloses that they are a victim of family violence).

(Guide to Social Security 3.2.8.10)

When setting the job seeker’s Mutual Obligation Requirements, the Provider must review any barriers identified through an Employment Services Assessment (EASt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues that may affect a job seeker’s employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Providers can find information on a job seeker’s circumstances in the Participation Profile screen of the Department’s IT System.

### Using the Capability Management Tool to review a job seeker’s circumstances

The Capability Management Tool in the Job Plan section of the Department’s IT System is an recommended tool for Providers. It is required to be updated when conducting a Capability Interview. It can be used to review and manage a job

seeker's personal circumstances that may affect their capacity to participate in Activities or result in identifying specific vocational or non-vocational issues, including those disclosed by the job seeker.

The Capability Management Tool can help Providers to:

- ensure that the job seeker has requirement in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

### *Continuing voluntarily in Employment Services*

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Mutual Obligation Requirements for Principal Carer Parents

Providers must consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable child care, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the reason in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)

- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by the DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Where a Principal Carer Parent is either aged 55 years up to (but not including) the Pension Age or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable child care during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent would not be required to attend Work for the Dole or another Activity outside of their home during the school holidays where appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

*Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break*

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employment resumes in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

*Inability to obtain suitable child care is a Valid Reason or Reasonable Excuse.*

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable child care, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

*Mutual Obligation Requirements for job seekers with a Partial Capacity to Work*

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to immediately participate at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the

Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seeker's may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers aged 55 years up to (but not including) the Pension Age can meet their full-time Mutual Obligation Requirements by participating in paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances.

- If the job seeker is aged 55 to 59 years and in their first 12 months of receiving an Income Support Payment, they can fully meet their Mutual Obligation Requirements by participating in 30 hours per fortnight of:
  - paid work; or
  - a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is aged 55 to 59 years and has been receiving an Income Support Payment for more than 12 months, they can fully meet their Mutual Obligation Requirements by participating in at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged 60 years up to (but not including) the Pension Age, they can fully meet their Mutual Obligation Requirements by participating in at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.

These job seekers are not subject to other requirements (such as Job Search requirements) if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers aged 55 years up to (but not including) the Pension Age, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Compliance Framework. See [Targeted Compliance Framework Guideline](#).

## Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

*Sufficient work test*

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is aged under 22 years and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This

recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and post natal
- children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the [Program of Support Fact Sheet](#).

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meet Mutual Obligation Requirements, must consider this in their assessment of Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS **must** grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements (including the Annual Activity Requirement)

Providers must consider the job seeker's Stream and phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours must be scheduled in Activities to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

#### Approved Programs of Work

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- Work for the Dole
- the National Work Experience Programme

The National Work Experience Programme can only be included as a voluntary (not compulsory) Activity in the Job Plan.

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is aged less than 18 years of age or aged over 60 years.

In all other circumstances, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

#### Work for the Dole

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances (except for job seekers aged less than 18 years). However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnights income support payment rate on the Department's IT system Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.

Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

#### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers aged 17 years or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

#### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers aged 15 years or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

#### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are aged between 15 and 24 years, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with a full time Mutual Obligation Requirement and 15 hours per week over five weeks for job seekers with a part-time Mutual Obligation Requirement.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months.

At this point, their Provider has discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has non-vocational barriers that must be addressed first as a priority before they can benefit from the training. This could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another Suitable Activity

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST Eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced through jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents and those with Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity - for information on how to do this refer to the [jobactive EST IT Supporting Document](#). Job seekers participating in EST Courses are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, then a more suitable Activity should be considered.

### PaTH Internship Placements

Young job seekers aged between 17 and 24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services (DES).

For example, to reach the six months servicing requirement, a job seeker could do six months in jobactive, or two months in DES followed by four months in jobactive.

Early School Leavers can participate in a PaTH Internship (after continuous servicing). PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

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### Career Transition Assistance (CTA) Trial 2018-2020

All job seekers aged 50 years and over, and registered with a jobactive Provider in one of the CTA Trial Regions, are eligible to participate in CTA. The CTA Trial Regions are:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

CTA comprises two Elements: Tailored Career Assistance and Functional Digital Literacy. Eligible job seekers can be referred to one, or both elements of CTA, depending on their needs. Participation in CTA will be for the following duration:

- Tailored Career Assistance: a minimum of 50 hours over six weeks,
- Functional Digital Literacy: a minimum of 25 hours over two weeks, and
- Job seekers referred to both elements at the same time will complete a minimum of 75 hours over eight weeks.

Where a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the CTA Provider will take this into account when negotiating the weekly hourly requirement for the job seeker. Employment Providers must advise CTA Providers at the point of Referral if a job seeker has a reduced work capacity and what that capacity is.

For job seekers in the Work for the Dole Phase, CTA is an Approved Activity for the purposes of meeting a job seeker's AAR and will meet the job seeker's AAR for the duration of their participation in CTA.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA, so that the jobactive Provider can exit the job seeker from CTA and place them in an alternative compulsory Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

Most people who undertake approved Full-Time Study are placed on a student payment such as Austudy, Youth Allowance (student) or ABSTUDY Living Allowance. Job seekers undertaking Full-Time Study should be advised to test their eligibility for a student payment with DHS.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

### Determining what is an appropriate course of study

Providers can approve a job seeker's participation in tertiary study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course

- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters courses or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

Where a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements cannot fully meet their requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information about Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, then the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than

four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. Update the Job Plan with the new requirements.

(Guide to Social Security 3.5.1.70)

## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker’s assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above ‘unsuitable work’, Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

Work is unsuitable for Principal Carer Parents if they do not have access to appropriate care and supervision for their children at the times when they would be required to work.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- child care provided by an approved child care service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable, or
- the child is attending school.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers must set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Providers must specify this in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

## Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Job seekers aged 55 years and over

Pregnant job seekers will not be required to undertake Job Search from three months before their due date.

NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.

NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Providers must not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- treatment for drug and alcohol dependency – (in some Exceptional Circumstances to have no Job Searches)
- participation in a residential drug and alcohol rehabilitation program – (in some Exceptional Circumstances to have no Job Searches) preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)

- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers aged 60 years and over

The number of Job Searches required by Stream C job seekers and job seekers aged 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

In setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed. For example, where a job seeker is undertaking a residential drug and alcohol rehabilitation program.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment)

per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.

- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers under the Pension Age have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Job seekers with no Annual Activity Requirement

- job seekers who have reached Pension Age.

- job seekers aged over 60 years with part-time Mutual Obligation Requirements
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated such as CTA.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Aged up to 49 years: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years up to (but not including) the Pension Age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Aged under 30 years: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- Aged 30 to 59 years: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: No AAR

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 to 20 hours per fortnight).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's

duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

### Participation hours in study/training

#### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are doing a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

#### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** When recording CTA Activities in the Job Plan, Employment Providers must select the CTA Activity Sub-Type that the job seeker is participating in. Based on this selection, the minimum hours of participation required will automatically populate, along with the timeframe for participation. Valid results will include:

- 25 hours over 2 Weeks (when *Functional Digital Literacy Element only* is selected)
- 50 hours over 6 Weeks (when *Tailored Career Assistance Element only* is selected)
- 75 hours over 8 Weeks (when *both Elements of Career Transition Assistance* is selected)

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance
- Voluntary Work
- Launch into Work program pre-employment projects

- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- treatment and interventions for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, Green Army, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)

(Deed references: Clauses 107, 108, 109)

#### Considerations when selecting Activities to meet Annual Activity Requirement

##### Job seekers aged under 18 years

Job seekers aged under 18 years with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers aged under 17 years are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers aged between 15 to 24 years who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers aged between 17–24 years, with Mutual Obligation Requirements, can participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

#### Job seekers aged 18-49 years

For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

#### Job seekers aged over 50 years

Job seekers aged over 50 years with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements. However, the Community Service Orders

take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction treatments (including rehabilitation)) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline Activity Management Guideline and the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities.



**System step:** for job seekers participating in CTA, undertaking a Launch into Work program pre-employment project, or Regional Employment Trial activity, scheduling these Activities in the Calendar is not required. Providers should manually record

monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the relevant number of hours in CTA or Regional Employment Trial activity will meet the job seeker's Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Employment Providers must record the relevant

hours as per the job seeker's Annual Activity Requirement using the Monthly Hours section of the AAR Details screen of the Department's IT Systems.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are having issues doing so themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate. Refer to the [jobactive EST IT Supporting Document](#) for details.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

Where a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers must record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

Where Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure that the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation that the job seeker undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement

hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol treatment and rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it

was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business Activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of completed cover sheet with Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol treatment and rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider must notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider must create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- Where an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

**Note:** If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

Where Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

Providers must record job seeker's attendance at their internship and record the hours completed by the job seeker at the end of each month to ensure they counted against the job seeker's Annual Activity Requirement.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers aged under 30 years

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		

12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers aged 30 up to 49 years

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers aged 50 up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—generally 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers aged 60 years up to (but not including) the Pension Age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search—depends on capacity AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

**Notes:**

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).
- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment C – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

Version: 3.4

Published on: 16 January 2019

Effective from: 16 January 2019

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## Changes from the previous version (Version 3.3)

Added information for Drug and Alcohol Rehabilitation activities

New Job Plan Code for refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.

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

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## Related documents and references

- [Learning Centre website](#)
- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Participation in a Program of Support – Fact Sheet](#)
- [Empowering YOUTH Initiatives Guideline](#)
- [EST IT Supporting Document](#)
- [Targeted Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Regional Employment Trials Guideline](#) (from 1 October 2018)
- [Targeted Compliance Framework](#)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)
- [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the [Targeted Compliance Framework Guideline](#) for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker's individual needs and work capacity

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, determine the Activities to meet the job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue` including drug and alcohol dependency, affecting a job seeker's ability to work, look for work or participate in Activities

- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
- if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the job seeker's circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker's employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool to review a job seeker's circumstances

The Capability Management Tool in the Job Plan section of the Department's IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker's personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:

- ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

## Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework Guideline](#).

## Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

## Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

## Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

## Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence

- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the Program of Support Fact Sheet that is available on the Provider Portal at <https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Services/default.aspx>

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's

previous four fortnight's income support payment rate on the Department's IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. -For information on how to do this refer to the jobactive EST IT Supporting Document. These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services (DES).

For example, to reach the six months servicing requirement, a job seeker could do six months in jobactive, or two months in DES followed by four months in jobactive.

Early School Leavers can participate in a PaTH Internship (after continuous servicing). PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA) Trial 2018-2020

All job seekers aged 50 years and over, and registered with a jobactive Provider in one of the CTA Trial Regions, are eligible to participate in CTA. The CTA Trial Regions are:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

CTA comprises two elements: Tailored Career Assistance and Functional Digital Literacy. Eligible job seekers can be referred to one, or both elements of CTA, depending on their needs. Participation in CTA will be for the following duration:

- Tailored Career Assistance: a minimum of 50 hours over six weeks,
- Functional Digital Literacy: a minimum of 25 hours over two weeks, and
- Job seekers referred to both elements at the same time will complete a minimum of 75 hours over eight weeks.

If a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the CTA Provider will take this into account when negotiating the weekly hourly requirement for the job seeker. Employment Providers must advise CTA Providers at the point of Referral if a job seeker has a reduced work capacity and what that capacity is.

For job seekers in the Work for the Dole Phase, CTA is an Approved Activity for the purposes of meeting a job seeker's AAR and will meet the job seeker's AAR for the duration of their participation in CTA.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA, so that the jobactive Provider can exit the job seeker from CTA and place them in an alternative compulsory Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to DHS for an income support payment eligibility check.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a job seeker's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider

- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)

- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search **while they are fully meeting** their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Guide to Social Security 3.2.9.30)

### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement:

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated such as CTA.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

### Participation hours in study/training

#### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study

can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** For CTA Activities, Employment Providers must record the minimum hours of participation required for the CTA Activity Sub-Type that the job seeker is participating in.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)

- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)

- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

## Considerations when selecting Activities to meet Annual Activity Requirement

### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker's participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker's Annual Activity Requirement.

## Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities.



**System step:** For job seekers participating in CTA or Regional Employment Trial activity, scheduling these Activities in the Calendar is required. Attended hours will automatically accrue towards job seeker's AAR requirement. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement so that job seekers meet their full AAR requirement for the period of participation in CTA or a Regional Employment Trial activity.



**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the jobactive EST IT Supporting Document for further information.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the relevant number of hours in CTA or Regional Employment Trial activity will meet the job seeker's Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Employment Providers must record the relevant hours as per the job seeker's Annual Activity Requirement using the Monthly Hours section of the AAR Details screen of the Department's IT Systems.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate. Refer to the [jobactive EST IT Supporting Document](#) for details.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

#### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

#### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

#### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar..

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has

not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

## Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used

- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full

Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked

- Additionally, documentary evidence for self-employment can include:
  - a Profit and Loss Statement
  - a signed and dated written statement from an accountant and/or registered bookkeeper
  - copies of records from the Australian Taxation Office and/or a tax return statement
  - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker's attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker's Annual Activity Requirement.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B SPI job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).

- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

Version: 3.5

Published on: 25 January 2019

Effective from: 16 January 2019

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 Changes from the previous version (Version 3.4)

Updated EST IT Support Document to EST Provider ESSWeb Task Card now available in the Learning Centre pps 18, 34 & 35.

Removed reference to SPI pp 42.

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

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Related documents and references

- [Learning Centre website](#)
- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Participation in a Program of Support – Fact Sheet](#)
- [Empowering YOUth Initiatives Guideline](#)
- EST Provider ESSWeb Task Cards available in the [Learning Centre EST Provider Resources](#) on the Provider Portal
- [Targeted Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Regional Employment Trials Guideline](#) (from 1 October 2018)
- [Targeted Compliance Framework](#)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)
- [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the [Targeted Compliance Framework Guideline](#) for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker's individual needs and work capacity

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, determine the Activities to meet the job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue` including drug and alcohol dependency, affecting a job seeker's ability to work, look for work or participate in Activities

- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
- if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the job seeker's circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker's employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool to review a job seeker's circumstances

The Capability Management Tool in the Job Plan section of the Department's IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker's personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:

- ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

### Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework Guideline](#).

## Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

## Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

## Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

## Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence

- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the Program of Support Fact Sheet that is available on the Provider Portal at <https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Service/Pages/default.aspx>

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's

previous four fortnight's income support payment rate on the Department's IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. -For information on how to do this refer to the [EST Provider ESSWeb Task Cards which is available in the Learning Centre EST Provider Resources on the Provider Portal](#) . These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services (DES).

For example, to reach the six months servicing requirement, a job seeker could do six months in jobactive, or two months in DES followed by four months in jobactive.

Early School Leavers can participate in a PaTH Internship (after continuous servicing). PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA) Trial 2018-2020

All job seekers aged 50 years and over, and registered with a jobactive Provider in one of the CTA Trial Regions, are eligible to participate in CTA. The CTA Trial Regions are:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

CTA comprises two elements: Tailored Career Assistance and Functional Digital Literacy. Eligible job seekers can be referred to one, or both elements of CTA, depending on their needs. Participation in CTA will be for the following duration:

- Tailored Career Assistance: a minimum of 50 hours over six weeks,
- Functional Digital Literacy: a minimum of 25 hours over two weeks, and
- Job seekers referred to both elements at the same time will complete a minimum of 75 hours over eight weeks.

If a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the CTA Provider will take this into account when negotiating the weekly hourly requirement for the job seeker. Employment Providers must advise CTA Providers at the point of Referral if a job seeker has a reduced work capacity and what that capacity is.

For job seekers in the Work for the Dole Phase, CTA is an Approved Activity for the purposes of meeting a job seeker's AAR and will meet the job seeker's AAR for the duration of their participation in CTA.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA, so that the jobactive Provider can exit the job seeker from CTA and place them in an alternative compulsory Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to DHS for an income support payment eligibility check.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a job seeker's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider

- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)

- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search **while they are fully meeting** their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Guide to Social Security 3.2.9.30)

### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement:

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated such as CTA.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

### Participation hours in study/training

#### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

#### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study

can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** For CTA Activities, Employment Providers must record the minimum hours of participation required for the CTA Activity Sub-Type that the job seeker is participating in.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)

- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)

- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

## Considerations when selecting Activities to meet Annual Activity Requirement

### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker's participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker's Annual Activity Requirement.

## Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities.



**System step:** For job seekers participating in CTA or Regional Employment Trial activity, scheduling these Activities in the Calendar is required. Attended hours will automatically accrue towards job seeker's AAR requirement. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement so that job seekers meet their full AAR requirement for the period of participation in CTA or a Regional Employment Trial activity.



**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details. See the [EST Provider ESSWeb Task Cards which is available in the Learning Centre EST Provider Resources](#) on the Provider Portal for further information.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the relevant number of hours in CTA or Regional Employment Trial activity will meet the job seeker's Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Employment Providers must record the relevant hours as per the job seeker's Annual Activity Requirement using the Monthly Hours section of the AAR Details screen of the Department's IT Systems.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate. Refer to the [EST Provider ESSWeb Task Cards](#) which is available in the [Learning Centre EST Provider Resources](#) on the Provider Portal for details.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

#### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

#### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

#### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar..

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement

- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

### Meeting the Annual Activity Requirement early

#### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

#### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

## Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

**Note:** If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements

- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker's attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker's Annual Activity Requirement.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).

- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

Published on: 8 February 2019

Effective from: 8 February 2019

Effective End Date: 30 June 2019

Version: 3.6

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 Changes from the previous version (Version 3.5)

Removed references to EST IT Support Document to EST Provider ESSWeb Task Card on pps 18, 34 & 35.

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

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 Related documents and references

- [Learning Centre website](#)
- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Participation in a Program of Support – Fact Sheet](#)
- [Empowering YOUth Initiatives Guideline](#)
- [Targeted Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [‘Exploring Being My Own Boss’ Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Regional Employment Trials Guideline](#) (from 1 October 2018)
- [Targeted Compliance Framework](#)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)
- [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the [Targeted Compliance Framework Guideline](#) for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker's individual needs and work capacity

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, determine the Activities to meet the job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue` including drug and alcohol dependency, affecting a job seeker's ability to work, look for work or participate in Activities

- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
- if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the job seeker's circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker's employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool to review a job seeker's circumstances

The Capability Management Tool in the Job Plan section of the Department's IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker's personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:

- ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

### Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by DHS. For further information refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

### Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework Guideline](#).

## Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

## Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

## Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

## Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence

- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the Program of Support Fact Sheet that is available on the Provider Portal at <https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Services/default.aspx>

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's

previous four fortnight's income support payment rate on the Department's IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship after six months of continuous servicing in jobactive, Transition to Work or Disability Employment Services (DES).

For example, to reach the six months servicing requirement, a job seeker could do six months in jobactive, or two months in DES followed by four months in jobactive.

Early School Leavers can participate in a PaTH Internship (after continuous servicing). PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA) Trial 2018-2020

All job seekers aged 50 years and over, and registered with a jobactive Provider in one of the CTA Trial Regions, are eligible to participate in CTA. The CTA Trial Regions are:

- Ballarat, Victoria
- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia, and
- Perth North, Western Australia.

CTA comprises two elements: Tailored Career Assistance and Functional Digital Literacy. Eligible job seekers can be referred to one, or both elements of CTA, depending on their needs. Participation in CTA will be for the following duration:

- Tailored Career Assistance: a minimum of 50 hours over six weeks,
- Functional Digital Literacy: a minimum of 25 hours over two weeks, and
- Job seekers referred to both elements at the same time will complete a minimum of 75 hours over eight weeks.

If a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the CTA Provider will take this into account when negotiating the weekly hourly requirement for the job seeker. Employment Providers must advise CTA Providers at the point of Referral if a job seeker has a reduced work capacity and what that capacity is.

For job seekers in the Work for the Dole Phase, CTA is an Approved Activity for the purposes of meeting a job seeker's AAR and will meet the job seeker's AAR for the duration of their participation in CTA.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA, so that the jobactive Provider can exit the job seeker from CTA and place them in an alternative compulsory Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project.

Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to DHS for an income support payment eligibility check.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a job seeker's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their

Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course

- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation

Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity

- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search **while they are fully meeting** their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.
- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement:

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated such as CTA.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).

- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

#### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

#### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

#### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

#### Participation hours in study/training

##### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

##### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

##### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the

training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** For CTA Activities, Employment Providers must record the minimum hours of participation required for the CTA Activity Sub-Type that the job seeker is participating in.

### Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance
- Voluntary Work
- Launch into Work program pre-employment projects

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 jobactive guideline **Managing and Monitoring Mutual Obligation Requirements Guideline**


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- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. *For example, careers counselling and personal development courses.* Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

## Considerations when selecting Activities to meet Annual Activity Requirement

### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship (after six months of continuous servicing in jobactive, Transition to Work, or Disability Employment Services).

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation) will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker's participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker's Annual Activity Requirement.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities.



**System step:** For job seekers participating in CTA or Regional Employment Trial activity, scheduling these Activities in the Calendar is required. Attended hours will automatically accrue towards job seeker's AAR requirement. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement so that job seekers meet their full AAR requirement for the period of participation in CTA or a Regional Employment Trial activity.



**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required. Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the relevant number of hours in CTA or Regional Employment Trial activity will meet the job seeker's Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Employment Providers must record the relevant hours as per the job seeker's Annual Activity Requirement using the Monthly Hours section of the AAR Details screen of the Department's IT Systems.

#### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar..

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

### Meeting the Annual Activity Requirement early

#### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation.

These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

#### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

#### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Activities) and Career Pathway Plan

- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.

- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

## Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker's attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker's Annual Activity Requirement.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

12-18 months; 24-30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities
18-24 months; 30-36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).

- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

**Fax to:** DHS Business Hotline **1300 786 102**



## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

#### **Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: \_\_\_\_\_

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone & fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

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 Changes from the previous version (Version 3.6)

#### Policy changes:

Pg 20, 28, 30, 34, 35 – Updates to Career Transition Assistance activity information to reduce eligibility age, remove reference to activity sub-types, and amend scheduling and AAR hour recording requirements

#### Wording changes:

Pg 19 - Clarification of system processes for EST mandatory job seekers  
 Additional information  
 Pg 33 - WEAT

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

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#### Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Participation in a Program of Support – Fact Sheet](#)
- [Empowering YOUth Initiatives Guideline](#)
- [Learning Centre website](#)
- [Targeted Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Exploring Being My Own Boss' Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS](#)
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Regional Employment Trials Guideline](#)
- [Targeted Compliance Framework](#)
- [Transition to Work Guidelines](#)
- [Work for the Dole Guideline](#)
- [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the [Targeted Compliance Framework Guideline](#) for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker's individual needs and work capacity

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, determine the Activities to meet the job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a job seeker's ability to work, look for work or participate in Activities

- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
- if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the job seeker's circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker's employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool to review a job seeker's circumstances

The Capability Management Tool in the Job Plan section of the Department's IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker's personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:

- ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

## Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by DHS. For further information, refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

## Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

## Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements

through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation

Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider's caseload.

### Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution

- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

## Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

## Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness

- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the [Program of Support Fact Sheet](#) that is available on the Provider Portal at <https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Service/Pages/default.aspx>

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.

## Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnight's income support payment rate on the Department's IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.



**System step:** If a job seeker is EST mandatory, ESS Web prevents the finalisation of their job plan when making a referral to other activities. When referring an EST mandatory job seeker to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the job plan with the other activity.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young job seekers must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All job seekers aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better target their job search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the job seeker's calendar as necessary to meet the job seeker's needs.

CTA is an approved Activity for the purposes of meeting a job seeker's AAR and will fully meet the job seeker's AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA. If the job seeker is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the

relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to DHS for an income support payment eligibility check.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a job seeker's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated

- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They

are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

## Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions

- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.

- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Guide to Social Security 3.2.9.30)

### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the

Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement:

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)

- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

#### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

#### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

#### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

#### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

#### Participation hours in study/training

##### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

## Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

## Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

## Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

## Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.

## Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

## Considerations when selecting Activities to meet Annual Activity Requirement

### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of

participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker's participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker's Annual Activity Requirement.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the job seeker resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.
- for Employment and work experience activities where the hours are irregular and are organised directly between the job seeker and the employer or host.
- Where the Department's IT System does not support scheduling of the activity. For more information see the [Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#).



**System step:** For job seekers participating in CTA or a Regional Employment Trial, scheduling these activities in the Calendar is required. Any hours marked as attended will automatically accrue towards job seeker's AAR. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an AAR so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial.



**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required.

Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the activity will meet the job seeker's AAR. I.e. The job seeker will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the job seekers AAR. jobactive Providers must manually record the

relevant additional monthly hours as per the job seeker's AAR, using the Monthly Hours section of the AAR Details screen of the Department's IT Systems so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial activity.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for

the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

## Meeting the Annual Activity Requirement early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining

part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of DHS Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)

- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker's attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker's Annual Activity Requirement.

(Deed reference: Section B4)

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All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
	<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

## Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).

- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

Attachment B – Early School Leaver Facsimile Cover Sheet

Fax to: DHS Business Hotline **1300 786 102**



**Verification of Year 12 or equivalent qualification  
(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

**Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

\_\_\_\_\_  
Name (Please print):

\_\_\_\_\_  
Organisation:

\_\_\_\_\_  
Office telephone & fax numbers:

\_\_\_\_\_  
Number of pages (including cover sheet):



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by Services Australia. The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

Published on: 27 March 2020

Version: 4.0

Effective from: 20 March 2020

**Effective End Date: 30 June 2020**


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 Changes from the previous version (Version 3.7)
**Policy changes:**

From 20 March 2020, JobSeeker Payment replaces Newstart Allowance, Sickness Allowance, Bereavement Allowance and Wife Pension. JobSeeker Payment will become the main participation payment for people aged 22 years or over but under Age Pension age.

**Wording changes:**

Pages 5, 16, 20 and 21 – Newstart Allowance replaced with JobSeeker Payment

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

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 Related documents and references

- [Activity Management Guideline](#)
- [Disability Support Pension Recipients Compulsory Requirements Guideline](#)
- [Using the Employment Fund General Account Guideline](#)
- [Participation in a Program of Support – Fact Sheet](#)
- [Targeted Compliance Framework Guideline](#)
- [Learning Centre website](#)
- [Exploring Being My Own Boss' Workshops and Complementary Placements Guideline](#)
- [Support NEIS participants to start and run their small business](#)
- [Managing PaTH Internships](#)
- [Norfolk Island Guideline](#)
- [Performance Framework Guideline](#)
- [Period of Service, Suspensions and Exits Guideline](#)
- [Privacy Guideline](#)
- [Regional Employment Trials Guideline](#)
- [Targeted Compliance Framework](#)
- [Work for the Dole Guideline](#)
- [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

**Effective End Date: 30 June 2020**

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## 1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- JobSeeker Payment
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all Services Australia and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the [Annual Activity Requirement section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker's Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.

The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the [Targeted Compliance Framework Guideline](#) for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker's individual needs and work capacity

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

The Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the job seeker, determine the Activities to meet the job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker's preferences wherever possible. However, as the delegate of the Secretary of the Department of Education, Skills and Employment, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a job seeker's circumstances

When determining a job seeker's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a job seeker's ability to work, look for work or participate in Activities

- the state of the local labour market and the transport options available to the job seeker in accessing that market
- the participation opportunities and Activities available to the job seeker
- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the job seeker's capacity to pay for such costs
- whether the job seeker has any vulnerability indicators (as identified by Services Australia) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
- if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the job seeker's circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker's employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool to review a job seeker's circumstances

The Capability Management Tool in the Job Plan section of the Department's IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker's personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:

- ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

## Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a poor labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by Services Australia. For further information, refer to the [Guide to Social Security Law 3.2.9.130](#).

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

#### Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.

## Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker's work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with Services Australia.

## Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by Services Australia (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact Services Australia so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the Services Australia.

(Guide to Social Security 3.2.8.10)

### Mutual Obligation Requirements for mature age job seekers

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

Services Australia will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by Service Australia for job seekers fully meeting their requirements

For the above cohorts of job seekers, Services Australia will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If Services Australia establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once Services Australia determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a Services Australia managed job seeker or exited from the Provider's caseload.

### Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying Services Australia, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that Services Australia has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job

seeker's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a job seeker's satisfactory participation in self-employment as per the [Documentary Evidence for Annual Activity Requirements and other Approved Activities section](#) of this guideline.

If a job seeker's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

(Guide to Social security 3.2.2.10)

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

### Verification of an Early School Leaver's qualifications

Only Services Australia can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. Services Australia will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III

- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the Services Australia Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to Services Australia if the education level is below Year 12.

If Services Australia does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by Services Australia, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105. Guide to Social Security 3.2.9.95)

### Mutual Obligation Requirements for pregnant job seekers

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Guide to Social Security 3.5.1.230)

### Job seekers exempt from Mutual Obligation Requirements

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, Services Australia may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact Services Australia to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, Services Australia should wherever possible reduce a job seeker's Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider's caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the [Program of Support Fact Sheet](#) that is available on the Provider Portal at <https://ecsnaccessintranet.hosts.application.enet/ProviderPortal/jobactive/Guidelines/Pages/Servicing.aspx>

(Guide to Social Security Law 3.2.11, 3.5.1.220, 3.5.1.230, 3.5.1.250, 3.5.1.260, 3.5.1.270, 3.5.1.280 and 3.7.5.30).

### Job seekers subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a Services Australia social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), Services Australia will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, Services Australia must grant an Exemption.

## Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker's Stream and Phase when setting a job seeker's Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker's circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of JobSeeker Payment, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker's Job Plan.

### Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker's Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.

If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker's previous four fortnight's income support payment rate on the Department's IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to Services Australia or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker's Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

### Youth Jobs PaTH Employability Skills Training (EST)

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider's use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when job seekers have been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.



**System step:** If a job seeker is EST mandatory, ESS Web prevents the finalisation of their job plan when making a referral to other activities. When referring an EST mandatory job seeker to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the job plan with the other activity.

### PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young job seekers must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All job seekers aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better target their job search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the job seeker's calendar as necessary to meet the job seeker's needs.

CTA is an approved Activity for the purposes of meeting a job seeker's AAR and will fully meet the job seeker's AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a job seeker's Job Plan as a voluntary Activity. CTA Providers will advise the job seeker's jobactive Provider if the job seeker stops attending CTA. If the job seeker is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the

relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to Services Australia for an income support payment eligibility check.

Job seekers on income support payments such as JobSeeker Payment, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a job seeker's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated

- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the job seeker is a single Principal Carer Parent on JobSeeker Payment and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on JobSeeker Payment can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on JobSeeker Payment is in receipt of Pensioner Education Supplement for that course
- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by Services Australia)
- the job seeker is a Parenting Payment recipient who transfers to JobSeeker Payment or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to JobSeeker Payment or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by Services Australia) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker's Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They

are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by Services Australia and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

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## 2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker's assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions

- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

(Guide to Social Security Law 3.2.8.60)

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

(Guide to Social Security Law 3.2.8.50)

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for job seekers with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for job seekers with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker's means of transport.

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## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker's Job Plan.

Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See [Guide to Social Security 3.2.9.30](#) for additional information on setting Job Search requirements.

(Deed references: Clause 113)

### Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.

- for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

#### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (Services Australia may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Guide to Social Security 3.2.9.30)

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the

Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

#### Job Search requirements for Stream C job seekers and job seekers 60 years of age and over

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.

Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

## Entering the Work for the Dole Phase

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the Annual Activity Requirement

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Job seekers with no Annual Activity Requirement:

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the Annual Activity Requirement Calculator

The Annual Activity Requirement Calculator on the Department's IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the [Department's IT System Online Help](#) for more information on how to access the Annual Activity Requirement Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a job seeker's Annual Activity Requirements, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

### Participation hours for job seekers with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)

- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

#### Participation hours for job seekers with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

#### Participation hours for any job seekers undertaking Defence Reserves

- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

#### Participation in the Launch into Work program

For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

#### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

#### Participation hours in study/training

##### Full-time load

If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

### Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker's Annual Activity Requirement, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker's Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker's Annual Activity Requirement, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a job seeker's circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker's capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker's participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

### Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the job seeker's Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.



**System step:** When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.

Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker's Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a job seeker's Annual Activity Requirement can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a job seeker's Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker's Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

### Considerations when selecting Activities to meet Annual Activity Requirement

#### Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A job seeker will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

#### Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of

participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker's participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker's Annual Activity Requirement.

### Placing the job seeker in Activities

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Setting Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker's required participation, start and finish times as notified to the job seeker.



**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the job seeker resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.
- for Employment and work experience activities where the hours are irregular and are organised directly between the job seeker and the employer or host.
- Where the Department's IT System does not support scheduling of the activity. For more information see the [Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#).



**System step:** For job seekers participating in CTA or a Regional Employment Trial, scheduling these activities in the Calendar is required. Any hours marked as attended will automatically accrue towards job seeker's AAR. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an AAR so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial.



**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required.

Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording job seeker participation against the Annual Activity Requirement



**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the job seeker's normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Calendar and AAR Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the activity will meet the job seeker's AAR. I.e. The job seeker will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the job seekers AAR. jobactive Providers must manually record the

relevant additional monthly hours as per the job seeker's AAR, using the Monthly Hours section of the AAR Details screen of the Department's IT Systems so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial activity.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a job seeker's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance
- or
- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate.



**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Calendar



**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a 'Part Time/Casual Paid Employment' Activity when the job seeker declares hours of paid work to Services Australia. If the job seeker is in the

Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to Services Australia.

Where necessary, Providers can override the hours received from Services Australia e.g. if they disagree with the Services Australia hours for a period and hold documentary evidence supporting the updated hours.

### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker's Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be created the Activity hours and the hours declared. The job seeker should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the Annual Activity Requirement

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.



**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker's required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker's required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department's [IT Systems Online Help](#).

(Deed reference: Clause 107)

### Meeting the Annual Activity Requirement early

#### Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker's Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker's Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining

part of the Work for the Dole Phase after the Annual Activity Requirement for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### Annual Activity Requirement Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to Services Australia to stimulate the job seeker's income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of Services Australia Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Calendar and AAR Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to Services Australia, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:

- a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the Provider chooses to record the job seeker's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

### Annual Activity Requirement and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to Services Australia to stimulate a job seeker's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker's attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker's Annual Activity Requirement.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—job seekers under 30 years of age

Period of Service	Stream A & Stream B job seekers		Other Stream A Job Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible job seekers must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
	<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements —job seekers 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements—job seekers 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).

- Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

Fax to: Services Australia Business Hotline

1300 786 102



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## Verification of Year 12 or equivalent qualification

**(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name \_\_\_\_\_

CRN \_\_\_\_\_

**Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone &amp; fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



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Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Participants generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by Services Australia.

The main aim of Mutual Obligation Requirements is to help a Participant into paid work and reduce reliance on income support as quickly as possible. It also allows for Participants to contribute to the community that supports them while they are unemployed.

Published on: 3 June 2020

Version: 4.1

Effective from: 1 July 2020

Effective End Date: 13 September 2020

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 Changes from the previous version (Version 4.0)
**Policy changes:**

Nil

**Wording changes:**

Throughout the document, references to the Department of Jobs and Small Business have been updated to the Department of Education, Skills and Employment following Machinery of Government changes.

Throughout the document, references to Regional Employment Trial have been removed, as the program ends on 30 June 2020.

Pg 14-15 – Clarification of existing exemption types that may apply to Participants.

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

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 Related documents and references

[Activity Management Guideline](#)
[Disability Support Pension Recipients Compulsory Requirements Guideline](#)
[Using the Employment Fund General Account Guideline](#)
[Participation in a Program of Support for DSP Claimants – Fact Sheet](#)
[Learning Centre: Log in to the site](#)
[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)
[Exploring Being My Own Boss Additional Services Guideline](#)
[Support NEIS participants to start and run their small business](#)
[Managing PaTH Internships Guideline](#)
[Norfolk Island Guideline](#)
[Performance Framework Guideline](#)
[Period of Service, Suspensions and Exits Guideline](#)
[Privacy Guideline](#)
[Transition to Work Guidelines](#)
[Work for the Dole Guideline](#)
[Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

**Effective End Date: 13 September 2020**

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## 1. Defining Mutual Obligation Requirements

Participants on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- JobSeeker Payment
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Participants' Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A Participant's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Participants with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Participants with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is between 6 to 15 years of age
- Participants with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Participants' Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all Services Australia and Provider appointments
- acting on Job Referrals and attending Job Interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (AAR) (refer to the [Annual Activity Requirement \(AAR\) section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the Participant to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of Participants.

A broad range of Activities can be used to meet a Participant's Mutual Obligation Requirements. A list of Suitable Activities that can be used to meet a Participant's Mutual Obligation Requirements are available [here](#).

Also refer to [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#) for information about Job Plan codes.

The Activities Participants are undertaking must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a Participant's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the Participant's individual needs and work capacity.

Consider and seek out Activities that will help Participants overcome or manage any vocational and non-vocational barriers.

Activities or other requirements in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the Participant, determine the Activities to meet the Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the Participant's preferences wherever possible. However, as the delegate of the Secretary of the Department of Education, Skills and Employment, Provider staff will ultimately determine what Activities the Participant must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the Participant's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, Participants must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a Participant's circumstances

When determining a Participant's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the Participant and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a Participant's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the Participant in accessing that market
- the participation opportunities and Activities available to the Participant

- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the Participant is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the Participant's capacity to pay for such costs
- whether the Participant has any vulnerability indicators (as identified by Services Australia) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the Participant is required to undertake approved Activities in the Work for the Dole Phase
- if the Participant participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the Participant's circumstances (including if the Participant discloses they are a victim of family violence).

When setting the Participant's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument (JSCI) and Capability Management Tool may also help identify personal issues affecting a Participant's employability. These will help the Provider decide on the Activities required of a Participant to meet their fortnightly Mutual Obligation Requirements, including their AAR in the Work for the Dole Phase.

Information about a Participant's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool

The Capability Management Tool in Department's IT System needs to be updated when conducting a Capability Interview, or at any the Participant discloses new barriers. It should be used to review and manage a Participant's personal circumstances which may affect their capacity to participate in Activities or other requirements and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the Participant.

The Capability Management Tool can help to:

- ensure the Participant has requirements in their Job Plan appropriate to their circumstances
- include ESAt recommended Interventions in the Job Plan

- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case Participants request access to their records in the Capability Management Tool.

See the [Capability Interview Guideline](#) for information on updating the Job Plan following a Capability Interview.

(Deed references: Clause 38, 87, Annexure A1)

## Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities should be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the Principal Carer Parent's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a weak labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by Services Australia.

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the Participant a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to support Participants to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

### Employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

### Inability to obtain suitable childcare is an Acceptable or Valid Reason

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the Participant to meet their Mutual Obligation Requirements.

### Mutual Obligation Requirements for Participants with a Partial Capacity to Work

Participants have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a Participant's work capacity within two years with Intervention. However, Participants are not required to participate

immediately at the higher work capacity. Rather, the Participant's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a Participant's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Participants with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these Participants cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Participants with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with Services Australia.

### Mutual Obligation Requirements for Participants with temporary reduced work capacity

Participants may have a temporary medical condition with a temporary reduced work capacity applied by Services Australia (which is identified through an Employment Services Assessment). Participants will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

If a Provider considers that a Participant without an assessed temporary reduced work capacity is impacted by a medium or long-term medical condition, the Provider should take these personal circumstances into account when setting Mutual Obligation Requirements and record the information about the Participant's circumstances in the 'What you need to know' section of the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Medium or long-term medical conditions are usually episodic or chronic in nature and include schizophrenia, psychosis, depression and anxiety. Where appropriate, Providers should advise Participants to contact Services Australia so that a reduction in their Mutual Obligation Requirements through a temporary reduced work capacity status or an exemption can be considered or to test their eligibility for the Disability Support Pension.

Participants who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the Participant is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Participants with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with Services Australia.

### Mutual Obligation Requirements for mature-age Participants

Participants 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the Participant is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the Participant is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the Participant is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These Participants cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Participants should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities. Services Australia will make an initial Appointment with the Provider for Participants 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Participants who fail to attend this Appointment or any other scheduled Provider Appointments or who fail to accept

referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by Services Australia for Participants fully meeting their requirements

For the above cohorts of Participants, Services Australia will determine whether a Participant is fully meeting their Mutual Obligation Requirements. If Services Australia establishes that they are participating sufficiently in appropriate Activities, they will update the Participant's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once Services Australia determines a Participant (other than a mature-age Participant) is fully meeting their Mutual Obligation Requirements, the Participant may be a Services Australia managed Participant and Exited from the Provider's caseload.

### Continuing voluntarily in Employment Services

- A Participant fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:
  - being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
  - notifying Services Australia, who will either call their Provider or book an Appointment for them
  - contacting their Provider directly to request services.
- If a Participant who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the Participant.
- If a Participant who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that Services Australia has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a Participant is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a Participant's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the Participant is working at least their required number of hours and the taxable income provides the equivalent

of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the Participant will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a Participant's satisfactory participation in self-employment as per the [Documentary Evidence for AAR and other Approved Activities section](#) of this guideline.

If a Participant's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no Job Search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 Job Searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other Participants.

## Verification of an Early School Leaver's qualifications

Only Services Australia can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. Services Australia will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate

- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the Services Australia Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to Services Australia if the education level is below Year 12.

If Services Australia does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by Services Australia, update the education level information in the Participant's JSCI to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105)

## Mutual Obligation Requirements for pregnant Participants

Generally, Mutual Obligation Requirements for pregnant Participants will not change during the first two trimesters of pregnancy. However, Providers must take into account the Participant's personal circumstances when setting their Mutual Obligation Requirements. Pregnant Participants are exempt from Mutual Obligation Requirements from 6 weeks before the expected due date until six weeks following the birth of the child.

Pregnant Participants will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these Participants to accept job offers or referrals to job interviews.

## Participants exempt from Mutual Obligation Requirements

If a Participant is temporarily unable to meet their Mutual Obligation Requirements, Services Australia may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that Participants face and that can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence

- other special family circumstances including:
  - if a Principal Carer Parent is a registered and active foster carer or providing foster care temporarily in an emergency, or on a respite, basis
  - if a parent is home schooling or facilitating distance education for one or more of the children or secondary pupil children for whom they are the principal carer or main supporter
  - if a Principal Carer Parent is caring for a family of four or more children aged 18 years or under
  - if a principal carer is a relative but not a parent of a child and the child is living with the principal carer in accordance with a family law order, or
  - if a principal carer is a relative but not a parent of a child (kin child) and the principal carer is caring for the wellbeing of that kin child in accordance with a document accepted by the state/territory that is responsible for the wellbeing of children.
- other special circumstances, including:
  - major personal disruption to the job seeker's home
  - major personal crisis (including homelessness)
  - affected by declared natural disaster, e.g. bushfire, flooding or cyclone
  - volunteering during a state or national emergency
  - temporary caring responsibilities
  - dad and partner leave
  - undertaking jury duty
  - being a newly protected witness
  - being a newly arrived refugee, or
  - undertaking Indigenous cultural business.

If a Provider believes that the Participant does not have the capacity to meet their Mutual Obligation Requirements, the Participant should be encouraged to contact Services Australia to test their eligibility for an Exemption. Participants will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the Participant will need to submit appropriate evidence, for example an approved medical certificate.

However, Services Australia should wherever possible reduce a Participant's Mutual Obligation Requirements rather than exempting them completely.

Participants granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some Participants with longer-term Exemptions may be Exited from a Provider's caseload. However, Participants may voluntarily choose to continue participating with employment services.

NOTE: Some Participants considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these Participants that periods of exemption will not be counted as participation in a

Program of Support. More information for providers can be found in the [Participation in a Programme of Support for DSP Claimants Supporting Document](#).

### Participants subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the Participant to a Services Australia social worker. Providers should also refer a Participant to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the Participant had a Valid Reason.

If a Participant applies to Services Australia for an Exemption because they are subject to domestic violence (including family violence), Services Australia will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the Participant is a Principal Carer Parent and subject to domestic violence, Services Australia will generally grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements and the AAR

Consider the Participant's Stream, Phase and individual circumstances when setting Mutual Obligation Requirements. In particular, consider whether the Participant is in the Work for the Dole Phase and has an AAR.

Include approved Activities in the Participant's Job Plan that will enable them to meet their Mutual Obligation Requirements, using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the Participant is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the Participant to meet their AAR.

Depending on a Participant's circumstances, there is a range of Activities they may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only Participants over 18 years of age can take part in an Approved Program of Work.

All Participants in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive Participants include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan
- Work for the Dole - Only Participants 18 years of age and older can take part in Work for the Dole

Work for the Dole cannot be included as a compulsory Activity (i.e. can only be included as voluntary) in the Job Plan if:

- the Participant is receiving less than the full rate of JobSeeker Payment, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the Participant and, if applicable, their partner)
- the Participant's Job Plan also includes the Paid Work Job Plan code EM56
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the Participant is 60 years of age and over.

In all other circumstances, except for Participants under 18 years of age, Work for the Dole can be included as a compulsory Activity in the Participant's Job Plan.

### Work for the Dole

Only Participants 18 years and older can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the Participant's Job Plan in the above circumstances. However, Participants in these circumstances can be compelled to participate in another Activity to enable them to meet their AAR

If the Participant is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their AAR. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the Participant is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a Participant's previous four fortnights' income support payment rate on the Department's IT System Notification screen. If a Participant returns to the full rate of income support, the Provider can update the Participant's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the Participant to determine if that Participant is declaring income to Services Australia or is on a reduced rate of income support for other reasons.

If the Participant fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their AAR. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The Participant should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for Participants 17 years of age or over, regardless of whether the Participant is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for Participant 15 years of age or over, regardless of whether the Participant is receiving an Income Support Payment. Participation in this Activity can contribute towards a Participant's Mutual Obligation Requirement, but is not approved for AAR purposes except for Stream C jobactive Participants.

### Youth Jobs PaTH Employability Skills Training (EST)

A Participant is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for Participants with full time Mutual Obligation Requirements and 15 hours per week over five weeks for Participants with part-time Mutual Obligation Requirements.

An EST Eligible Participant has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory Participant must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible Participants, including those not in any Activity.

An EST mandatory Participant retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a Participant has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the Participant will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a Participant (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the Participant:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for Participants with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the Participant to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the Participant from the count of Participants who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the Participant EST Mandatory again. Providers must then reassess the suitability of EST for the Participant. Provider's use of these reasons will be monitored.

Participants who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when Participants been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a Participant will not be participating in EST Courses.

Participants with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These Participants are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the Participant is unable to meet the Course hours, the Provider should consider a more suitable Activity.



**System step:** If a Participant is EST mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

### PaTH Internship Placements

Young Participants 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young Participants must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the Participant fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All Participants aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better

target their Job Search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a Participant with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the Participant's calendar as necessary to meet the Participant's needs.

CTA is an approved Activity for the purposes of meeting a Participant's AAR and will fully meet the Participant's AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a Participant's Job Plan as a voluntary Activity. CTA Providers will advise the Participant's jobactive Provider if the Participant stops attending CTA. If the Participant is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the Participant's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' AAR for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to Services Australia for an income support payment eligibility check.

Participants on income support payments such as JobSeeker Payment, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Participants undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances Principal Carer Parents receiving the Pensioner Education Supplement (PES) may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a Participant's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration

- the Participant has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a Participant with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the Participant is a single Principal Carer Parent on JobSeeker Payment Allowance and has been granted PES for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on JobSeeker Payment can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on JobSeeker Payment is in receipt of PES for that course
- the Participant is in receipt of Parenting Payment Single (this study would usually be approved by Services Australia)
- the Participant is a Parenting Payment recipient who transfers to JobSeeker Payment or Youth Allowance (other) and in some limited instances where a Participant was granted the Disability Support Pension and then transferred to JobSeeker Payment or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by Services Australia) for which they receive PES.

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Participants in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These Participants will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

#### A Short Course:

- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the Participants can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

#### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the Participant's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the Participant Job Plan then the Participant must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Participant with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or Participant with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by Services Australia and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a Participant has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the Participant's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a Participant's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the Participant must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

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## 2. Suitable work

Participants must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a Participant is capable of doing, not just work the Participant prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the Participant's assessed capacity. Participants are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the Participant's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law

- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other Participants)
- is considered by the Participants to be unsuitable on moral, cultural or religious grounds
- is not consistent with prevailing community standards
- is the subject of industrial dispute
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for Participants with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for Participants with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the Participants would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the Participant to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the Participant's means of transport.

### 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers will set the number of Job Searches a Participant is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the Participant's Job Plan.

Participants with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of Participants (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:

- for Stream A and Stream B Participants – 20 Job Searches per month
- for Stream C Participants – Job Search depends on capacity
- for Participants aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Participants cannot be required to do more than 20 Job Searches per month.

When assessing the quality of the Participant's Job Search efforts, Providers should consider whether the jobs applied for were:

- at a variety of levels of seniority or remuneration that is suitable for the Participant; and
- in a variety of fields and occupations in which the Participant is suitably qualified or has experience, if that work is suitable for the Participant; and
- applied for using a variety of methods to contact potential employers.

While the above must be taken into account when assessing Job Search efforts, Providers should also consider the Job Search efforts of the Participant more holistically over time. A Participant is not required to meet each of these criteria in each separate Job Search period – therefore it is important to consider factors such as:

- labour market restrictions as the type and number of vacancies available in each Job Search period may differ; and
- the most appropriate pathway for the Participant to obtain sustainable employment. In considering this, providers could discuss and agree to a strategy for targeting Job Search efforts in advance with the Participant to increase their likelihood of securing employment.

(Deed references: Clause 113)

#### Participants who do not have Job Search Requirements

The following Participants will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Participants 55 years of age and over
- Participants undertaking Drug and Alcohol rehabilitation in a Residential Program

- refugee Participants undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- Pregnant Participants are exempt from Job Search from six weeks before their expected due date until six weeks following the birth of their child.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B Participants, all Job Plans should contain JS09.
- for Stream C Participants, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a Participant is required to undertake merely because the Participant is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a Participant's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency (including Drug Court Orders)
- preventative health treatments and interventions – (for jobactive Indigenous Participants and Stream C Participants)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (Services Australia may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if Participant is doing a course to improve these skills
- cultural factors

- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A Participant either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A Participant has a lower Job Search requirement, for example, 15 Job Searches per month.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a Participant needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the Participant is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program.

#### Job Search requirements for Stream C Participants and Participants 60 years of age and over

The number of Job Searches required by Stream C Participants and Participants 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the Participant has undertaken re-skilling or re-training
- for Stream C Participants, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C Participants, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For Participants with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment)

per fortnight then the number of Job Searches should be halved. If the Participant is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.

- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the Participant should have no Job Search requirement.

For Participant with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the Participant should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement (AAR)

The AAR is the set number of hours that a Participant must complete in approved Activities when in the Work for the Dole Phase.

Most Participants have an AAR when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their AAR.

Providers must ensure that Participants in the Work for the Dole Phase fulfil their AAR. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Entering the Work for the Dole Phase

All Participants who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, Participants will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the AAR

The number of hours of participation in approved Activities that a Participant requires to meet their AAR depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

#### Participants with no AAR:

- Participants who have reached Age Pension age.
- Participants who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- Participants 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight

- Participants with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- Participants with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the AAR Calculator

The AAR Calculator on the Department's IT System provides information on how many hours of participation Participants need to complete to meet their AAR. See the Help. For more information on how to access the AAR Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a Participant's AAR, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

### Participation hours for Participants with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for Participants with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: Nil requirements

### Participation hours for any Participation undertaking Defence Reserves

- For Participation undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

### Participation in the Launch into Work program

For Participation in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

## Participation hours in study/training

### Full-time load

If the training Provider considers the Participant has a full-time study load then the Participant will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a Participant who has an AAR of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

### Non-contact hours

Published non-contact study hours for Participants undertaking part-time study/training will also count towards a Participant's AAR, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the Participant's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a Participant's AAR. If the total part-time study hours are not sufficient to meet a Participant's AAR, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a Participant circumstances change during their Work for the Dole Phase, their AAR may also change. This may occur when a Participant becomes or ceases to be a Principal Carer Parent, where a Participant's capacity to work changes or when a Participant turns 30 years of age. In these instances, the Participant's participation must match their new requirement.

For example, if a Participant who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their AAR at this point in the Work for the Dole Phase.

## Selecting Activities for a Participant to meet their AAR

After consultation with the Participant, Providers must determine and source the Activities that the Participant must undertake to meet their AAR in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the Participant's Job Plan, including the relevant hours of participation the Participant needs to undertake each fortnight.

Providers placing Participants into Activities must prioritise Participants with Mutual Obligation Requirements over other Participants.



**System step:** When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.

### Approved Activities to meet the AAR

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the Participant moves into the Work for the Dole Phase (for these courses, any hours completed once a Participant enters the Work for the Dole Phase will count towards a Participant's AAR)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C Participants
- preventative health related Activities for jobactive Indigenous Participants and Stream C Participants

- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for AAR purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a Participant's AAR can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Activities that do not count towards a Participant's AAR

There are certain Activities that will not count towards meeting a Participant's AAR. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C Participants
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their AAR.

(Deed references: Clauses 107, 108, 109)

### Considerations when selecting Activities to meet AAR

#### Participants under 18 years of age

Participants under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Participants under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Participants 15-24 years of age

Employability Skills Training (EST) is available to eligible Participants between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young Participants between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A Participant will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Participants 18-49 years of age

For Participants 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their AAR unless they have:

- arranged to meet their AAR through another approved Activity that will start at the time they become subject to the AAR, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Participants 50-59 years of age

Participants 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and Participants with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Participants with Community Service Orders

Participants with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a Participant has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these Participants are in the Work for the Dole phase they will need to meet their AAR in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain Participants undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation) will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive participants who are Indigenous or in Stream C, participation in preventative health treatments and interventions can be counted towards their AAR.

Regardless of Stream, any Participants in residential drug or alcohol addiction rehabilitation are considered to be fully meeting their mutual obligation requirements while they are in residence.

Participants who undertake other types of drug and alcohol treatments or counselling should have these activities included in their Job Plan along with appointments, other appropriate activities and an appropriate number of Job Searches. If the Participant is unable to undertake other activities in addition to treatments or counselling, the treatments or counselling will fully meet their fortnightly AAR in the fortnights they are participating in that activity, regardless of contact hours.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the Participant, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a Participant must not be referred to reduced hours of participation for the sole purposes of meeting their AAR. The Participant's participation in these Activities must be sufficient enough to be treating their condition in order to meet the Participant's AAR.

### Placing the Participant in Activities

Providers must commence Participants who have an AAR in an Activity immediately after entering the Work for the Dole Phase.

Participants may undertake a combination of Activities to meet an AAR where it is deemed suitable or necessary by the Provider.

The time taken to commence a Participant in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Scheduling Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For Participants undertaking Work for the Dole to meet their AAR, Providers must use the Calendar to schedule the Participant's required participation, start and finish times as notified to the Participant.



**System step:** For Participants undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the Participant resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.

- for Employment and work experience activities where the hours are irregular and are organised directly between the Participant and the employer or host.
- Where the Department's IT System does not support scheduling of the activity. For more information see the [Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#).



**System step:** For Participants participating in CTA, scheduling this activity in the Calendar is required. Any hours marked as attended will automatically accrue towards Participant's AAR. Providers should manually record additional monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR so that the Participant fully meets their AAR for the period of participation in CTA.



**System step:** For Participants undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required. Providers should manually record monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR.

For further information regarding how to set a Participant's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording Participant participation against the AAR



**System step:** Participants will be responsible for recording their attendance at Activities. However, for those Participants found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a Participant has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the Participant's normal hours of participation, and count toward their AAR.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Participants will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible Participants from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA activities, satisfactory participation in the activity will meet the Participant's AAR. I.e. The Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the Participant's AAR. jobactive Providers must manually record the relevant additional monthly hours as per the Participant's AAR, using the Monthly Hours section of the AAR Details screen of the Department's IT Systems so that the Participant fully meets their AAR for the period of participation in CTA.

#### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a Participant's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for Participant who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and Participant will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the Participants arrive, and one for the afternoon when the Participants leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record Participants attendance at EST courses where appropriate.



**Documentary evidence:** Where Participants have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

## Recording of Work for the Dole participation in the Calendar



**System step:** Participants will be able to record their own attendance at Work for the Dole Activities. Where Participants are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the Participant was required to participate, as per notification issued to the Participant by the close of business each day.

(Deed reference: Clause 107)

## Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the Participant into a 'Part Time/Casual Paid Employment' Activity when the Participant declares hours of paid work to Services Australia. If the Participant is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to Services Australia.

Where necessary, Providers can override the hours received from Services Australia e.g. if they disagree with the Services Australia hours for a period and hold documentary evidence supporting the updated hours.

## Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the AAR must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For Participants doing on-line courses not required to be recorded in the Participants Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a Participant is participating in an Activity that fully meets their AAR, the Calendar will only count those hours that are scheduled towards the Participant's AAR. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the Participant in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a Participant exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the Participant's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a Participant is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the Participant is working on that day and declares the hours worked. The Participant would be created the Activity hours and the hours declared. The Participant should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the AAR

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the Participant has met their AAR.



**System step:** Providers have up to 20 business days from when a Participant exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the Participant undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the Participant's required AAR hours. In this case the AAR Details screen will display that the AAR has been met.

If the recorded hours are lower than the required AAR hours, but the Participant has nevertheless met their AAR (for example, the Participant's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the Participant has met their AAR
- record that the AAR has been met.

If the recorded hours are lower than the Participant's required AAR hours, no reason is selected and the AAR has not been recorded as met, the Participant will not have met their AAR.

For further information regarding how to record completion of the AAR, refer to the Department's [IT System Online Help](#).

(Deed reference: Clause 107)

### Meeting the AAR early

#### Within the Work for the Dole Phase

Within the Work for the Dole Phase, Participants may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a Participant's AAR and, in effect, means that some Participants will satisfy their AAR early. However:

- any hours a Participant agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- Participants must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Participants should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon

between the Provider, the Host Organisation and the Participant, where there is an identified benefit to the Participant.

If the AAR is completed early, the Provider must ensure that the Participant's Job Plan continues to contain the other requirements that would enable the Participant to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the AAR for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream Participant after six months (but before 12 months) of jobactive services if the Provider considers the Participant is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

### AAR Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the Participant to Services Australia to stimulate the Participant income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of Services Australia Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the Participant can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES

Reporting. If the Provider chooses to override the hours declared to Services Australia, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

---

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Participants participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses with study to fully meet their AAR in the Work for the Dole Phase.

---

## 6. Summary of Required Documentary Evidence

### Notification to Participants of their Mutual Obligation Requirements

- The Provider will notify Participants of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the Participant, the Provider must record as the notification method that the appointment was booked directly with the Participant.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the Participant of their new requirements.

Note: If the Provider chooses to record the Participant's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the Participant.

(Deed reference: Clause 106)

## AAR and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia to stimulate a Participant's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the Participant has used evidenced based recording of attendance, offline records are not required to be kept.

A Participant's attendance at their internship will be recorded to ensure the hours completed by the Participant end of each month are counted against the Participant's AAR.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment Business under or in connection with the Deed.

7. Attachments

Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—Participants under 30 years of age

Period of Service	Stream A & Stream B Participants		Other Stream A Participants		Other Stream B Participants	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		

<b>12-18 months; 24-30 months; etc</b>	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	<b>Work for the Dole Phase</b> Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities
	<b>18-24 months; 30-36 months; etc</b>	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	<b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate

Mutual Obligation Requirements—Participants 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements — Participants 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

Mutual Obligation Requirements—Participants 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
<b>12–18 months; 24–30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate		
<b>18–24 months; 30–36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months		

Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their AAR for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer Participants do not have a mandatory number of Job Searches.
- Outside the AAR, Providers can require Participants to participate in other Activities (in addition to Job Search and Provider Appointments).

- Participants can meet their AAR through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

**Fax to:** Services Australia Business Hotline**1300 786 102**

## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Participant's  
name

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CRN

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#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

Name (Please print):

---

Organisation:

---

Office telephone & fax numbers:

---

Number of pages (including cover sheet):

---



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Participants generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by Services Australia.

The main aim of Mutual Obligation Requirements is to help a Participant into paid work and reduce reliance on income support as quickly as possible. It also allows for Participants to contribute to the community that supports them while they are unemployed.

Published on: 12 August 2020

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Effective from: 14 September 2020

Effective end: 11 April 2021

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 Changes from the previous version (Version 4.1)

## Policy changes:

Nil

## Wording changes:

p.20 Revised text in the Launch into Work section to outline the actions required of providers, such as including Launch into Work activities in a Participant's Job Plan.

p.34 Strengthened explanation of provider action required in scheduling Launch into Work activities in a job seeker's calendar and where hours should be recorded.

p. 20, 29, 30, 34, 35 – information added for the Regional Employment Trials program, as the program has been extended to 30 June 2021

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

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 Related documents and references

[Activity Management Guideline](#)
[Disability Support Pension Recipients Compulsory Requirements Guideline](#)
[Using the Employment Fund General Account Guideline](#)
[Participation in a Program of Support for DSP Claimants – Fact Sheet](#)
[Learning Centre: Log in to the site](#)
[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)
[Exploring Being My Own Boss Additional Services Guideline](#)
[Support NEIS participants to start and run their small business](#)
[Managing PaTH Internships Guideline](#)
[Norfolk Island Guideline](#)
[Performance Framework Guideline](#)
[Period of Service, Suspensions and Exits Guideline](#)
[Privacy Guideline](#)
[Regional Employment Trials Guideline](#)
[Transition to Work Guidelines](#)
[Work for the Dole Guideline](#)

**Effective end: 11 April 2021**

jobactive guideline

**Managing and Monitoring Mutual Obligation Requirements Guideline**

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[Job Plan and Scheduling Mutual Obligation Requirements Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Participants on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- JobSeeker Payment
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Participants' Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A Participant's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Participants with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Participants with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is between 6 to 15 years of age
- Participants with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Participants' Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all Services Australia and Provider appointments
- acting on Job Referrals and attending Job Interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (AAR) (refer to the [Annual Activity Requirement \(AAR\) section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the Participant to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of Participants.

A broad range of Activities can be used to meet a Participant's Mutual Obligation Requirements. A list of Suitable Activities that can be used to meet a Participant's Mutual Obligation Requirements are available [here](#).

Also refer to [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#) for information about Job Plan codes.

The Activities Participants are undertaking must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

(Deed References: Clauses 82, 83, 85, 106, 114)

### Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a Participant's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the Participant's individual needs and work capacity.

Consider and seek out Activities that will help Participants overcome or manage any vocational and non-vocational barriers.

Activities or other requirements in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the Participant, determine the Activities to meet the Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the Participant's preferences wherever possible. However, as the delegate of the Secretary of the Department of Education, Skills and Employment, Provider staff will ultimately determine what Activities the Participant must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the Participant's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, Participants must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

### Considering a Participant's circumstances

When determining a Participant's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the Participant and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a Participant's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the Participant in accessing that market
- the participation opportunities and Activities available to the Participant

- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the Participant is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the Participant's capacity to pay for such costs
- whether the Participant has any vulnerability indicators (as identified by Services Australia) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the Participant is required to undertake approved Activities in the Work for the Dole Phase
- if the Participant participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT System)
- any other matters that the Provider considers relevant to the Participant's circumstances (including if the Participant discloses they are a victim of family violence).

When setting the Participant's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument (JSCI) and Capability Management Tool may also help identify personal issues affecting a Participant's employability. These will help the Provider decide on the Activities required of a Participant to meet their fortnightly Mutual Obligation Requirements, including their AAR in the Work for the Dole Phase.

Information about a Participant's circumstances can be found on the Participation Profile screen of the Department's IT System.

### Using the Capability Management Tool

The Capability Management Tool in Department's IT System needs to be updated when conducting a Capability Interview, or at any the Participant discloses new barriers. It should be used to review and manage a Participant's personal circumstances which may affect their capacity to participate in Activities or other requirements and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the Participant.

The Capability Management Tool can help to:

- ensure the Participant has requirements in their Job Plan appropriate to their circumstances
- include ESAt recommended Interventions in the Job Plan

- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case Participants request access to their records in the Capability Management Tool.

See the [Capability Interview Guideline](#) for information on updating the Job Plan following a Capability Interview.

(Deed references: Clause 38, 87, Annexure A1)

### Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities should be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT System will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the Principal Carer Parent's availability in the Department's IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Short Courses](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a weak labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by Services Australia.

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the Participant a lesser work requirement should be applied.

### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to support Participants to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

### Employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

### Inability to obtain suitable childcare is an Acceptable or Valid Reason

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the Participant to meet their Mutual Obligation Requirements.

### Mutual Obligation Requirements for Participants with a Partial Capacity to Work

Participants have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a Participant's work capacity within two years with Intervention. However, Participants are not required to participate

immediately at the higher work capacity. Rather, the Participant's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a Participant's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Participants with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these Participants cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Participants with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with Services Australia.

### Mutual Obligation Requirements for Participants with temporary reduced work capacity

Participants may have a temporary medical condition with a temporary reduced work capacity applied by Services Australia (which is identified through an Employment Services Assessment). Participants will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

If a Provider considers that a Participant without an assessed temporary reduced work capacity is impacted by a medium or long-term medical condition, the Provider should take these personal circumstances into account when setting Mutual Obligation Requirements and record the information about the Participant's circumstances in the 'What you need to know' section of the Department's IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Medium or long-term medical conditions are usually episodic or chronic in nature and include schizophrenia, psychosis, depression and anxiety. Where appropriate, Providers should advise Participants to contact Services Australia so that a reduction in their Mutual Obligation Requirements through a temporary reduced work capacity status or an exemption can be considered or to test their eligibility for the Disability Support Pension.

Participants who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the Participant is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Participants with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with Services Australia.

### Mutual Obligation Requirements for mature-age Participants

Participants 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the Participant is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the Participant is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the Participant is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These Participants cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Participants should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities. Services Australia will make an initial Appointment with the Provider for Participants 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Participants who fail to attend this Appointment or any other scheduled Provider Appointments or who fail to accept

referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by Services Australia for Participants fully meeting their requirements

For the above cohorts of Participants, Services Australia will determine whether a Participant is fully meeting their Mutual Obligation Requirements. If Services Australia establishes that they are participating sufficiently in appropriate Activities, they will update the Participant's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once Services Australia determines a Participant (other than a mature-age Participant) is fully meeting their Mutual Obligation Requirements, the Participant may be a Services Australia managed Participant and Exited from the Provider's caseload.

### Continuing voluntarily in Employment Services

- A Participant fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:
  - being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
  - notifying Services Australia, who will either call their Provider or book an Appointment for them
  - contacting their Provider directly to request services.
- If a Participant who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the Participant.
- If a Participant who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that Services Australia has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a Participant is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a Participant's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the Participant is working at least their required number of hours and the taxable income provides the equivalent

of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the Participant will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a Participant's satisfactory participation in self-employment as per the [Documentary Evidence for AAR and other Approved Activities section](#) of this guideline.

If a Participant's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

## Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no Job Search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 Job Searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other Participants.

## Verification of an Early School Leaver's qualifications

Only Services Australia can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. Services Australia will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate

- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the Services Australia Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to Services Australia if the education level is below Year 12.

If Services Australia does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by Services Australia, update the education level information in the Participant's JSCI to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105)

### Mutual Obligation Requirements for pregnant Participants

Generally, Mutual Obligation Requirements for pregnant Participants will not change during the first two trimesters of pregnancy. However, Providers must take into account the Participant's personal circumstances when setting their Mutual Obligation Requirements. Pregnant Participants are exempt from Mutual Obligation Requirements from 6 weeks before the expected due date until six weeks following the birth of the child.

Pregnant Participants will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these Participants to accept job offers or referrals to job interviews.

### Participants exempt from Mutual Obligation Requirements

If a Participant is temporarily unable to meet their Mutual Obligation Requirements, Services Australia may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that Participants face and that can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence

- other special family circumstances including:
  - if a Principal Carer Parent is a registered and active foster carer or providing foster care temporarily in an emergency, or on a respite, basis
  - if a parent is home schooling or facilitating distance education for one or more of the children or secondary pupil children for whom they are the principal carer or main supporter
  - if a Principal Carer Parent is caring for a family of four or more children aged 18 years or under
  - if a principal carer is a relative but not a parent of a child and the child is living with the principal carer in accordance with a family law order, or
  - if a principal carer is a relative but not a parent of a child (kin child) and the principal carer is caring for the wellbeing of that kin child in accordance with a document accepted by the state/territory that is responsible for the wellbeing of children.
- other special circumstances, including:
  - major personal disruption to the job seeker's home
  - major personal crisis (including homelessness)
  - affected by declared natural disaster, e.g. bushfire, flooding or cyclone
  - volunteering during a state or national emergency
  - temporary caring responsibilities
  - dad and partner leave
  - undertaking jury duty
  - being a newly protected witness
  - being a newly arrived refugee, or
  - undertaking Indigenous cultural business.

If a Provider believes that the Participant does not have the capacity to meet their Mutual Obligation Requirements, the Participant should be encouraged to contact Services Australia to test their eligibility for an Exemption. Participants will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the Participant will need to submit appropriate evidence, for example an approved medical certificate.

However, Services Australia should wherever possible reduce a Participant's Mutual Obligation Requirements rather than exempting them completely.

Participants granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some Participants with longer-term Exemptions may be Exited from a Provider's caseload. However, Participants may voluntarily choose to continue participating with employment services.

NOTE: Some Participants considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these Participants that periods of exemption will not be counted as participation in a

Program of Support. More information for providers can be found in the [Participation in a Programme of Support for DSP Claimants Supporting Document](#).

### Participants subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the Participant to a Services Australia social worker. Providers should also refer a Participant to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the Participant had a Valid Reason.

If a Participant applies to Services Australia for an Exemption because they are subject to domestic violence (including family violence), Services Australia will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the Participant is a Principal Carer Parent and subject to domestic violence, Services Australia will generally grant an Exemption.

### Suitable Activities to meet Mutual Obligation Requirements and the AAR

Consider the Participant's Stream, Phase and individual circumstances when setting Mutual Obligation Requirements. In particular, consider whether the Participant is in the Work for the Dole Phase and has an AAR.

Include approved Activities in the Participant's Job Plan that will enable them to meet their Mutual Obligation Requirements, using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the Participant is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the Participant to meet their AAR.

Depending on a Participant's circumstances, there is a range of Activities they may undertake to meet their Mutual Obligation Requirements (some of which are described below).

### Approved Programs of Work

Only Participants over 18 years of age can take part in an Approved Program of Work.

All Participants in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive Participants include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan
- Work for the Dole - Only Participants 18 years of age and older can take part in Work for the Dole

Work for the Dole cannot be included as a compulsory Activity (i.e. can only be included as voluntary) in the Job Plan if:

- the Participant is receiving less than the full rate of JobSeeker Payment, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the Participant and, if applicable, their partner)
- the Participant's Job Plan also includes the Paid Work Job Plan code EM56
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the Participant is 60 years of age and over.

In all other circumstances, except for Participants under 18 years of age, Work for the Dole can be included as a compulsory Activity in the Participant's Job Plan.

### Work for the Dole

Only Participants 18 years and older can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the Participant's Job Plan in the above circumstances. However, Participants in these circumstances can be compelled to participate in another Activity to enable them to meet their AAR

If the Participant is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their AAR. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the Participant is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a Participant's previous four fortnights' income support payment rate on the Department's IT System Notification screen. If a Participant returns to the full rate of income support, the Provider can update the Participant's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the Participant to determine if that Participant is declaring income to Services Australia or is on a reduced rate of income support for other reasons.

If the Participant fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their AAR. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The Participant should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for Participants 17 years of age or over, regardless of whether the Participant is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for Participant 15 years of age or over, regardless of whether the Participant is receiving an Income Support Payment. Participation in this Activity can contribute towards a Participant's Mutual Obligation Requirement, but is not approved for AAR purposes except for Stream C jobactive Participants.

### Youth Jobs PaTH Employability Skills Training (EST)

A Participant is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for Participants with full time Mutual Obligation Requirements and 15 hours per week over five weeks for Participants with part-time Mutual Obligation Requirements.

An EST Eligible Participant has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory Participant must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible Participants, including those not in any Activity.

An EST mandatory Participant retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a Participant has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the Participant will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a Participant (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the Participant:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for Participants with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the Participant to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the Participant from the count of Participants who are EST Mandatory. After eight weeks the Department's IT System will override and unselect the reason, making the Participant EST Mandatory again. Providers must then reassess the suitability of EST for the Participant. Provider's use of these reasons will be monitored.

Participants who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT System when Participants been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a Participant will not be participating in EST Courses.

Participants with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These Participants are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the Participant is unable to meet the Course hours, the Provider should consider a more suitable Activity.



**System step:** If a Participant is EST mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

### PaTH Internship Placements

Young Participants 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young Participants must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the Participant fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All Participants aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better

target their Job Search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a Participant with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the Participant's calendar as necessary to meet the Participant's needs.

CTA is an approved Activity for the purposes of meeting a Participant's AAR and will fully meet the Participant's AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a Participant's Job Plan as a voluntary Activity. CTA Providers will advise the Participant's jobactive Provider if the Participant stops attending CTA. If the Participant is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects should be included as a voluntary Activity in the Participant's Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the relevant activity details, such as the Launch into Work organisation and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' AAR for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to Services Australia for an income support payment eligibility check.

Participants on income support payments such as JobSeeker Payment, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Participants undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances Principal Carer Parents receiving the Pensioner Education Supplement (PES) may continue to receive income support payments to complete their full time study.

### What is an appropriate course of study

Providers can approve a Participant's participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the Participant has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
- highly likely to provide a Participant with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider
- the Participant is a single Principal Carer Parent on JobSeeker Payment Allowance and has been granted PES for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on JobSeeker Payment can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on JobSeeker Payment is in receipt of PES for that course
- the Participant is in receipt of Parenting Payment Single (this study would usually be approved by Services Australia)
- the Participant is a Parenting Payment recipient who transfers to JobSeeker Payment or Youth Allowance (other) and in some limited instances where a Participant was granted the Disability Support Pension and then transferred to JobSeeker Payment or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by Services Australia) for which they receive PES.

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Participants in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These Participants will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

### A Short Course:

- is vocationally based

- is less than 12 months or two semesters in duration
- is necessary so the Participants can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

### Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the Participant's Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the Participant Job Plan then the Participant must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Participant with full time mutual obligation requirements **cannot** fully meet their mutual obligation requirements with full time study. They are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or Participant with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by Services Australia and will be Suspended from the Provider's caseload.

For information for Providers deciding to fund an education or training course, see the [Using the Employment Fund General Account Guideline](#).

### Breaks in Activities

If a Participant has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the Participant's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a Participant's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the Participant must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

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## 2. Suitable work

Participants must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a Participant is capable of doing, not just work the Participant prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the Participant's

assessed capacity. Participants are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the Participant's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other Participants)
- is considered by the Participants to be unsuitable on moral, cultural or religious grounds
- is not consistent with prevailing community standards
- is the subject of industrial dispute
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

## Unsuitable work for Participants with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for Participants with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the Participants would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the Participant to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the Participant's means of transport.

### 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers will set the number of Job Searches a Participant is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law.

Record the number of Job Searches required in the Participant's Job Plan.

Participants with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of Participants (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:

- for Stream A and Stream B Participants – 20 Job Searches per month
- for Stream C Participants – Job Search depends on capacity
- for Participants aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Participants cannot be required to do more than 20 Job Searches per month.

When assessing the quality of the Participant's Job Search efforts, Providers should consider whether the jobs applied for were:

- at a variety of levels of seniority or remuneration that is suitable for the Participant; and
- in a variety of fields and occupations in which the Participant is suitably qualified or has experience, if that work is suitable for the Participant; and
- applied for using a variety of methods to contact potential employers.

While the above must be taken into account when assessing Job Search efforts, Providers should also consider the Job Search efforts of the Participant more holistically over time. A Participant is not required to meet each of these criteria in each separate Job Search period – therefore it is important to consider factors such as:

- labour market restrictions as the type and number of vacancies available in each Job Search period may differ; and
- the most appropriate pathway for the Participant to obtain sustainable employment. In considering this, providers could discuss and agree to a strategy for targeting Job Search efforts in advance with the Participant to increase their likelihood of securing employment.

## Participants who do not have Job Search Requirements

The following Participants will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Participants 55 years of age and over
- Participants undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee Participants undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- Pregnant Participants are exempt from Job Search from six weeks before their expected due date until six weeks following the birth of their child.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.

## Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B Participants, all Job Plans should contain JS09.
- for Stream C Participants, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

## Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a Participant is required to undertake merely because the Participant is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a Participant's:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency (including Drug Court Orders)
- preventative health treatments and interventions – (for jobactive Indigenous Participants and Stream C Participants)
- substantially elevated level of family and caring responsibilities

- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (Services Australia may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if Participant is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A Participant either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A Participant has a lower Job Search requirement, for example, 15 Job Searches per month.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a Participant needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the Participant is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program.

#### Job Search requirements for Stream C Participants and Participants 60 years of age and over

The number of Job Searches required by Stream C Participants and Participants 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the Participant has undertaken re-skilling or re-training

- for Stream C Participants, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C Participants, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For Participants with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the Participant is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the Participant should have no Job Search requirement.

For Participant with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the Participant should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement (AAR)

The AAR is the set number of hours that a Participant must complete in approved Activities when in the Work for the Dole Phase.

Most Participants have an AAR when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their AAR.

Providers must ensure that Participants in the Work for the Dole Phase fulfil their AAR. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Entering the Work for the Dole Phase

All Participants who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, Participants will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

### Determining the hours of participation to meet the AAR

The number of hours of participation in approved Activities that a Participant requires to meet their AAR depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Participants with no AAR:

- Participants who have reached Age Pension age.
- Participants who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- Participants 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- Participants with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- Participants with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the AAR Calculator

The AAR Calculator on the Department's IT System provides information on how many hours of participation Participants need to complete to meet their AAR. See the Help. For more information on how to access the AAR Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a Participant's AAR, the Department's IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

### Participation hours for Participants with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for Participants with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: Nil requirements

### Participation hours for any Participation undertaking Defence Reserves

- For Participation undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

### Participation in the Launch into Work program

For Participation in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

### Participation hours in study/training

#### Full-time load

If the training Provider considers the Participant has a full-time study load then the Participant will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a Participant who has an AAR of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

#### Non-contact hours

Published non-contact study hours for Participants undertaking part-time study/training will also count towards a Participant's AAR, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the Participant's Calendar.

#### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a Participant's AAR. If the total part-time study hours are not sufficient to meet a Participant's AAR, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a Participant circumstances change during their Work for the Dole Phase, their AAR may also change. This may occur when a Participant becomes or ceases to be a Principal Carer Parent, where a Participant's capacity to work changes or when a Participant turns 30 years of age. In these instances, the Participant's participation must match their new requirement.

For example, if a Participant who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their AAR at this point in the Work for the Dole Phase.

### Selecting Activities for a Participant to meet their AAR

After consultation with the Participant, Providers must determine and source the Activities that the Participant must undertake to meet their AAR in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the Participant's Job Plan, including the relevant hours of participation the Participant needs to undertake each fortnight.

Providers placing Participants into Activities must prioritise Participants with Mutual Obligation Requirements over other Participants.



**System step:** When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.

### Approved Activities to meet the AAR

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the [Approved short courses](#) section of this guideline) and must be in:

- a Certificate III course or higher (but not a Masters or Doctorate course), or
  - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the Participant moves into the Work for the Dole Phase (for these courses, any hours completed once a Participant enters the Work for the Dole Phase will count towards a Participant's AAR)
- accredited language, literacy and numeracy courses, which can include:
    - the Skills for Education and Employment program, or
    - the Adult Migrant English Program
  - rehabilitation for drug or alcohol dependency
  - other non-vocational assistance and Interventions for Stream C Participants
  - preventative health related Activities for jobactive Indigenous Participants and Stream C Participants
  - Defence Reserves
  - other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
  - non-government programs approved for AAR purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a Participant's AAR can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a Participant's AAR

There are certain Activities that will not count towards meeting a Participant's AAR. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C Participants
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their AAR.

(Deed references: Clauses 107, 108, 109)

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## Considerations when selecting Activities to meet AAR

### Participants under 18 years of age

Participants under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Participants under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

### Participants 15-24 years of age

Employability Skills Training (EST) is available to eligible Participants between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young Participants between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A Participant will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

### Participants 18-49 years of age

For Participants 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their AAR unless they have:

- arranged to meet their AAR through another approved Activity that will start at the time they become subject to the AAR, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

### Participants 50-59 years of age

Participants 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

### Principal Carer Parents and Participants with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

### Participants with Community Service Orders

Participants with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a Participant has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these Participants are in the Work for the Dole phase they will need to meet their AAR in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

### Certain Participants undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive participants who are Indigenous or in Stream C, participation in preventative health treatments and interventions can be counted towards their AAR.

Regardless of Stream, any Participants in residential drug or alcohol addiction rehabilitation are considered to be fully meeting their mutual obligation requirements while they are in residence.

Participants who undertake other types of drug and alcohol treatments or counselling should have these activities included in their Job Plan along with appointments, other appropriate activities and an appropriate number of Job Searches. If the Participant is unable to undertake other activities in addition to treatments or counselling, the treatments or counselling will fully meet their fortnightly AAR in the fortnights they are participating in that activity, regardless of contact hours.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the Participant, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a Participant must not be referred to reduced hours of participation for the sole purposes of meeting their AAR. The Participant's participation in these Activities must be sufficient enough to be treating their condition in order to meet the Participant's AAR.

### Placing the Participant in Activities

Providers must commence Participants who have an AAR in an Activity immediately after entering the Work for the Dole Phase.

Participants may undertake a combination of Activities to meet an AAR where it is deemed suitable or necessary by the Provider.

The time taken to commence a Participant in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Scheduling Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For Participants undertaking Work for the Dole to meet their AAR, Providers must use the Calendar to schedule the Participant's required participation, start and finish times as notified to the Participant.



**System step:** For Participants undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the Participant resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.
- for Employment and work experience activities where the hours are irregular and are organised directly between the Participant and the employer or host.
- Where the Department's IT System does not support scheduling of the activity. For more information see the [Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#).



**System step:** For Participants participating in CTA, or a Regional Employment Trials activity, scheduling this activity in the Calendar is required. Any hours marked as attended will automatically accrue towards Participant's AAR. Providers should manually record additional monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR so that the Participant fully meets their AAR for the period of participation in CTA or a Regional Employment Trials activity.



**System step:** For Participants undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is encouraged. Providers should manually record monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR.

For further information regarding how to set a Participant's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

## Recording Participant participation against the AAR



**System step:** Participants will be responsible for recording their attendance at Activities. However, for those Participants found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a Participant has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the Participant's normal hours of participation, and count toward their AAR.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Participants will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT System. Providers will refer and place eligible Participants from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA and Regional Employment Trials activities, satisfactory participation in the activity will meet the Participant's AAR. I.e. The Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA and Regional Employment Trials activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the Participant's AAR. jobactive Providers must manually record the relevant additional monthly hours as per the Participant's AAR, using the Monthly Hours section of the AAR Details screen of the Department's IT Systems so that the Participant fully meets their AAR for the period of participation in CTA or a Regional Employment Trials activity.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a Participant's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for Participant who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT System, and Participant will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the Participants arrive, and one for the afternoon when the Participants leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record Participants attendance at EST courses where appropriate.



**Documentary evidence:** Where Participants have used evidence to record their attendance directly into the Department's IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

### Recording of Work for the Dole participation in the Calendar



**System step:** Participants will be able to record their own attendance at Work for the Dole Activities. Where Participants are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the Participant was required to participate, as per notification issued to the Participant by the close of business each day.

(Deed reference: Clause 107)

### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the Participant into a 'Part Time/Casual Paid Employment' Activity when the Participant declares hours of paid work to Services Australia. If the Participant is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to Services Australia.

Where necessary, Providers can override the hours received from Services Australia e.g. if they disagree with the Services Australia hours for a period and hold documentary evidence supporting the updated hours.

## Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the AAR must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For Participants doing on-line courses not required to be recorded in the Participants Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a Participant is participating in an Activity that fully meets their AAR, the Calendar will only count those hours that are scheduled towards the Participant's AAR. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the Participant in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a Participant exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the Participant's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a Participant is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the Participant is working on that day and declares the hours worked. The Participant would be created the Activity hours and the hours declared. The Participant should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the AAR

## Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the Participant has met their AAR.



**System step:** Providers have up to 20 business days from when a Participant exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the Participant undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the Participant's required AAR hours. In this case the AAR Details screen will display that the AAR has been met.

If the recorded hours are lower than the required AAR hours, but the Participant has nevertheless met their AAR (for example, the Participant's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for

the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the Participant has met their AAR
- record that the AAR has been met.

If the recorded hours are lower than the Participant's required AAR hours, no reason is selected and the AAR has not been recorded as met, the Participant will not have met their AAR.

For further information regarding how to record completion of the AAR, refer to the Department's [IT System Online Help](#).

(Deed reference: Clause 107)

### Meeting the AAR early

#### Within the Work for the Dole Phase

Within the Work for the Dole Phase, Participants may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a Participant's AAR and, in effect, means that some Participants will satisfy their AAR early. However:

- any hours a Participant agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- Participants must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Participants should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the Participant, where there is an identified benefit to the Participant.

If the AAR is completed early, the Provider must ensure that the Participant's Job Plan continues to contain the other requirements that would enable the Participant to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the AAR for that year has already been met.

#### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream Participant after six months (but before 12 months) of jobactive services if the Provider considers the Participant is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

## AAR Record Keeping



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the Participant to Services Australia to stimulate the Participant income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of Services Australia Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the Participant can also be accessed from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to Services Australia, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Participants participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses with study to fully meet their AAR in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to Participants of their Mutual Obligation Requirements

- The Provider will notify Participants of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the Participant, the Provider must record as the notification method that the appointment was booked directly with the Participant.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the Participant of their new requirements.

Note: If the Provider chooses to record the Participant's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the Participant.

(Deed reference: Clause 106)

### AAR and other Approved Activities



**Documentary evidence:** In addition to recording the relevant information in the Department's IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements

- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia to stimulate a Participant's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT System, or the Participant has used evidenced based recording of attendance, offline records are not required to be kept.

A Participant's attendance at their internship will be recorded to ensure the hours completed by the Participant end of each month are counted against the Participant's AAR.

(Deed reference: Section B4)

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment Business under or in connection with the Deed.

## 7. Attachments

### Attachment A – Mutual Obligation Requirement summary tables

Mutual Obligation Requirements—Participants under 30 years of age

Period of Service	Stream A & Stream B Participants		Other Stream A Participants		Other Stream B Participants	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>

Period of Service	Stream A & Stream B Participants		Other Stream A Participants		Other Stream B Participants	Stream C
<p><b>12-18 months; 24-30 months; etc</b></p>	<p>Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)</p>	<p>Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities</p>	<p>Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities</p>
<p><b>18-24 months; 30-36 months; etc</b></p>	<p><b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort.</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Case Management</b> Appointments Job Search—depends on capacity Other suitable Activities as appropriate</p>

Mutual Obligation Requirements—Participants 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements — Participants 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	<b>Started in the Work for the Dole Phase for the first time before 1 October 2016</b>	<b>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</b>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—Participants 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<u>Started</u> in the Work for the Dole Phase for the first time before 1 October 2016	<u>Did not start</u> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search—depends on capacity AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their AAR for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer Participants do not have a mandatory number of Job Searches.
- Outside the AAR, Providers can require Participants to participate in other Activities (in addition to Job Search and Provider Appointments).
- Participants can meet their AAR through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

Fax to: Services Australia Business Hotline

1300 786 102



Australian Government



jobactive

## Verification of Year 12 or equivalent qualification

**(Office use only: CBHESL)**

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Participant's name \_\_\_\_\_

CRN \_\_\_\_\_

**Declaration by Provider**

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

Name (Please print): \_\_\_\_\_

Organisation: \_\_\_\_\_

Office telephone &amp; fax numbers: \_\_\_\_\_

Number of pages (including cover sheet): \_\_\_\_\_



Australian Government



jobactive

Guideline:

# Managing and Monitoring Mutual Obligation Requirements Guideline

Participants generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by Services Australia.

The main aim of Mutual Obligation Requirements is to help a Participant into paid work and reduce reliance on income support as quickly as possible. It also allows for Participants to contribute to the community that supports them while they are unemployed.

Published on: 9 April 2021

Version: 5.0

Effective from: 12 April 2021

Effective end: 30 September 2021

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Changes from the previous version (Version 4.2)

### Policy changes:

- Expanded options for Participants to undertake study or training to contribute to or meet Mutual Obligation Requirements, at any stage in any Phase. This includes courses subsidised by state or territory governments, or under the JobTrainer Fund, including Certificate I and II courses.
- Updates to include the Local Jobs Program which supports tailored approaches to accelerate reskilling, upskilling and employment in 25 regions across Australia.

### Wording changes:

- Pg 9, 28, 29, 30 - 36, 45. Wording changes to reflect new requirements under flexible learning.
- Pg. 21, 33, 35, 39, 40. Wording changes to reflect new requirements for the Local Jobs Program.
- Pg. 21. Change to the Activity Code for the Launch into Work program.
- Pg 26. Section updates to include reference to key performance measures in assessing job search quality and job plan appropriateness.
- Pg. 37. Section updates to include reference to scheduling events in the job seeker calendar to avoid conflicting appointments.

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

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Related documents and references

[Activity Management Guideline](#)

[Disability Support Pension Recipients Compulsory Requirements Guideline](#)

[Using the Employment Fund General Account Guideline](#)

[Participation in a Program of Support for DSP Claimants – Fact Sheet](#)

[Learning Centre: Log in to the site](#)

[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)

[Exploring Being My Own Boss Additional Services Guideline](#)

[Support NEIS participants to start and run their small business](#)

[Managing PaTH Internships Guideline](#)

[Norfolk Island Guideline](#)

jobactive guideline **Managing and Monitoring Mutual Obligation Requirements Guideline**

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[Performance Framework Guideline](#)

[Work for the Dole Guideline](#)

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

[Job Plan and Scheduling Mutual Obligation](#)

[Privacy Guideline](#)

[Requirements Guideline](#)

[Regional Employment Trials Guideline](#)

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## 1. Defining Mutual Obligation Requirements

Participants on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- JobSeeker Payment
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Participants' Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A Participant's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Participants with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Participants with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is between 6 to 15 years of age
- Participants with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Participants' Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the plan's requirements
- attending all appointments with Services Australia and/or a Provider
- acting on Job Referrals and attending Job Interviews offered by employers
- undertaking Job Searches (up to 20 Job Searches per month)
- meeting their Annual Activity Requirement (AAR) (refer to the [Annual Activity Requirement \(AAR\) section](#) of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the Participant to improve their employment prospects.

[Attachment A](#) provides a table summarising Mutual Obligation Requirements for different cohorts of Participants.

A broad range of Activities can be used to meet a Participant's Mutual Obligation Requirements. A list of Suitable Activities that can be used to meet a Participant's Mutual Obligation Requirements are available [here](#).

Also refer to [Job Plan and Scheduling Mutual Obligation Requirements Guideline](#) for information about Job Plan codes.

The Activities Participants are undertaking must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

(Deed References: Clauses 82, 83, 85, 106, 114)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a Participant's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the Participant's individual needs and work capacity.

Consider and seek out Activities that will help Participants overcome or manage any vocational and non-vocational barriers.

Activities or other requirements in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the Participant, determine the Activities to meet the Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the Participant's preferences wherever possible. However, as the delegate of the Secretary of the Department of Education, Skills and Employment, Provider staff will ultimately determine what Activities the Participant must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the Participant's Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, Participants must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

## Considering a Participant's circumstances

When determining a Participant's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the Participant and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a Participant's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the Participant in accessing that market
- the participation opportunities and Activities available to the Participant

- their family and care responsibilities (including availability of child care)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the Participant is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the Participant's capacity to pay for such costs
- whether the Participant has any vulnerability indicators (as identified by Services Australia) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
- any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
- cultural factors
- if they are an Early School Leaver
- the number of hours a fortnight the Participant is required to undertake approved Activities in the Work for the Dole Phase
- if the Participant participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department's IT Systems)
- any other matters that the Provider considers relevant to the Participant's circumstances (including if the Participant discloses they are a victim of family violence).

When setting the Participant's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument (JSCI) and Capability Management Tool may also help identify personal issues affecting a Participant's employability. These will help the Provider decide on the Activities required of a Participant to meet their fortnightly Mutual Obligation Requirements, including their AAR in the Work for the Dole Phase.

Information about a Participant's circumstances can be found on the Participation Profile screen of the Department's IT Systems.

### Using the Capability Management Tool

The Capability Management Tool in Department's IT Systems needs to be updated when conducting a Capability Interview, or at any the Participant discloses new barriers. It should be used to review and manage a Participant's personal circumstances which may affect their capacity to participate in Activities or other requirements and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the Participant.

The Capability Management Tool can help to:

- ensure the Participant has requirements in their Job Plan appropriate to their circumstances
- include ESAt recommended Interventions in the Job Plan

- record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case Participants request access to their records in the Capability Management Tool.

See the [Capability Interview Guideline](#) for information on updating the Job Plan following a Capability Interview.

(Deed references: Clause 38, 87, Annexure A1)

## Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities should be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT Systems will automatically identify time outside of school hours in the Principal Carer Parent's Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the Principal Carer Parent's availability in the Department's IT Systems. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approval of Study and Training](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Provider determines that the Principal Carer Parent lives in a weak labour market
- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by Services Australia.

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

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

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the Participant a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to support Participants to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

#### Employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is an Acceptable or Valid Reason

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the Participant to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for Participants with a Partial Capacity to Work

Participants have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a Participant's work capacity within two years with Intervention. However, Participants are not required to participate immediately at the higher work capacity. Rather, the Participant's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a Participant's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Participants with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these Participants cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider's caseload.

Participants with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with Services Australia.

### Mutual Obligation Requirements for Participants with temporary reduced work capacity

Participants may have a temporary medical condition with a temporary reduced work capacity applied by Services Australia (which is identified through an Employment Services Assessment). Participants will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

If a Provider considers that a Participant without an assessed temporary reduced work capacity is impacted by a medium or long-term medical condition, the Provider should take these personal circumstances into account when setting Mutual Obligation Requirements and record the information about the Participant's circumstances in the 'What you need to know' section of the Department's IT Systems. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Medium or long-term medical conditions are usually episodic or chronic in nature and include schizophrenia, psychosis, depression and anxiety. Where appropriate, Providers should advise Participants to contact Services Australia so that a reduction in their

Mutual Obligation Requirements through a temporary reduced work capacity status or an exemption can be considered.

Participants who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the Participant is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider's caseload.

Participants with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [Period of Service, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with Services Australia.

### Mutual Obligation Requirements for mature-age Participants

Participants 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances, as follows:

- If the Participant is 55 - 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved study, Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
- If the Participant is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.
- If the Participant is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These Participants cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Participants should remain connected with a Provider but will be Suspended on a Provider's caseload. However, Providers can continue to refer them to job opportunities. Services Australia will make an initial Appointment with the Provider for Participants 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Participants who fail to attend this

Appointment or any other scheduled Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

### Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

### Monitoring by Services Australia for Participants fully meeting their requirements

For the above cohorts of Participants, Services Australia will determine whether a Participant is fully meeting their Mutual Obligation Requirements. If Services Australia establishes that they are participating sufficiently in appropriate Activities, they will update the Participant's Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once Services Australia determines a Participant (other than a mature-age Participant) is fully meeting their Mutual Obligation Requirements, the Participant may be a Services Australia managed Participant and Exited from the Provider's caseload.

### Continuing voluntarily in Employment Services

- A Participant fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:
  - being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
  - notifying Services Australia, who will either call their Provider or book an Appointment for them
  - contacting their Provider directly to request services.
- If a Participant who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the Participant.
- If a Participant who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that Services Australia has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a Participant is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a Participant's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the Participant is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the Participant will generally be required to look for alternative work.



**Documentary evidence:** Providers must document a Participant's satisfactory participation in self-employment as per the [Documentary Evidence for AAR and other Approved Activities section](#) of this guideline.

If a Participant's commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no Job Search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 Job Searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other Participants.

### Verification of an Early School Leaver's qualifications

Only Services Australia can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. Services Australia will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution

- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary evidence:** Providers must fax an Early School Leaver's qualifications to the Services Australia Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to Services Australia if the education level is below Year 12.

If Services Australia does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by Services Australia, update the education level information in the Participant's JSCI to reflect the Early School Leaver's advised higher level of educational attainment.

(Deed References: Clause 93, 105)

## Mutual Obligation Requirements for pregnant Participants

Generally, Mutual Obligation Requirements for pregnant Participants will not change during the first two trimesters of pregnancy. However, Providers must take into account the Participant's personal circumstances when setting their Mutual Obligation Requirements. Pregnant Participants are exempt from Mutual Obligation Requirements from 6 weeks before the expected due date until six weeks following the birth of the child.

Pregnant Participants will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these Participants to accept job offers or referrals to job interviews.

## Participants exempt from Mutual Obligation Requirements

If a Participant is temporarily unable to meet their Mutual Obligation Requirements, Services Australia may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that Participants face and that can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal

- caring for children with a disability or other special family circumstances
- domestic violence
- other special family circumstances including:
  - if a Principal Carer Parent is a registered and active foster carer or providing foster care temporarily in an emergency, or on a respite, basis
  - if a parent is home schooling or facilitating distance education for one or more of the children or secondary pupil children for whom they are the principal carer or main supporter
  - if a Principal Carer Parent is caring for a family of four or more children aged 18 years or under
  - if a principal carer is a relative but not a parent of a child and the child is living with the principal carer in accordance with a family law order, or
  - if a principal carer is a relative but not a parent of a child (kin child) and the principal carer is caring for the wellbeing of that kin child in accordance with a document accepted by the state/territory that is responsible for the wellbeing of children.
- other special circumstances, including:
  - major personal disruption to the job seeker's home
  - major personal crisis (including homelessness)
  - affected by declared natural disaster, e.g. bushfire, flooding or cyclone
  - volunteering during a state or national emergency
  - temporary caring responsibilities
  - dad and partner leave
  - undertaking jury duty
  - being a newly protected witness
  - being a newly arrived refugee, or
  - undertaking Indigenous cultural business.

If a Provider believes that the Participant does not have the capacity to meet their Mutual Obligation Requirements, the Participant should be encouraged to contact Services Australia to test their eligibility for an Exemption. Participants will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the Participant will need to submit appropriate evidence, for example an approved medical certificate.

However, Services Australia should wherever possible reduce a Participant's Mutual Obligation Requirements rather than exempting them completely.

Participants granted an Exemption will be Suspended from a Provider's caseload for the period of the Exemption. Some Participants with longer-term Exemptions may be Exited from a Provider's caseload. However, Participants may voluntarily choose to continue participating with employment services.

NOTE: Some Participants considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of

Support to be eligible for Disability Support Pension. You should advise these Participants that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the [Participation in a Programme of Support for DSP Claimants Supporting Document](#).

#### Participants subject to domestic violence

If there is any suspicion of domestic violence (including family violence) then Providers must refer the Participant to a Services Australia social worker. Providers should also refer a Participant to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the Participant had a Valid Reason.

If a Participant applies to Services Australia for an Exemption because they are subject to domestic violence (including family violence), Services Australia will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the Participant is a Principal Carer Parent and subject to domestic violence, Services Australia will generally grant an Exemption.

#### Suitable Activities to meet Mutual Obligation Requirements and the AAR

Consider the Participant's Stream, Phase and individual circumstances when setting Mutual Obligation Requirements. In particular, consider whether the Participant is in the Work for the Dole Phase and has an AAR.

Include approved Activities in the Participant's Job Plan that will enable them to meet their Mutual Obligation Requirements, using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the Participant is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the Participant to meet their AAR.

Depending on a Participant's circumstances, there is a range of Activities they may undertake to meet their Mutual Obligation Requirements (some of which are described below).

#### Approved Programs of Work

Only Participants over 18 years of age can take part in an Approved Program of Work.

All Participants in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive Participants include:

- the National Work Experience Programme – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan
- Work for the Dole - Only Participants 18 years of age and older can take part in Work for the Dole

Work for the Dole cannot be included as a compulsory Activity (i.e. can only be included as voluntary) in the Job Plan if:

- the Participant is receiving less than the full rate of JobSeeker Payment, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the Participant and, if applicable, their partner)
- the Participant's Job Plan also includes the Paid Work Job Plan code EM56
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the Participant is 60 years of age and over.

In all other circumstances, except for Participants under 18 years of age, Work for the Dole can be included as a compulsory Activity in the Participant's Job Plan.

### Work for the Dole

Only Participants 18 years and older can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the Participant's Job Plan in the above circumstances. However, Participants in these circumstances can be compelled to participate in another Activity to enable them to meet their AAR

If the Participant is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their AAR. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the Participant is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a Participant's previous four fortnights' income support payment rate on the Department's IT Systems Notification screen. If a Participant returns to the full rate of income support, the Provider can update the Participant's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary evidence:** Providers may also consider requesting documentary evidence from the Participant to determine if that Participant is declaring income to Services Australia or is on a reduced rate of income support for other reasons.

If the Participant fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their AAR. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The Participant should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

### National Work Experience Programme

The National Work Experience Programme provides voluntary short-term placements for Participants 17 years of age or over, regardless of whether the Participant is receiving full or part rate of income support payment.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for Participant 15 years of age or over, regardless of whether the Participant is receiving an Income Support Payment. Participation in this Activity can contribute towards a Participant's Mutual Obligation Requirement, but is not approved for AAR purposes except for Stream C jobactive Participants.

### Youth Jobs PaTH Employability Skills Training (EST)

A Participant is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for Participants with full time Mutual Obligation Requirements and 15 hours per week over five weeks for Participants with part-time Mutual Obligation Requirements.

An EST Eligible Participant has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory Participant must be considered for both types of EST courses.

Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible Participants, including those not in any Activity.

An EST mandatory Participant retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a Participant has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the Participant will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a Participant (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the Participant:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for Participants with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the Participant to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the Participant from the count of Participants who are EST Mandatory. After eight weeks the Department's IT Systems will override and unselect the reason, making the Participant EST Mandatory again. Providers must then reassess the suitability of EST for the Participant. Provider's use of these reasons will be monitored.

Participants who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department's IT Systems when Participants been serviced in jobactive for five months. The [Activity Management Guideline](#) provides details on EST, including how to record reasons for why a Participant will not be participating in EST Courses.

Participants with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These Participants are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the Participant is unable to meet the Course hours, the Provider should consider a more suitable Activity.



**System step:** If a Participant is EST mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

### PaTH Internship Placements

Young Participants 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young Participants must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the Participant fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All Participants aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better

target their Job Search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a Participant with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the Participant's calendar as necessary to meet the Participant's needs.

CTA is an approved Activity for the purposes of meeting a Participant's AAR and will fully meet the Participant's AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a Participant's Job Plan as a voluntary Activity. CTA Providers will advise the Participant's jobactive Provider if the Participant stops attending CTA. If the Participant is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

### Launch into Work

Participation in Launch into Work program pre-employment projects should be included as a voluntary Activity in the Participant's Job Plan. Providers should record this Activity in the Job Plan using the ET64 Work Preparation activity code. Providers should include the relevant activity details, such as the Launch into Work organisation and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants' AAR for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

### Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation in a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker's Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

### Local Jobs Program – 25 Selected Employment Regions

Participation in a Local Jobs Program (LJP) Activity will meet the job seeker's AAR for the duration of their participation in the LJP Activity.

Participation in a LJP Activity is voluntary, and providers should record participation in a LJP Activity as a voluntary activity in the Participant's Job Plan.

See the [Local Jobs Program Guideline](#) for further information.

### Study and Training

As part of servicing and setting mutual obligation requirements, Providers should:

- encourage Participants to build on their existing skill sets and help them to access appropriate and targeted skills and training opportunities; and
- become familiar with, and promote, flexible study and training including courses subsidised by State and Territory governments, including and the JobTrainer Fund,
- ensure the training is appropriate for the Participant and that the courses are under 12 months duration and in areas of high skill demand (see below).

For Providers deciding to fund an education or training course, see the Using the Employment Fund General Account Guideline.

#### What is an approved course of study or training

Participants can study in a course of high skill demand where the course is no more than 12 months in duration.

Courses considered in demand include:

- subsidised courses in the Vocational Education and Training system, including additional courses made available through the JobTrainer Fund or listed on [www.myskills.gov.au](http://www.myskills.gov.au) as 'subsidies' in the relevant State or Territory.
- Higher Education short course listed on [www.courseseeker.edu.au/courses](http://www.courseseeker.edu.au/courses), and
- courses approved by Providers as outlined below.

#### Additional Provider approved in-demand courses

Providers can also approve a Participant's participation in study or training under the following provisions:

- completing the course is likely to lead to an employment outcome for the Participant, or
- there is little chance of the Participant finding employment with their existing skills, or
- the course will lead to qualifications in an area of identified skill needs.

#### Approval of study and training

Providers must approve study and courses. An approved course must be included as a compulsory Activity in the Participant's Job Plan.

If a Provider approves a course and includes it in the Participant Job Plan then the Participant must generally still attend appointments with their Provider, look for work and accept suitable work as long as it does not conflict with the scheduled time of the course. Job search requirements can be reduced to reflect the Participant's study load (see below section on Jobsearch).

Job seekers who are working part time while studying are taken to be fully meeting their requirements when their combined work and study hours reach 70 per fortnight.

A Principal Carer Parent or Participant with a Partial Capacity to Work of 15-29 hours per week undertaking an approved study or training for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by Services Australia and will be Suspended from the Provider's caseload.

**Non-approved study or training**

Participants can undertake other education or training under their own initiative at any time but, if the Activity is not approved (as outlined above) and included as a compulsory item in their Job Plan, this will not contribute towards their mutual obligation requirements.

People undertaking a full time course that is longer than 12 months in duration should generally be placed on a student allowance. Providers should refer full time students to Services Australia for an income support payment eligibility check.

Except in specific circumstances, Providers cannot approve full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Exceptions include:

- Participants in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full time study in a school institution up to Year 12. These Participants will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.
- the Participant is a single Principal Carer Parent on JobSeeker Payment, has been granted PES for an academic course or course longer than 12 months. Where an eligible course for which PES is granted is being undertaken full-time or for at least 30 hours per fortnight, this will fully meet requirements, and the single principal carer will not be required to undertake additional activities. Providers can include this as approved study in the Participant's job plan, or
- the Participant is in receipt of Parenting Payment Single (this study would usually be approved by Services Australia), or
- the Participant is a Parenting Payment recipient who transferred to JobSeeker Payment or Youth Allowance (other), or, in some limited instances where a Participant was granted the Disability Support Pension, and then transferred to JobSeeker Payment or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving the previous Income Support Payment type (this would usually be approved by Services Australia) for which they receive PES.
- Services Australia has approved participation in a full-time course for Participants prior to entering employment services if the Participant has been identified as requiring training under the Skills for Education and Employment (SEE) or Adult Migrant English Program (AMEP).
- Services Australia can also approve participation in a full-time course for any Participant prior to entering employment services or another relevant Provider's program if:
  - the Participant has an offer of employment, confirmed by a letter from the potential employer, contingent upon their completing the course
  - the course has a clear vocational application, and
  - the Participant is prepared to meet any additional expenses involved.

**Breaks in Activities**

If a Participant has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the Participant's Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a Participant's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the Participant must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

## 2. Suitable work

Participants must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

'Suitable work' includes any work that a Participant is capable of doing, not just work the Participant prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the Participant's assessed capacity. Participants are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the Participant's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other Participants)
- is considered by the Participants to be unsuitable on moral, cultural or religious grounds
- is not consistent with prevailing community standards
- is the subject of industrial dispute
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence.

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work

- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999).
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for Participants with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for Participants with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the Participants would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the Participant to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the Participant's means of transport.

## 3. Job Search Requirements are an important part of Mutual Obligation Requirements

Providers will set the number of Job Searches a Participant is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the Participant's Job Plan.

Participants with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of Participants (including Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) is:

- for Stream A and Stream B Participants – 20 Job Searches per month
- for Stream C Participants – Job Search depends on capacity
- for Participants aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Participants cannot be required to do more than 20 Job Searches per month.

When assessing the quality of the Participant's Job Search efforts, Providers should consider whether the jobs applied for were:

- at a variety of levels of seniority or remuneration that is suitable for the Participant; and

- in a variety of fields and occupations in which the Participant is suitably qualified or has experience, if that work is suitable for the Participant; unless the Participant is studying or participating in training and the Provider agrees the Participant can focus on job search relevant to their field of study if it will increase the likelihood of the Participant finding sustainable employment, and
- applied for using a variety of methods to contact potential employers.

While the above must be taken into account when assessing Job Search efforts, Providers should also consider the Job Search efforts of the Participant more holistically over time. A Participant is not required to meet each of these criteria in each separate Job Search period – therefore it is important to consider factors such as:

- labour market restrictions as the type and number of vacancies available in each Job Search period may differ; and
- the most appropriate pathway for the Participant to obtain sustainable employment. In considering this, providers could discuss and agree to a strategy for targeting Job Search efforts in advance with the Participant to increase their likelihood of securing employment.

(Deed references: Clause 113)

### Participants who do not have Job Search Requirements

The following Participants will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- Participants 55 years of age and over
- Participants undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee Participants undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- Pregnant Participants are exempt from Job Search from six weeks before their expected due date until six weeks following the birth of their child.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search requirements in their Job Plan.
- Participants participating in a total of 70 hours a fortnight of combined declared paid work (including self-employment) and approved study or training (see above).

### Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B Participants, all Job Plans should contain JS09.
- for Stream C Participants, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

### Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a Participant is required to undertake merely because the Participant is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a Participant's:

- participation in approved study or training
- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency (including Drug Court Orders)
- preventative health treatments and interventions – (for jobactive Indigenous Participants and Stream C Participants)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (Services Australia may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if Participant is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A Participant either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A Participant has a lower Job Search requirement, for example, 15 Job Searches per month.

### Job Search requirements for those in approved study and training

Participants studying an approved course or can have their studies counted towards reducing Mutual Obligation Requirements, including:

- Providers can reduce and tailor a Participant's requirements by taking into account their study/training

- Participants who are working and studying/training for at least 70 hours per fortnight will have no Job Search requirements, but will stay connected to a Provider.

Participants are still required to accept any suitable work that does not conflict with scheduled course times and Providers should consider what is an appropriate level of Job Search which will not interfere with Participants' ability to undertake their approved study/training.

Where studying an area of identified skill needs in a demand area which would be likely to improve a job seeker's employability, job seekers may initially restrict their Job Search to that skill area. For example, job seekers studying an aged care related qualification should be allowed to initially restrict their Job Search to that field. However, Providers have discretion to require job seekers to diversify their job search, particularly where previous searches in that area have been unsuccessful or there is little immediate likelihood of finding work in the area studied.

Participants who combine declared work and approved study/training for at least 70 hours per fortnight are not required to look for additional work or participate in other activities. However, they should remain connected to the Provider and may be referred to suitable work opportunities that do not conflict with their study or work.

#### Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

#### Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a Participant needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the Participant is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the Skills for Education and Employment program and the Adult Migrant English Program.

#### Job Search requirements for Stream C Participants and Participants 60 years of age and over

The number of Job Searches required by Stream C Participants and Participants 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the Participant has undertaken re-skilling or re-training

- for Stream C Participants, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C Participants, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

#### Job Search requirements for those in paid work

For Participants with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the Participant is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the Participant should have no Job Search requirement if doing at least 70 hours of combined declared paid work (including self-employment) and approved study or training per fortnight then the Participant should have no Job Search requirement.

For Participant with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the Participant should have no Job Search requirement.

(Deed references: Clause 113)

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## 4. Annual Activity Requirement (AAR)

The AAR is the set number of hours that a Participant must complete in approved Activities when in the Work for the Dole Phase.

Most Participants have an AAR when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their AAR.

Providers must ensure that Participants in the Work for the Dole Phase fulfil their AAR. Work for the Dole Phase Activity commencement and participation are performance measures in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Entering the Work for the Dole Phase

All Participants who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, Participants will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

## Determining the hours of participation to meet the AAR

The number of hours of participation in approved Activities that a Participant requires to meet their AAR depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

### Participants with no AAR:

- Participants who have reached Age Pension age.
- Participants who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- Participants 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- Participants with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- Participants with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

### Using the AAR Calculator

The AAR Calculator on the Department's IT Systems provides information on how many hours of participation Participants need to complete to meet their AAR. See the Help. For more information on how to access the AAR Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a Participant's AAR, the Department's IT Systems will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

### Participation hours for Participants with full-time Mutual Obligation Requirements

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight)

### Participation hours for Participants with part-time Mutual Obligation Requirements

- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight)
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: Nil requirements

### Participation hours for any Participation undertaking Defence Reserves

- For Participation undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

### Participation in the Launch into Work program

For Participation in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants' AAR for the project's duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR Activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

### Participation in Regional Employment Trials Activities

Participation in the Regional Employment Trials Activity will meet the job seeker's AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the [Regional Employment Trials Guideline](#) for further information.

### Participation in Local Jobs Program Activities

Participation in a LJP Activity will meet the job seeker's AAR for the duration of their participation in the LJP Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the [Local Jobs Program](#) Guideline for further information.

### Participation hours in approved study/training

#### Full-time load

If the training Provider considers the Participant has a full-time study load then the Participant will meet their fortnightly hour's requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a Participant who has an AAR of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.

#### Non-contact hours

Published non-contact study hours for Participants undertaking part-time study/training will also count towards a Participant's AAR, as long as they do not exceed the course's face-to-face hours. Where a course's non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the Participant's Calendar.

### Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a Participant's AAR. If the total part-time study hours are not sufficient to meet a Participant's AAR, other Activities will also need to be undertaken.



**System step:** For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

### Change of circumstances during the Work for the Dole Phase

If a Participant circumstances change during their Work for the Dole Phase, their AAR may also change. This may occur when a Participant becomes or ceases to be a Principal Carer Parent, where a Participant's capacity to work changes or when a Participant turns 30 years of age. In these instances, the Participant's participation must match their new requirement.

For example, if a Participant who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their AAR at this point in the Work for the Dole Phase.

### Selecting Activities for a Participant to meet their AAR

After consultation with the Participant, Providers must determine and source the Activities that the Participant must undertake to meet their AAR in accordance with the Deed, this Guideline and Social Security Law.



**System step:** The Provider must record these in the Participant's Job Plan, including the relevant hours of participation the Participant needs to undertake each fortnight.

Providers placing Participants into Activities must prioritise Participants with Mutual Obligation Requirements over other Participants.



**System step:** When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.

### Approved Activities to meet the AAR

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)

- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials activities
- Local Jobs Program activities study/training (part-time or full-time)
- Study/training must be approved by Providers (see the [Approval of Study and Training](#) section of this guideline) and must be a Certificate I course or higher (but not a Masters or Doctorate course).
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C Participants
- preventative health related Activities for jobactive Indigenous Participants and Stream C Participants
- Defence Reserves
- other government programs, including NEIS Training, state government programs and 'Exploring Being My Own Boss' Workshops
- non-government programs approved for AAR purposes (see the [Activity Management Guideline](#)).

Further information on Activities suitable to meet a Participant's AAR can be found in the [Activity Management Guideline](#), [Work for the Dole Guideline](#), and [Managing PaTH Internships Guideline](#).

(Deed references: Clauses 107, 108, 109)

#### Activities that do not count towards a Participant's AAR

There are certain Activities that will not count towards meeting a Participant's AAR. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C Participants
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their AAR.

(Deed references: Clauses 107, 108, 109)

#### Considerations when selecting Activities to meet AAR

##### Participants under 18 years of age

Participants under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Participants under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

#### Participants 15-24 years of age

Employability Skills Training (EST) is available to eligible Participants between 15 to 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young Participants between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A Participant will meet their fortnightly hour's requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the [Activity Management Guideline](#) and [Managing PaTH Internships Guideline](#).

#### Participants 18-49 years of age

For Participants 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their AAR unless they have:

- arranged to meet their AAR through another approved Activity that will start at the time they become subject to the AAR, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.

(Deed references: Clauses 107, 108, 109)

#### Participants 50-59 years of age

Participants 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Principal Carer Parents and Participants with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their AAR. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

#### Participants with Community Service Orders

Participants with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a Participant has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these Participants are in the Work for the Dole phase they will need to meet their AAR in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

**Certain Participants undertaking non-vocational Activities/interventions**

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation) will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B Participants, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their AAR i.e. the Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive participants who are Indigenous or in Stream C, participation in preventative health treatments and interventions can be counted towards their AAR.

Regardless of Stream, any Participants in residential drug or alcohol addiction rehabilitation are considered to be fully meeting their mutual obligation requirements while they are in residence.

Participants who undertake other types of drug and alcohol treatments or counselling should have these activities included in their Job Plan along with appointments, other appropriate activities and an appropriate number of Job Searches. If the Participant is unable to undertake other activities in addition to treatments or counselling, the treatments or counselling will fully meet their fortnightly AAR in the fortnights they are participating in that activity, regardless of contact hours.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the Participant, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a Participant must not be referred to reduced hours of participation for the sole purposes of meeting their AAR. The Participant's participation in these Activities must be sufficient enough to be treating their condition in order to meet the Participant's AAR.

**Placing the Participant in Activities**

Providers must commence Participants who have an AAR in an Activity immediately after entering the Work for the Dole Phase.

Participants may undertake a combination of Activities to meet an AAR where it is deemed suitable or necessary by the Provider.

The time taken to commence a Participant in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers' Star Ratings. For more information on the Star Ratings, see the [Performance Framework Guideline](#).

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the [Activity Management Guideline](#) and [the Job Plan and Scheduling Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 107, 108, 109)

### Setting the required hours in the Calendar



**System step:** For Participants undertaking Work for the Dole to meet their AAR, Providers must use the Calendar to schedule the Participant's required participation, start and finish times as notified to the Participant.



**System step:** For Participants undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the Participant resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.
- for Employment and work experience activities where the hours are irregular and are organised directly between the Participant and the employer or host.
- Where the Department's IT Systems do not support scheduling of the activity. For more information see the [Job Seeker Calendar and Annual Activity Requirement IT Supporting Document](#).



**System step:** For Participants participating in CTA, or a Regional Employment Trials activity, scheduling this activity in the Calendar is required. Any hours marked as attended will automatically accrue towards Participant's AAR. Providers should manually record additional monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR so that the Participant fully meets their AAR for the period of participation in CTA or a Regional Employment Trials activity.



**System step:** For Participants undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is encouraged. Providers should manually record monthly AAR hours for Participants who are in the Work for the Dole Phase and who have an AAR.



**System step:** Providers are encouraged to use the Calendar to ensure conflicting appointments are not scheduled, by creating a personal event for the Participant using the 'working casual / regular' event type (note: even though participation in a project is not employment this is the only available event type).

For further information regarding how to set a Participant's required hours in the Calendar, refer to the Calendar user Guide on the [Learning Centre Website](#).

(Deed reference: Clause 107)

### Recording Participant participation against the AAR



**System step:** Participants will be responsible for recording their attendance at Activities. However, for those Participants found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a Participant has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation's normal business practices. For short breaks, these may form part of the Participant's normal hours of participation, and count toward their AAR.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department's IT Systems. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Participants will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department's IT Systems will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department's [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) and the [IT System Online Help](#).

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department's IT Systems. Providers will refer and place eligible Participants from their caseload into the courses; the Activity Diary is automatically updated with the course details.



**System step:** For CTA and Regional Employment Trials activities, satisfactory participation in the activity will meet the Participant's AAR. I.e. The Participant will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA and Regional Employment Trials activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the Participant's AAR. jobactive Providers must manually record the relevant additional monthly hours as per the Participant's AAR, using the Monthly Hours section of the AAR Details screen of the Department's IT Systems so that the Participant fully meets their AAR for the period of participation in CTA or a Regional Employment Trials activity.

### Recording participation via the Supervisor App

Supervisors can use the Supervisor App to record a Participant's attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for Participant who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department's IT Systems, and Participant will be

able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the Participants arrive, and one for the afternoon when the Participants leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).



**System step:** EST Providers will continue to have access to the Supervisor App to record Participants attendance at EST courses where appropriate.



**Documentary evidence:** Where Participants have used evidence to record their attendance directly into the Department's IT Systems, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department's IT Systems, offline records are not required to be kept.

(Deed reference: Clause 107)

#### Recording of Work for the Dole participation in the Calendar



**System step:** Participants will be able to record their own attendance at Work for the Dole Activities. Where Participants are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the Participant was required to participate, as per notification issued to the Participant by the close of business each day.

(Deed reference: Clause 107)

#### Recording participation in paid work in the AAR Details screen



**System step:** For participation in paid work Activities, ESS Web will automatically place the Participant into a 'Part Time/Casual Paid Employment' Activity when the Participant declares hours of paid work to Services Australia. If the Participant is in the Work for the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to Services Australia.

Where necessary, Providers can override the hours received from Services Australia e.g. if they disagree with the Services Australia hours for a period and hold documentary evidence supporting the updated hours.

#### Recording other approved Activities either in the Activity Diary or AAR Details screen



**System step:** For all other Approved Activities, attendance results, to meet the AAR must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For Participants doing on-line courses not required to be recorded in the Participants Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a Participant is participating in an Activity that fully meets their AAR, the Calendar will only count those hours that are scheduled towards the Participant's AAR. The

remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the Participant in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a Participant exits the Work for the Dole Phase, or exits the Provider's caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the Participant's required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a Participant is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the Participant is working on that day and declares the hours worked. The Participant would be created the Activity hours and the hours declared. The Participant should have credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

## Completing the AAR

### Recording requirements



**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the Participant has met their AAR.



**System step:** Providers have up to 20 business days from when a Participant exits the Work for the Dole Phase or when they exit the Provider's caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the Participant undertook within the Phase that were not required to be entered daily in the Calendar.

The Provider is not required to take any further action if the total hours recorded is equal to or greater than the Participant's required AAR hours. In this case the AAR Details screen will display that the AAR has been met.

If the recorded hours are lower than the required AAR hours, but the Participant has nevertheless met their AAR (for example, the Participant's Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the Participant has met their AAR
- record that the AAR has been met.

If the recorded hours are lower than the Participant's required AAR hours, no reason is selected and the AAR has not been recorded as met, the Participant will not have met their AAR.

For further information regarding how to record completion of the AAR, refer to the Department's [IT System Online Help](#).

(Deed reference: Clause 107)

## Meeting the AAR early

### Within the Work for the Dole Phase

Within the Work for the Dole Phase, Participants may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a Participant's AAR and, in effect, means that some Participants will satisfy their AAR early. However:

- any hours a Participant agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- Participants must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Participants should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the Participant, where there is an identified benefit to the Participant.

If the AAR is completed early, the Provider must ensure that the Participant's Job Plan continues to contain the other requirements that would enable the Participant to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining part of the Work for the Dole Phase after the AAR for that year has already been met.

### Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream Participant after six months (but before 12 months) of jobactive services if the Provider considers the Participant is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

## AAR Record Keeping



**Documentary Evidence:** In addition to recording the relevant information in the Department's IT Systems, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)

- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)



**Documentary Evidence:** For part-time/casual work or self-employment, the hours of paid work reported by the Participant to Services Australia to stimulate the Participant income support payment is acceptable documentary evidence. This information is automatically populated into the 'Recording of Services Australia Part Time/Casual Paid Employment AAR Hours' section of the AAR Details screen and no further documentation is required if this information is accepted. See the [Job Seeker Calendar and Annual Activity Requirement Details IT Supporting Document](#) for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the Participant can also be accessed from the Case Summary Screen of the Department's IT Systems (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to Services Australia, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.

## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Participants participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses with study to fully meet their AAR in the Work for the Dole Phase.

## 6. Summary of Required Documentary Evidence

### Notification to Participants of their Mutual Obligation Requirements

- The Provider will notify Participants of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department's IT Systems, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the Participant, the Provider must record as the notification method that the appointment was booked directly with the Participant.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the Participant of their new requirements.

Note: If the Provider chooses to record the Participant's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the Participant.

(Deed reference: Clause 106)

### AAR and other Approved Activities



**Documentary Evidence:** In addition to recording the relevant information in the Department's IT Systems, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia to stimulate a Participant's income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department's IT Systems (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:

- a Profit and Loss Statement
- a signed and dated written statement from an accountant and/or registered bookkeeper
- copies of records from the Australian Taxation Office and/or a tax return statement
- a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT Systems, or the Participant has used evidenced based recording of attendance, offline records are not required to be kept.

A Participant's attendance at their internship will be recorded to ensure the hours completed by the Participant end of each month are counted against the Participant's AAR.

(Deed reference: Section B4)

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.

## 7. Attachments

### Attachment A – Mutual Obligation Requirement summary tables

#### Mutual Obligation Requirements—Participants under 30 years of age

Period of Service	Stream A & Stream B Participants		Other Stream A Participants		Other Stream B Participants	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate EST Eligible Participants must be considered for EST Courses at five months.		
6–12 months	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)		Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>

Period of Service	Stream A & Stream B Participants		Other Stream A Participants		Other Stream B Participants	Stream C
<p><b>12-18 months; 24-30 months; etc</b></p>	<p>Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort)</p>	<p>Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities</p>	<p>Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort) AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities</p>	<p>Appointments Job Search— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities, can also use non-vocational Activities</p>
<p><b>18-24 months; 30-36 months; etc</b></p>	<p><b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort).</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Work for the Dole Phase</b> Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Case Management</b> Appointments Job Search— up to 20 per month Other suitable Activities as appropriate</p>	<p><b>Case Management</b> Appointments Job Search—depends on capacity Other suitable Activities as appropriate</p>

## Mutual Obligation Requirements—Participants 30 years of age up to 49 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>	Other suitable Activities as appropriate	Other suitable Activities as appropriate
	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort) AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities.
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements — Participants 50 years of age up to 59 years of age

Period of Service	Stream A		Stream B	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 20 per month Other suitable Activities as appropriate	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search— up to 20 per month AAR—390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities	Appointments Job Search—depends on capacity AAR—390 hours over 26 weeks (30 hours per fortnight), choice of Activities, can also use non-vocational Activities AAR for PCP/PCW—200 hours over 26 weeks (15–16 hours per fortnight), choice of Activities, can also use non-vocational Activities
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Mutual Obligation Requirements—Participants 60 years of age and over

Period of Service	Stream A		Stream B	Stream C
	<u>Started in the Work for the Dole Phase for the first time before 1 October 2016</u>	<u>Did not start in the Work for the Dole Phase for the first time before 1 October 2016</u>		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR once the Aged Pension age is reached. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate		
12–18 months; 24–30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search— up to 10 per month Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR for PCW/PCP or for Age Pension age. Other suitable Activities as appropriate	Appointments Job Search— up to 10 per month AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR for PCW/PCP or for Age Pension age. Other suitable Activities as appropriate	Appointments Job Search—depends on capacity AAR—130 hours over 26 weeks (10 hours per fortnight), choice of activities. No AAR for PCW/PCP or for Age Pension age. Other suitable Activities as appropriate
18–24 months; 30–36 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for Case Management for six months	As above for Case Management for six months	As above for Case Management for six months

## Notes:

- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their AAR for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer Participants do not have a mandatory number of Job Searches.
- Outside the AAR, Providers can require Participants to participate in other Activities (in addition to Job Search and Provider Appointments).
- Participants can meet their AAR through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).

## Attachment B – Early School Leaver Facsimile Cover Sheet

Fax to: Services Australia Business Hotline

1300 786 102



Australian Government



jobactive

## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Participant's name \_\_\_\_\_

CRN \_\_\_\_\_

#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

- the original qualification
- a certified true copy of the qualification
- a letter from the relevant school or educational institution formally verifying attainment of the qualification
- a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

\_\_\_\_\_  
Name (Please print):

\_\_\_\_\_  
Organisation:

\_\_\_\_\_  
Office telephone & fax numbers:

\_\_\_\_\_  
Number of pages (including cover sheet):



Australian Government



jobactive

Guideline:

# Job Plan and Setting Mutual Obligation Requirements

In the 2017–18 Budget the Australian Government announced the introduction of the Targeted Compliance Framework (TCF), to commence from 1 July 2018. Most job seekers in receipt of an activity-tested income support payment will have Mutual Obligation Requirements: there are things they must do – like actively looking for work and participating in activities that will help them into employment – in return for Income Support Payments.

A job seeker's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. Providers must ensure that each job seeker, including job seekers without compulsory Mutual Obligation Requirements, has a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the job seeker's individual circumstances and are appropriate to the level of their capability.

Providers must ensure that job seekers have all the information they need to understand the importance of meeting their Mutual Obligation Requirements, and how they can do this. Providers must ensure that job seekers are aware of what could happen to their Income Support Payments if they do not meet the requirements set for them in their Job Plan.

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A full document history is available at [www.jobs.gov.au](http://www.jobs.gov.au).

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Related documents and references

[Activity Management Guideline](#)[Capability Interview Guideline](#)[Capability Assessment Guideline](#)[Mutual Obligation Requirements Guideline](#)[Privacy Guideline](#)[Targeted Compliance Framework Guideline](#)[Work Refusal and Unemployment Failures Guideline](#)

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' or a 'Participation Plan' is an 'Employment Pathway Plan'. The Job Plan underpins the provisions of services the Provider must deliver to a job seeker. Providers must ensure that at all times each job seeker has a current Job Plan.

For job seekers with Mutual Obligation Requirements, the Job Plan details all the requirements the job seeker must undertake under Social Security Law. Providers must ensure that a relevant delegate within their organisation complies with the Social Security Law when entering into a Job Plan. The Provider must ensure that each Job Plan takes into account the job seeker's individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs.

Providers must ensure that all job seekers have a Job Plan in place at all times, except for those job seekers who are exempt from their Mutual Obligation Requirements.

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Job Seeker's Job Plan

Providers and the Department of Human Services (DHS) have been delegated certain powers under Social Security Law including the power to require a job seeker to enter into a Job Plan and to approve or update a job seeker's Job Plan. Providers must ensure each Job Plan is in the form approved by the Secretary of the Department of Jobs and Small Business.

Providers must ensure that their Personnel and Subcontractors are aware of, and fully understand, the powers and functions that may be delegated to them to perform under Social Security Law. This includes:

- preparing, approving, reviewing and varying a job seeker's Job Plan including specifying Mutual Obligation Requirements in Job Plans,
- setting the date, time and manner of participation including recording details in the job seeker's Calendar for all the compulsory requirements specified in the Job Plan
- identifying Mutual Obligation Failures, Work Refusal Failures and Unemployment Failures
- determining suspension of a job seeker's income support payments following a Mutual Obligation Failure or Work Refusal Failure,
- imposing a reconnection requirement and giving appropriate notice of those requirements and the effect of not complying with them.

Providers must conduct an Initial Interview with each job seeker and ensure that at all times each job seeker has a current Job Plan. During the Initial Interview, if a job seeker does not have a Job Plan or has transferred from another Provider, the Provider must create enter into and approve a new Job Plan with the job seeker. Providers must ensure, that each contact is appropriately tailored to meet the circumstances of the job seeker. Providers must, at each contact Appointment, review, and if appropriate, update the terms of each job seeker's Job Plan as events occur which result in the need to change Mutual Obligation Requirements. This is to ensure the job seeker is capable of meeting the compulsory requirements set out in the Job Plan.

Providers must ensure each Job Plan contains all of the compulsory requirements, including any Activities the job seeker must undertake in order to meet their Mutual Obligation Requirements. Providers must enter the details of any specified vocational and non-vocational Activities tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and any vocational and non-vocational issues into the Job Plan. The Provider must ensure the Job Plan contains the details of any vocational or non-vocational activities designed to assist the job seeker to overcome any barriers with regard to the Stream of services the job seeker is receiving.

Where a job seeker has participated in the Time to Work Employment Service the Provider must take into account any current Transition Plan identified in the Department's IT system.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements and include these in the job seeker's Job Plan. The Provider must arrange and monitor the Activities specified in the Job Plan including Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Mutual Obligation Requirements Guideline](#) to determine what to include in a Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed requirements a job seeker must meet in order to satisfy their Mutual Obligation Requirements. The Job Plan can also outline what a job seeker is doing voluntarily to help them find paid work. Providers must ensure that each job seeker fully understands their Mutual Obligation Requirements in relation to attending Appointments, fulfilling their Annual Activity Requirement and undertaking and completing Job Searches. Providers must ensure that job seekers understand the circumstances in which a Mutual Obligation Failure, Work Refusal Failure, Unemployment Failure or failure to meet a Reconnection Requirement can occur. This includes the requirement to give prior notice of an Acceptable Reason prior to failing to meet a compulsory requirement set out in the Job Plan.

At the job seeker's Appointment Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support payments
- the job seeker's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the job seeker is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact on the job seeker's Income Support Payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance
- how the Provider intends to support the job seeker

- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law
- confirm, at least once every six months, that all relevant contact details are accurately recorded in the Department's IT system including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters and Support Persons

When a job seeker requests, or where the Provider considers it appropriate, the job seeker can bring a support person with them to their Job Plan Appointment. Similarly, when a job seeker requests or where the Provider considers it appropriate, Providers must use an interpreter to ensure the job seeker understands their requirements before the job seeker agrees to the Job Plan.

Job Seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (Nominated Visa Holders only) have compulsory requirements and may be referred to a Provider. Providers will be able to view this in the Department's IT System.

For job seekers with Mutual Obligation Requirements Providers must include at least one compulsory requirement in the Job Plan and record the details of the requirement in the job seeker's Calendar. No action can be taken under the Targeted Compliance Framework (TCF) if the requirement is not entered as compulsory. Similarly, voluntary items are not subject to the TCF.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activities they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Voluntary Job Plan

Job seekers who are participating in jobactive without Mutual Obligation Requirements must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption from their Mutual Obligation Requirements
- job seekers with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)

- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these job seekers do not have compulsory requirements and are not subject to the TCF if they do not participate in these activities. Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers with Mutual Obligation Requirements who are suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree on the voluntary Activities the job seeker will participate in and update the job seekers' Job Plan to include the voluntary Activities. If the Provider becomes aware that a job seeker is no longer suspended or not participating in voluntary items listed in the Job Plan, the Provider must update the Job Plan as appropriate.

Note: Job Plan contents are discussed and agreed on - based on each job seeker's individual circumstances and reasons for registering for jobactive. Usually this includes Provider Appointments, Job Search, education and skills development or other Activities to improve the job seeker's employability.

(Deed references: Clause 93.3, 93.4, 93.5, 106.1, Annexure A1)

#### *Job seekers participating in ParentsNext*

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. Where a Job Plan for a ParentsNext Volunteer does not meet requirements, Providers must ensure the Job Plan is updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

#### *Job seekers participating in the Career Transition Assistance Trial*

Eligible job seekers can volunteer to participate in the Career Transition Assistance (CTA) Trial. Participation in CTA can only be included as a voluntary Activity in a job seeker's Job Plan.

For job seekers with Mutual Obligation Requirements, attendance at the Initial Meeting with a CTA Provider is compulsory. Upon referral to CTA, the CTA Provider will confirm the details of the job seeker's Initial Meeting to commence into CTA. Providers should use these details to book a Third Party appointment for the job seeker and issue formal notification of the requirement to attend the appointment with the CTA Provider. For job seekers in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the job seeker's Provider. At this meeting, job seekers will be offered two ongoing contacts with the CTA Provider, and the CTA Provider will be required to specify the details of these contacts. Providers should again use these details to book Third Party appointments for the job seeker and issue formal notification of the appointment/s.

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms in a Job Plan, all job seekers can have up to two Business Days 'think time' to consider the requirements set in the Job Plan. The job seeker can use this time to discuss the terms of the Job Plan with a third party if they wish. The 'think time' is available to a job seeker each time a Job Plan is created or the terms in the Job Plan are updated.

If a job seeker accepts 'think time', Providers are encouraged to arrange and book a Provider Appointment for the job seeker to occur in two Business Days for the purpose of agreeing and signing the Job Plan.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

### Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan. The verbal formal Notification script is available on the Department's IT System for the Provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers (with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically be set to 'approved' in the Department's IT System.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the Provider may sign a hard copy of the Job Plan. The Provider must provide the job seeker with a signed copy and approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job seeker not agreeing to the Job Plan

Job seekers who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the job seeker.

If the job seeker refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') the Provider must contact the job seeker and discuss the reasons to assess if the job seeker has a Valid Reason.

If contact is successful on the same day, the Provider must discuss the circumstances and why the job seeker is not agreeing to the Job Plan. If the job seeker does not have a Valid Reason for not agreeing to the Job Plan the Provider must submit a Mutual Obligation Failure, impose a re-engagement requirement, schedule the date and time for the re-engagement requirement to occur within two business days, advise the job seeker of what they must do to satisfy the re-engagement requirement and that the job seeker's income support payment will remain suspended until the re-engagement requirement is met including the consequences of not meeting the re-engagement requirement. The Provider must record the details and outcomes of the re-engagement requirement in the Department's IT system inform the job seeker if the failure to enter to a Job Plan without a Reasonable Excuse has resulted in a confirmed Demerit on the job seeker's record.

If contact on the same day is not successful and the job seeker contacts at a later time the Provider must discuss the circumstances of the Mutual Obligation Failure with the job seeker to assess if the job seeker had a Valid Reason, schedule the date and time for the re-engagement requirement to occur within two business days, record all details in the Department's IT system and inform the job seeker they have a confirmed Demerit on their record.

For further information, see the [Targeted Compliance Framework Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers must use the comprehensive list of Job Plan codes at [Attachment A](#). These codes have been developed to be consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the DHS IT system.

From 1 July 2018 all Job Plans will automatically by default have the Personal Responsibility Code (PA03) added in the first instance. When entering into a Job Plan Providers must assess the job seeker's capability to report or record their own attendance against Mutual Obligation Requirements in their Job Plan. The Personal Responsibility code requires job seekers to take responsibility for reporting and/or

recording their attendance at compulsory requirements or Activities set out in the Job Plan. Entering attendance results is generally required by close of business on the day of the requirement. Where attendance is not recorded by close of business on the day of the requirement, either by the Provider or the job seeker, the job seeker's Income Support Payment will be suspended.

Where a Provider determines that a job seeker is not capable of reporting or recording their own attendance, the Provider must remove the PA03 code from the Job Plan in the Department's IT System before the Job Plan is finalised. Providers are encouraged to continue to work with job seekers to build capacity to take personal responsibility for reporting their own attendance at requirements.

When setting compulsory Job Search Requirements, Providers must use the Job Search Requirements (JS09) code. Job seekers can report their Job Search efforts on the Job Seeker App or jobactive website. Providers can view and monitor how Job Search Requirements are set across their caseload. The Department also actively monitors how Job Search Requirements are set.

If applicable, Providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance (where eligible).

**Note:** The Job Plan can be used as formal Notification if it specifies the details of the requirement, with information, including the time, date and location that the requirement is to be undertaken in the Calendar. For Fully Eligible Participants, the Job Search Requirement in the Job Plan is considered to be sufficient notice of their Job Search Requirement. If the Provider is unable to include full details of the requirement at the time the Job Plan is created, the Provider must issue the job seeker with a separate formal Notification to support the requirements in the Job Plan.

See the [Targeted Compliance Framework Guideline](#) and [Managing and Monitoring Mutual Obligations Guideline](#) for further information on how to issue formal Notification.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes must be linked to daily requirements set in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance

Where a Provider determines that a job seeker is capable of taking personal responsibility for recording their own attendance at Activities, the job seeker will be required to record their attendance at:

- Activities
- Third Party Appointments
- Job Interviews.

The Personal Responsibility Code PA03 will be included in every job seeker's Job Plan by default. Providers must inform job seekers that they have assessed as being capable and that they are required to record their own attendance at Mutual Obligation Requirements. If the Provider assesses the job seeker as not capable of recording their own attendance, the Provider must remove the PA03 code from the job seeker's Job Plan. Providers must ensure that capable job seekers understand the requirement to record their own attendance at requirements by close of business on the day of the requirement and that their payment will be suspended if they do not do so.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

### Assessing a job seeker's capability to record attendance

To assess the job seeker's capability to record their own attendance, Providers must consider if the job seeker has:

- the means to record their own attendance;  
that is, the job seeker has daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability to record or report their own attendance—that is, the job seeker understands:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day
  - the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is capable of recording their own attendance

If the Provider assesses that a job seeker has both the means and the ability to record and report their own attendance this must be reflected in the job seekers Job Plan, including the Job Plan activity code for personal responsibility (PA03).

The Provider must continually monitor the job seeker's capability to record their own attendance to ensure the job seeker is reporting their attendance accurately, honestly and appropriately. Where a Provider deems that a job seeker has not accurately recorded their attendance, Providers can override the result entered by the job seeker.

If the job seeker contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the job seeker did attend and, if so, record the job seeker's attendance.

See '[Updating the Job Plan](#)' in this document for information on updating a Job Plan.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is not capable of recording their attendance

If the Provider decides that a job seeker is not capable of recording their own attendance, the Provider will remove the Personal Responsibility Job Plan code when finalising the Job Plan.

If a job seeker is not capable of physically recording their own attendance (e.g. they live in an area with unreliable connectivity) but is still capable of otherwise recording their own attendance, the Personal Responsibility Job Plan code still requires them to report their attendance by contacting their Provider on the day of the requirement. Provider staff will need to confirm that they will be responsible for recording attendance on the job seeker's behalf when the job seeker reports their attendance.

(Deed references: Clause 106A.1, 106A.2)

### Including sufficient fortnightly hours in the Job Plan

The Provider must ensure that each Job Plan contains sufficient hours of Activities per fortnight for the job seeker to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code included in the Job Plan. Depending on the hours to be set for the job seeker to meet their Mutual Obligation Requirements, the system will display messages to guide Providers when setting fortnightly hours to ensure they are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.

See the '[Setting Daily Requirements](#)' in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

(Deed references: Clause 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers must regularly review the Job Plan and update it when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan
- has a Capability Interview or Capability Assessment

Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each Activity. Where drug or alcohol dependency impacts on the job seeker's participation, providers must record

refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a job seeker's period of servicing the number of Job Searches a job seeker is required to undertake each month must be specified in the job seeker's Job Plan.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search Requirements included in their Job Plan.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP). Providers must ensure that the job seeker has some Job Search Requirement recorded in their Job Plan while participating in these programs.

For DHS managed job seekers, DHS will update the Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider before updating the Job Plan or may request that the Provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

## Updating the Job Plan

It is best practice to review the terms of the Job Plan at each Provider Appointment to ensure the job seeker is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers must review and update the contents of the Job Plan within 10 business days. Providers must ensure the contents of each Job Plan is updated to include details of any additional voluntary activities or when the job seeker is subject to an Exemption.

In consultation with the job seeker, the Job Plan can be updated and tailored to individual needs at any time—unless there is action outstanding under the TCF. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

## Updating Job Plan to include Voluntary activities

If a job seeker is Exempt from or is fully meeting their Mutual Obligation Requirements (where relevant), they may wish to voluntarily participate in additional activities, and they can discuss this with the Provider. Voluntary activities

should be included in the Job Plan and scheduled in the Calendar, and the job seeker should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

#### Updating Job Plan following job seeker advising change in circumstances

The Job Plan must be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the job seeker's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure the Job Plan requirements are appropriate for the job seeker's capability, and that the job seeker will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) and [Capability Assessment Guideline](#) for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

#### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the job seeker is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider must re-enter PA03 Job Plan code into the job seeker's Job Plan. The Provider must ensure the job seeker understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

#### Updating the Job Plan following a Capability Interview or Capability Assessment

See the [Capability Interview Guideline](#) for information on updating the Job Plan following a Capability Interview.

See the [Capability Assessment Guideline](#) for processes on updating the Job Plan following a Capability Assessment.

## 4. Setting Mutual Obligation Requirements

**Note:** This guideline does not include information on using the Targeted Compliance Framework or information on setting Re-engagement Requirements. See the [Targeted Compliance Framework Guideline](#) and [Work Refusal and Unemployment Failures Guideline](#) for information on using the Targeted Compliance Framework and how to set Re-engagement Requirements.

The Provider must record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews

- Education and Training
- Drug and/or alcohol treatment, where relevant
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or job seeker.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the job seeker's current, signed Job Plan.

*For example:* if the job seeker's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole for that job seeker in the Calendar.

(Deed references: Clauses 83A.1, 83A.2)

### Setting Daily Requirements

The Provider must ensure that each day of each job seeker requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block)

When the Provider schedules the requirement in the Calendar and formally notifies the job seeker, the requirement will then appear in the job seeker's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

### Issuing Formal Notification to the job seeker

Except for any paid work the job seeker is undertaking, the Provider must formally notify the job seeker of every compulsory requirement they must undertake, or complete, in return for their income support payment. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type issued. If a job seeker's requirements are re-scheduled Providers must formally notify the job seeker of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement

- if the job seeker is required to record their own attendance, and if so, the consequences of not doing so
- whether the job seeker will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the job seeker must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the job seeker if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the job seeker must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

### Legal authority to formally notify a job seeker of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Jobs and Small Business under Social Security Law to notify job seekers of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a job seeker receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

### Notifying job seekers within the appropriate timeframe

Providers must issue job seekers Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the job seeker and they have agreed to attend this requirement and the Provider records this.

Refer to the [Targeted Compliance Framework Reference Guide](#) and the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods.

(Deed references: Clauses 83A.3)

### Scheduling a Provider Appointment

Providers must ensure that the Provider's Electronic Calendar has at all times the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a job seeker, Providers must select the correct appointment type, schedule the appointment in the Calendar and formally notify the job seeker. Where a job seeker has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the job seeker's Calendar.

See [Attachment C](#) for a list of appointment types.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

### Scheduling an Activity requirement

Providers source and select Activities appropriate to the job seeker's individual circumstances, with a focus on Activities that will assist the job seeker to build skills, improve their employability and give back to the community and that are sufficient to meet the job seeker's AAR. Providers should ensure that job seekers are placed in meaningful Activities, particularly those that will help them to overcome any Vocational or Non-vocational Barriers to finding and keeping work. Activities may or may not count toward a job seeker's AAR.

See [Activity Management Guideline](#) for information on the AAR.

All Activities must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. See below for the types of Activities a Provider may schedule for a job seeker.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Activities.

(Deed references: Clauses 83A.2)

### Formal Activities

A formal activity is an activity that a Provider must use the Activity Management area of ESS Web to create and place the job seeker into the activity. Providers must ensure that attendance requirements at formal activities is scheduled in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### Informal Activities

An informal activity may include things like non-accredited training, Job Search clubs or employer supported sessions run internally by the Provider. Providers are not required to create an informal Activity in the Activity Management area of ESSWeb. Providers must ensure that attendance requirements at informal activities is scheduled in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### One-off Activities

Job seekers may have a requirement to attend a one-off Activity, such as a day-long workshop or seminar, to gain skills or knowledge to help the job seeker find work or overcome barriers. Alternatively, if only one job seeker is participating in a specific activity, a One-Off Activity may be the most appropriate way for Providers to record their daily requirements in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### Providing evidence of attendance for an Activity

For some Activities, the job seeker will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The job seeker will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more—such as where a full day of Activity is scheduled—two codes will be generated: one for the job seeker's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the job seeker until the close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure they record the contact details of the relevant person/s who will physically provide the code to job seekers, such as an Activity Supervisor. The person providing the code to job seekers must be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the job seeker until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, job seekers will record attendance directly on the day. By recording their own attendance, job seekers will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that job seekers have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Scheduling Third Party Appointments

Third Party Appointments are any appointments the job seeker must attend that are not appointments with their Provider or DHS. Before scheduling a Third Party Appointment, the Provider must ensure that the requirement is not:

- a Provider Appointment
- an appointment with DHS Services
- a Job Interview
- an Activity of any kind
- study or training of any kind.

All Third Party Appointments must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Third Party Appointments.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Third Party Appointments.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling Job Interviews

All Job Interviews must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol treatment

If the Provider identifies or becomes aware that the job seeker's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider must discuss this with the job seeker to identify treatment options that would assist the job seeker to overcome their dependence.

If the job seeker chooses to undertake drug and/or alcohol treatment—or is already undertaking drug and/or alcohol treatment when they enter employment services or transfer Providers—the Provider must schedule it in the Calendar and formally notify the job seeker. Undertaking drug and/or alcohol treatment counts towards the job seeker's AAR.

(Deed references: Clauses 83A.2, 83A.3)

## Setting a Job Search Requirement

Providers must ensure that a delegate specifies the Job Search Requirement for each job seeker in their Job Plan. Providers must ensure that the Job Search Requirement is appropriately recorded in the job seeker's Job Plan at all times during the job seeker's period of service. The majority of job seekers will usually be required to undertake 20 Job Searches per month. Job seekers are responsible for reporting their Job Search efforts before the end of their Job Search Period (JSP). Providers must, by no later than close of business on the final day of each Job Search Period or the same day the job seeker reports their Job Search efforts to their Provider, review and confirm the quality and adequacy of the Job Search efforts and recording the result in the Department's IT system.

See the [Managing and Monitoring Mutual Obligations Guideline](#) for information to assist in deciding the number of Job Searches to be included in a Job Plan.

Providers should use Job Plan code JS09 to include and record a Job Search Requirement in the Job Plan.

Providers must ensure that the job seeker is aware at all times of:

- their current Job Search Requirement
- when their Job Searches must be reported by
- how to report their Job Search efforts using the jobactive website, or directly to the Provider.

All job seekers can report their Job Search efforts through the Job Seeker App or jobactive website. Job seekers should be given instructions on how to upload/record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider. To further support personal responsibility, the number of Job Search efforts undertaken, and the number yet to be undertaken by the job seeker in each JSP, are visible on the Job Seeker App or jobactive website.

Job seekers may also report their Job Searches directly to their Provider by:

- email, if both the job seeker and Provider agree to this method, or
- filling out a Job Search record and giving it directly to the Provider.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

### Setting a Job Referral requirement

Providers can compel job seekers to follow-up on a referral to a job. The requirement to follow up on a Job Referral may include a single task or a combination of tasks e.g. the job seeker may be required to update their résumé AND apply for a specific job, and this would constitute a single Job Referral. The Provider must explain to the job seeker exactly what they have to do to meet the requirement and the timeframes for doing so. For a list of single and combination job referral types refer to [Attachment B](#).

For further information on types of Job Referral combinations that Providers may refer their job seekers to refer to the [Targeted Compliance Framework Reference Guide](#).

(Deed references: Clauses 83A.2, 83A.3)

### Applying for a specific job

A Provider may identify a specific job for a job seeker that matches the job seeker's skills and capability and refer the job seeker to apply for it. The Provider must advise the job seeker of the timeframe in which they must apply for the specific job.

(Deed references: Clauses 87.5)

### Contacting an employer regarding a job

A Provider may identify a job that could be suitable for a job seeker and may refer them to the prospective employer to discuss the job. The Provider should give the job seeker clear instruction on what is to be discussed with the prospective employer and the timeframe for doing so. Contact with the prospective employer may include (but is not limited to) discussion on:

- the likelihood of work becoming available with the employer
- the job seekers' skills and/or qualifications
- whether the job seeker could readily obtain the skills or qualifications necessary for the employer's business
- whether the job seeker has experience in a particular field of work or transferable skills
- the offer of a work trial or Job Interview based on the outcome of the contact.

(Deed references: Clauses 87.5)

### Accepting a Job Interview

If a Provider refers a job seeker to accept a Job Interview for suitable employment, the job seeker must accept the Job Interview. When scheduling the Job Interview the Provider must record the details of the Job Interview and notify the job seeker of the date and time of the interview, and that the job seeker has accepted the interview.

Please refer to [Targeted Compliance Framework Guideline](#) for further information on what to do if a job seeker fails to follow up on a Job Referral.

(Deed references: Clauses 83A.2, 83A.3)

### Appropriately updating a résumé

The Provider can require a job seeker to update their résumé to better reflect their current skills, qualifications and experience to assist them in finding work. The Provider must outline exactly what elements in the job seeker's résumé must be updated and the timeframe in which to do so. The Provider should provide reasonable assistance to the job seeker, in line with their Service Guarantee or other contractual documents, to appropriately update their résumé.

Please refer to [Targeted Compliance Framework Guideline](#) for further information on what to do if a job seeker fails to follow up on a Job Referral.

(Deed references: Clauses 83A.2, 83A.3)

### Providing or making details available to support an application or offer of work

The Provider can require a job seeker to make their details available to support an offer of work. This may include things like the job seeker's contact details, or advising of their availability to attend interviews, work trials, shift work, etc. The Provider must advise the job seeker exactly what they need to do and the timeframe in which they need to do it.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results of Job Referrals.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and/or training opportunities that will assist the job seeker to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the job seeker is employed for regular hours, the Provider must ensure they schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the job seeker to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the job seeker to do so or tell them where they can find assistance to help them with this. If the job seeker does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the job seeker's Calendar for each day of employment the job seeker is undertaking. The job seeker does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Job seeker may create Personal Events

Job seekers may create their own Personal Events in their Calendar to occur between 6am and 9pm. Job seekers may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the job seeker to assist the job seeker in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the job seeker to schedule regular hours of paid work if the job seeker does not do so. Providers must advise the job seeker that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

#### Confirmed job seeker Personal Events

Providers are responsible for confirming job seeker Personal Events and are encouraged to review and consider Personal Events created by the job seeker. Providers should use their judgement and knowledge of the individual job seeker to decide whether the job seeker's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the job seeker's personal situation. A Personal Event is considered to be Prior Notice of a job seeker being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar which will notify the job seeker via an inbox message.

#### Unconfirmed job seeker Personal Events

If a Provider considers that a Personal Event entered by a job seeker is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the job seeker of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

#### Scheduling a requirement over a confirmed job seeker Personal Event

If the Provider needs to schedule a requirement for the same time as a job seeker's confirmed Personal Event, the Provider will need to discuss this with the job seeker. After confirming with the job seeker that they are available to attend the requirement at the scheduled time, the Provider must record the reason in the Department's IT System and formally notify the job seeker of their requirement. Providers must manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements.

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## 6. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online.
- Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

## 7. Attachments

### Attachment A – List of Job Plan codes

Refer to [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI01—Attend Appointment	C,V
AI12—Provider Contact Appointment	C,V
AI15 – Third Party Appointment	C, V
<b>DHS Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Report and record attendance at requirements	C
PA04 – Act or follow up on Job Referral	C, V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Vocational Codes</b>	
JS02—Job Search Skills Advice	C,V
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Search referrals	C,V
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
ET52—Adult Migrant English	C,V

Job Plan Codes	
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE12—Work for the Dole	C,V
WE18—National Work Experience Programme	V
WE10 – Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE09—Temporary Relocation to Undertake an Activity	V
WE08—Relocation to an Area of Higher labour Demand	V
WE15—Defence Force Reserves	C,V
WE17—Green Army	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

Attachment B – Job Referral types

The table below list single and combination Job Referral types that Providers may refer their job seekers to:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

## Attachment C – List of Appointment Types

Initial Appointment
Contact Appointment
Re-engagement Appointment

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Job Plan and Setting Mutual Obligation Requirements

In the 2017–18 Budget the Australian Government announced the introduction of the Targeted Compliance Framework (TCF), commencing from 1 July 2018. Most job seekers in receipt of an activity-tested income support payment will have Mutual Obligation Requirements: there are things they must do – like actively looking for work and participating in activities that will help them into employment – in return for Income Support Payments.

A job seeker's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. Providers must ensure that each job seeker, including job seekers without compulsory Mutual Obligation Requirements, has a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the job seeker's individual circumstances and are appropriate to the level of their capability.

Providers must ensure that job seekers have all the information they need to understand the importance of meeting their Mutual Obligation Requirements, and how they can do this. Providers must ensure that job seekers are aware of what could happen to their Income Support Payments if they do not meet the requirements set for them in their Job Plan.

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## Changes from the previous version (Version 1.0)

**Policy changes:**

Nil

**Wording changes:**

Pg 1 - Updates to introduction.

Pg 6, 14 – Minor wording updates.

Pg 1, 11, 16, 23- Update to TCF Guideline name.

Pg 12, 31 - Minor wording updates and additions. Update to TCF Guideline name.

Pg 13 - Additional text to explain what must happen if a self-reporting job seeker does not enter their result by COB of the day of the requirement.

Pg 21 - Updates to setting Job Search Requirement to indicate that providers have five business days to review and confirm the quality of job search efforts at the end of each Job Search Period.

Pg 27 - Updated the Job Plan code list and removed redundant codes and added CTA. Changed the grouping of the codes.

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A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)

[Capability Interview Guideline](#)

[Capability Assessment Guideline](#)  
[Managing and Monitoring Mutual Obligation Requirements Guideline](#)  
[Privacy Guideline](#)

[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)  
[Work Refusal and Unemployment Failures Guideline](#)

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' or a 'Participation Plan' is an 'Employment Pathway Plan'. The Job Plan underpins the provisions of services the Provider must deliver to a job seeker. Providers must ensure that at all times each job seeker has a current Job Plan.

For job seekers with Mutual Obligation Requirements, the Job Plan details all the requirements the job seeker must undertake under Social Security Law. Providers must ensure that a relevant delegate within their organisation complies with the Social Security Law when entering into a Job Plan. The Provider must ensure that each Job Plan takes into account the job seeker's individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs.

Providers must ensure that all job seekers have a Job Plan in place at all times, except for those job seekers who are exempt from their Mutual Obligation Requirements.

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Job Seeker's Job Plan

Providers and the Department of Human Services (DHS) have been delegated certain powers under Social Security Law including the power to require a job seeker to enter into a Job Plan and to approve or update a job seeker's Job Plan. Providers must ensure each Job Plan is in the form approved by the Secretary of the Department of Jobs and Small Business.

Providers must ensure that their Personnel and Subcontractors are aware of, and fully understand, the powers and functions that may be delegated to them to perform under Social Security Law. This includes:

- preparing, approving, reviewing and varying a job seeker's Job Plan including specifying Mutual Obligation Requirements in Job Plans,
- setting the date, time and manner of participation including recording details in the job seeker's Calendar for all the compulsory requirements specified in the Job Plan
- identifying Mutual Obligation Failures, Work Refusal Failures and Unemployment Failures
- determining suspension of a job seeker's income support payments following a Mutual Obligation Failure or Work Refusal Failure,
- imposing a reconnection requirement and giving appropriate notice of those requirements and the effect of not complying with them.

Providers must conduct an Initial Interview with each job seeker and ensure that at all times each job seeker has a current Job Plan. During the Initial Interview, if a job seeker does not have a Job Plan or has transferred from another Provider, the Provider must create, enter into and approve a new Job Plan with the job seeker. Providers must ensure that each contact is tailored to meet the circumstances of the job seeker. Providers must, at each contact Appointment, review, and if appropriate, update the terms of each job seeker's Job Plan as events occur which result in the need to change Mutual Obligation Requirements. This is to ensure the job seeker is capable of meeting the compulsory requirements set out in the Job Plan.

Providers must ensure each Job Plan contains all of the compulsory requirements, including any Activities the job seeker must undertake in order to meet their Mutual Obligation Requirements. Providers must enter the details of any specified vocational and non-vocational Activities tailored to address the job seeker's individual needs or reduced work capacity (if relevant), and any vocational and non-vocational issues into the Job Plan. The Provider must ensure the Job Plan contains the details of any vocational or non-vocational activities designed to assist the job seeker to overcome any barriers with regard to the Stream of services the job seeker is receiving.

Where a job seeker has participated in the Time to Work Employment Service the Provider must take into account any current Transition Plan identified in the Department's IT system.

Providers must set suitable Activities for job seekers according to their Mutual Obligation Requirements and include these in the job seeker's Job Plan. The Provider must arrange and monitor the Activities specified in the Job Plan including Activities to meet the Annual Activity Requirement, if relevant.

Refer to the [Guide to Social Security 3.2.8.50](#) or the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) to determine what to include in a Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

### Explaining a Job Plan to the job seeker

The Job Plan outlines all the agreed requirements a job seeker must meet in order to satisfy their Mutual Obligation Requirements. The Job Plan can also outline what a job seeker is doing voluntarily to help them find paid work. Providers must ensure that each job seeker fully understands their Mutual Obligation Requirements in relation to attending Appointments, fulfilling their Annual Activity Requirement and undertaking and completing Job Searches. Providers must ensure that job seekers understand the circumstances in which a Mutual Obligation Failure, Work Refusal Failure, Unemployment Failure or failure to meet a Reconnection Requirement can occur. This includes the requirement to give prior notice of an Acceptable Reason prior to failing to meet a compulsory requirement set out in the Job Plan.

At the job seeker's Appointment Providers must explain to the job seeker:

- the purpose of the Job Plan
- if applicable, the Mutual Obligation Requirements the job seeker needs to undertake in return for income support payments
- the job seeker's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the job seeker is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact on the job seeker's Income Support Payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance

- how the Provider intends to support the job seeker
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan, and
- how information is protected under privacy legislation and Social Security Law
- confirm, at least once every six months, that all relevant contact details are accurately recorded in the Department's IT system including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters and Support Persons

When a job seeker requests, or where the Provider considers it appropriate, the job seeker can bring a support person with them to their Job Plan Appointment. Similarly, when a job seeker requests or where the Provider considers it appropriate, Providers must use an interpreter to ensure the job seeker understands their requirements before the job seeker agrees to the Job Plan.

Job Seekers with Mutual Obligation Requirements must have a compulsory Job Plan. Some Disability Support Pension recipients under 35 years of age and Special Benefit recipients (Nominated Visa Holders only) have compulsory requirements and may be referred to a Provider. Providers will be able to view this in the Department's IT System.

For job seekers with Mutual Obligation Requirements Providers must include at least one compulsory requirement in the Job Plan and record the details of the requirement in the job seeker's Calendar. No action can be taken under the Targeted Compliance Framework (TCF) if the requirement is not entered as compulsory. Similarly, voluntary items are not subject to the TCF.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers must have a compulsory Job Plan which includes the Activities they are undertaking to fully meet their requirements. Any additional items they agree to must only be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Voluntary Job Plan

Job seekers who are participating in jobactive without Mutual Obligation Requirements must have a voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption from their Mutual Obligation Requirements
- job seekers with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week

- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these job seekers do not have compulsory requirements and are not subject to the TCF if they do not participate in these activities. Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

Job seekers with Mutual Obligation Requirements who are suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree on the voluntary Activities the job seeker will participate in and update the job seekers' Job Plan to include the voluntary Activities. If the Provider becomes aware that a job seeker is no longer suspended or not participating in voluntary items listed in the Job Plan, the Provider must update the Job Plan as appropriate.

Note: Job Plan contents are discussed and agreed on - based on each job seeker's individual circumstances and reasons for registering for jobactive. Usually this includes Provider Appointments, Job Search, education and skills development or other Activities to improve the job seeker's employability.

(Deed references: Clause 93.3, 93.4, 93.5, 106.1, Annexure A1)

#### *Job seekers participating in ParentsNext*

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. Where a Job Plan for a ParentsNext Volunteer does not meet requirements, Providers must ensure the Job Plan is updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

#### *Job seekers participating in the Career Transition Assistance Trial*

Eligible job seekers can volunteer to participate in the Career Transition Assistance (CTA) Trial. Participation in CTA can only be included as a voluntary Activity in a job seeker's Job Plan.

For job seekers with Mutual Obligation Requirements, attendance at the Initial Meeting with a CTA Provider is compulsory. Upon referral to CTA, the CTA Provider will confirm the details of the job seeker's Initial Meeting to commence into CTA. Providers should use these details to book a Third Party appointment for the job seeker and issue formal notification of the requirement to attend the appointment with the CTA Provider. For job seekers in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the job seeker's Provider. At this meeting, job seekers will be offered two ongoing contacts with the CTA Provider, and the CTA Provider will be required to specify the details of these contacts. Providers should again use these details to book Third Party appointments for the job seeker and issue formal notification of the appointment/s.

### Job seeker requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms in a Job Plan, all job seekers can have up to two Business Days 'think time' to consider the requirements set in the Job Plan. The job seeker can use this time to discuss the terms of the Job Plan with a third party if they wish. The 'think time' is available to a job seeker each time a Job Plan is created or the terms in the Job Plan are updated.

If a job seeker accepts 'think time', Providers are encouraged to arrange and book a Provider Appointment for the job seeker to occur in two Business Days for the purpose of agreeing and signing the Job Plan.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

### Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and know how to agree to it.



**Documentary evidence:** Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan. The verbal formal Notification script is available on the Department's IT System for the Provider to read to the job seeker. The script includes a compliance warning that must be given to job seekers (with Mutual Obligation Requirements) about what will happen if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan's status will automatically be set to 'approved' in the Department's IT System.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the Provider may sign a hard copy of the Job Plan. The Provider must provide the job seeker with a signed copy and approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job seeker not agreeing to the Job Plan

Job seekers who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the job seeker.

If the job seeker refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') the Provider must contact the job seeker and discuss the reasons to assess if the job seeker has a Valid Reason.

If contact is successful on the same day, the Provider must discuss the circumstances and why the job seeker is not agreeing to the Job Plan. If the job seeker does not have a Valid Reason for not agreeing to the Job Plan the Provider must submit a Mutual Obligation Failure, impose a re-engagement requirement, schedule the date and time for the re-engagement requirement to occur within two business days, advise the job seeker of what they must do to satisfy the re-engagement requirement and that the job seeker's income support payment will remain suspended until the re-engagement requirement is met including the consequences of not meeting the re-engagement requirement. The Provider must record the details and outcomes of the re-engagement requirement in the Department's IT system inform the job seeker if the failure to enter to a Job Plan without a Reasonable Excuse has resulted in a confirmed Demerit on the job seeker's record.

If contact on the same day is not successful and the job seeker contacts at a later time the Provider must discuss the circumstances of the Mutual Obligation Failure with the job seeker to assess if the job seeker had a Valid Reason, schedule the date and time for the re-engagement requirement to occur within two business days, record all details in the Department's IT system and inform the job seeker they have a confirmed Demerit on their record.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers must use the comprehensive list of Job Plan codes at [Attachment A](#). These codes are developed to be consistent with legislative requirements and will enable data to be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the DHS IT system.

From 1 July 2018, all Job Plans will automatically, by default have the Personal Responsibility Code (PA03) added in the first instance. When entering into a Job Plan Providers must assess the job seeker's capability to report or record their own attendance against compulsory Mutual Obligation Requirements, except for

Provider Appointments, in their Job Plan. The Personal Responsibility code requires job seekers to take responsibility for reporting and/or recording their attendance at compulsory requirements or Activities set out in the Job Plan. Entering attendance results is generally required by close of business on the day of the requirement. Where attendance is not recorded by close of business on the day of the requirement, either by the Provider or the job seeker, the job seeker's Income Support Payment will be suspended and they will be notified to contact their Provider. On contact with the job seeker the Provider is responsible for entering the result on behalf of the job seeker.

If the Provider determines that a job seeker is not capable of reporting or recording their own attendance, the Provider must remove the PA03 code from the Job Plan in the Department's IT System before the Job Plan is finalised. Providers are encouraged to continue to work with job seekers to their build capacity so they are able to take personal responsibility for reporting their own attendance at requirements.

When setting compulsory Job Search Requirements, Providers must use the Job Search Requirements (JS09) code. Job seekers can report their Job Search efforts on the Job Seeker App or jobactive website. Providers can view and monitor how Job Search Requirements are set across their caseload. The Department also actively monitors how Job Search Requirements are set.

If applicable, Providers must use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance (where eligible).

Note: The Job Plan can be used as formal Notification if it specifies the details of the requirement, with information, including the time, date and location that the requirement is to be undertaken in the Calendar. For Fully Eligible Participants, the Job Search Requirement in the Job Plan is considered to be sufficient notice of their Job Search Requirement. If the Provider is unable to include full details of the requirement at the time the Job Plan is created, the Provider must issue the job seeker with a separate formal Notification to support the requirements in the Job Plan.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

### Linking Job Plan Codes to Activity Placements

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes must be linked to daily requirements set in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance

Where a Provider determines that a job seeker is capable of taking personal responsibility for recording their own attendance at Activities, the job seeker will be required to record their attendance at:

- Activities
- Third Party Appointments
- Job Interviews.

The Personal Responsibility Code PA03 is included in every job seeker's Job Plan by default. Providers must inform job seekers that they have been assessed as being capable and that they are required to record their own attendance at Mutual Obligation Requirements. If the Provider assesses the job seeker as not capable of recording their own attendance, the Provider must remove the PA03 code from the job seeker's Job Plan. Providers must ensure that capable job seekers understand the requirement to record their own attendance at requirements by close of business on the day of the requirement and that their payment will be suspended if they do not do so. Where a job seeker does not enter their result by close of business of the day of the requirement their income support payment will be suspended and the job seeker will be notified to contact their Provider. Upon contact with the job seeker the Provider must discuss and enter the result on behalf of the job seeker and consider whether the job seeker is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

#### Assessing a job seeker's capability to record attendance

To assess the job seeker's capability to record their own attendance, Providers must consider if the job seeker has:

- the means to record their own attendance; that is, the job seeker has daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability to record or report their own attendance—that is, the job seeker understands:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day
  - the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

#### Job seeker is capable of recording their own attendance

If the Provider assesses that a job seeker has both the means and the ability to record and report their own attendance this must be reflected in the job seekers Job Plan, including the Job Plan activity code for personal responsibility (PA03).

The Provider must continually monitor the job seeker's capability to record their own attendance to ensure the job seeker is reporting their attendance accurately, honestly and appropriately. Where a Provider deems that a job seeker has not accurately recorded their attendance, Providers can override the result entered by the job seeker.

If the job seeker contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the job seeker did attend and, if so, record the job seeker's attendance.

See ['Updating the Job Plan'](#) in this document for information on updating a Job Plan.

(Deed references: Clause 106A.1, 106A.2)

#### Job seeker is not capable of recording their attendance

If the Provider assesses and decides that a job seeker is not capable of recording their own attendance, the Provider must remove the Personal Responsibility Job Plan code when finalising the job seeker's Job Plan.

If, a job seeker is not capable of physically recording their own attendance (e.g. they live in an area with unreliable connectivity), but is still capable of otherwise recording their own attendance the Provider must inform the job seeker that they are required to report their attendance by contacting their Provider on the day of the requirement. Provider staff must confirm with the job seeker that they will be responsible for recording attendance on the job seeker's behalf when the job seeker reports their attendance.

(Deed references: Clause 106A.1, 106A.2)

#### Including sufficient fortnightly hours in the Job Plan

The Provider must ensure that each Job Plan contains sufficient hours of Activities per fortnight for the job seeker to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code included in the Job Plan. Depending on the hours to be set for the job seeker to meet their Mutual Obligation Requirements, the system will display messages to guide Providers when setting fortnightly hours to ensure they are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

(Deed references: Clause 87.5)

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### 3. Reviewing, Updating and Monitoring a Job Plan

Providers must set and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers must regularly review the Job Plan and update it when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan
- has a Capability Interview or Capability Assessment

Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers must record the Activities and other relevant items in the job seeker's Job Plan, including the hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each Activity. Where drug or alcohol dependency impacts on the job seeker's participation, providers must record refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool.

Providers must include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a job seeker's period of servicing the number of Job Searches a job seeker is required to undertake each month must be specified in the job seeker's Job Plan.

Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements) must not have any Job Search Requirements included in their Job Plan.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP). Providers must ensure that the job seeker has some Job Search Requirement recorded in their Job Plan while participating in these programs.

For DHS managed job seekers, DHS will update the Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider before updating the Job Plan or may request that the Provider to update the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

## Updating the Job Plan

It is best practice to review the terms of the Job Plan at each Provider Appointment to ensure the job seeker is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers must review and update the contents of the Job Plan within 10 business days. Providers must ensure the contents of each Job Plan is updated to include details of any additional voluntary activities or when the job seeker is subject to an Exemption.

In consultation with the job seeker, the Job Plan can be updated and tailored to individual needs at any time—unless there is action outstanding under the TCF. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

#### Updating Job Plan to include Voluntary activities

If a job seeker is Exempt from or is fully meeting their Mutual Obligation Requirements (where relevant), they may wish to voluntarily participate in additional activities, and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the job seeker should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

#### Updating Job Plan following job seeker advising change in circumstances

The Job Plan must be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the job seeker's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure the Job Plan requirements are appropriate for the job seeker's capability, and that the job seeker will receive enough assistance and support to address the circumstances recorded in the CMT.

See the Capability Interview Guideline and Capability Assessment Guideline for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

#### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the job seeker is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider must re-enter PA03 Job Plan code into the job seeker's Job Plan. The Provider must ensure the job seeker understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

#### Updating the Job Plan following a Capability Interview or Capability Assessment

See the Capability Interview Guideline for information on updating the Job Plan following a Capability Interview.

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## 4. See the [Capability Assessment Guideline](#) for processes on updating the Job Plan following a Capability Assessment. [Setting Mutual Obligation Requirements](#)

**Note:** This guideline does not include information on using the Targeted Compliance Framework or information on setting Re-engagement Requirements. See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and [Work Refusal and Unemployment Failures Guideline](#) for information on using the Targeted Compliance Framework and how to set Re-engagement Requirements.

The Provider must record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and/or alcohol treatment, where relevant
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or job seeker.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the job seeker's current, signed Job Plan.

*For example:* if the job seeker's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the job seeker's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

### Setting Daily Requirements

The Provider must ensure that each day of each job seeker requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block)

When the Provider schedules the requirement in the Calendar and formally notifies the job seeker, the requirement will then appear in the job seeker's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

### Issuing Formal Notification to the job seeker

Except for any paid work the job seeker is undertaking, the Provider must formally notify the job seeker of every compulsory requirement they are required to undertake, or complete, in return for their income support payment. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type issued. If a job seeker's requirements are re-scheduled Providers must formally notify the job seeker of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the job seeker is required to record their own attendance, and if so, the consequences of not doing so
- whether the job seeker will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the job seeker must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the job seeker if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the job seeker must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

### Legal authority to formally notify a job seeker of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Jobs and Small Business under Social Security Law to notify job seekers of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a job seeker receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

### Notifying job seekers within the appropriate timeframe

Providers must issue job seekers Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the job seeker and they have agreed to attend this requirement and the Provider records this.

Refer to the [Targeted Compliance Framework Reference Guide](#) and the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods.

(Deed references: Clauses 83A.3)

### Scheduling a Provider Appointment

Providers must ensure that the Provider's Electronic Calendar has at all times the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a job seeker, Providers must select the correct appointment type, schedule the appointment in the Calendar and formally notify

the job seeker. Where a job seeker has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the job seeker's Calendar.

See [Attachment C](#) for a list of appointment types.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

### Scheduling an Activity requirement

Providers' source and select Activities appropriate to the job seeker's individual circumstances, with a focus on Activities that will assist the job seeker to build skills, improve their employability and give back to the community and that are sufficient to meet the job seeker's AAR. Providers should ensure that job seekers are placed in meaningful Activities, particularly those that will help them to overcome any Vocational or Non-vocational Barriers to finding and keeping work. Activities may or may not count toward a job seeker's AAR.

See Activity Management Guideline for information on the Annual Activity Requirement.

All Activities must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. See below for the types of Activities a Provider may schedule for a job seeker.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Activities.

(Deed references: Clauses 83A.2)

### Formal Activities

A formal activity is an activity that a Provider must use the Activity Management area of ESS Web to create and place the job seeker into the activity. Providers must ensure that attendance requirements at formal activities is scheduled in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### Informal Activities

An informal activity may include things like non-accredited training, Job Search clubs or employer supported sessions run internally by the Provider. Providers are not required to create an informal Activity in the Activity Management area of ESSWeb. Providers must ensure that attendance requirements at informal activities is scheduled in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### One-off Activities

Job seekers may have a requirement to attend a one-off Activity, such as a day-long workshop or seminar, to gain skills or knowledge to help the job seeker find work or overcome barriers. Alternatively, if only one job seeker is participating in a specific activity, a One-Off Activity may be the most appropriate way for Providers to record their daily requirements in the job seeker's Calendar.

(Deed references: Clauses 83A.2)

### Providing evidence of attendance for an Activity

For some Activities, the job seeker will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The job seeker will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more—such as where a full day of Activity is scheduled—two codes will be generated: one for the job seeker's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the job seeker until the close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure they record the contact details of the relevant person/s who will physically provide the code to job seekers, such as an Activity Supervisor. The person providing the code to job seekers must be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the job seeker until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, job seekers will record attendance directly on the day. By recording their own attendance, job seekers will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that job seekers have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Scheduling Third Party Appointments

Third Party Appointments are any appointments the job seeker must attend that are not appointments with their Provider or DHS. Before scheduling a Third Party Appointment, the Provider must ensure that the requirement is not:

- a Provider Appointment
- an appointment with DHS Services
- a Job Interview
- an Activity of any kind
- study or training of any kind.

All Third Party Appointments must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Third Party Appointments.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results at Third Party Appointments.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling Job Interviews

All Job Interviews must be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol treatment

If the Provider identifies or becomes aware that the job seeker's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider must discuss this with the job seeker to identify treatment options that would assist the job seeker to overcome their dependence.

If the job seeker chooses to undertake drug and/or alcohol treatment—or is already undertaking drug and/or alcohol treatment when they enter employment services or transfer Providers—the Provider must schedule it in the Calendar and formally notify the job seeker. Undertaking drug and/or alcohol treatment counts towards the job seeker's AAR.

(Deed references: Clauses 83A.2, 83A.3)

## Setting a Job Search Requirement

Providers must ensure that a delegate specifies the Job Search Requirement for each job seeker in their Job Plan. Providers must ensure that the Job Search Requirement is appropriately recorded in the job seeker's Job Plan at all times during the job seeker's period of service. The majority of job seekers will usually be required to undertake 20 Job Searches per month. Job seekers are responsible for reporting their Job Search efforts before the end of their Job Search Period (JSP). If the job seeker provides efforts directly to their Provider (i.e. does not submit online), Providers will need to record the number of efforts submitted to them by no later than close of business on that day. Providers also need to review and confirm the quality of efforts submitted online or directly to them by no later than five Business Days after the end of each Job Search Period.

See the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for information to assist in deciding the number of Job Searches to be included in a Job Plan.

Providers should use Job Plan code JS09 to include and record a Job Search Requirement in the Job Plan.

Providers must ensure that the job seeker is aware at all times of:

- their current Job Search Requirement
- when their Job Searches must be reported by
- how to report their Job Search efforts using the jobactive website, or directly to the Provider.

All job seekers can report their Job Search efforts through the Job Seeker App or jobactive website. Job seekers should be given instructions on how to upload/record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider. To further support personal responsibility, the number of Job Search efforts undertaken, and the number yet to be undertaken by the job seeker in each JSP, are visible on the Job Seeker App or jobactive website.

Job seekers may also report their Job Searches directly to their Provider by:

- email, if both the job seeker and Provider agree to this method, or
- filling out a Job Search record and giving it directly to the Provider.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

### Setting a Job Referral requirement

Providers can compel job seekers to follow-up on a referral to a job. The requirement to follow up on a Job Referral may include a single task or a combination of tasks e.g. the job seeker may be required to update their résumé AND apply for a specific job, and this would constitute a single Job Referral. The Provider must explain to the job seeker exactly what they have to do to meet the requirement and the timeframes for doing so. For a list of single and combination job referral types refer to [Attachment B](#).

For further information on types of Job Referral combinations that Providers may refer their job seekers to refer to the [Targeted Compliance Framework Reference Guide](#).

(Deed references: Clauses 83A.2, 83A.3)

### Applying for a specific job

A Provider may identify a specific job for a job seeker that matches the job seeker's skills and capability and refer the job seeker to apply for it. The Provider must advise the job seeker of the timeframe in which they must apply for the specific job.

(Deed references: Clauses 87.5)

### Contacting an employer regarding a job

A Provider may identify a job that could be suitable for a job seeker and may refer them to the prospective employer to discuss the job. The Provider should give the job seeker clear instruction on what is to be discussed with the prospective employer and the timeframe for doing so. Contact with the prospective employer may include (but is not limited to) discussion on:

- the likelihood of work becoming available with the employer
- the job seekers' skills and/or qualifications
- whether the job seeker could readily obtain the skills or qualifications necessary for the employer's business
- whether the job seeker has experience in a particular field of work or transferable skills
- the offer of a work trial or Job Interview based on the outcome of the contact.

(Deed references: Clauses 87.5)

### Accepting a Job Interview

If a Provider refers a job seeker to a Job Interview for suitable employment, the job seeker must accept the Job Interview. When scheduling the Job Interview the Provider must record the details of the Job Interview and notify the job seeker of the date and time of the interview, and that the job seeker has accepted the interview.

Please refer to [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for further information on what to do if a job seeker fails to follow up on a Job Referral.

(Deed references: Clauses 83A.2, 83A.3)

### Appropriately updating a résumé

The Provider can require a job seeker to update their résumé to better reflect their current skills, qualifications and experience to assist them in finding work. The Provider must outline exactly what elements in the job seeker's résumé must be updated and the timeframe in which to do so. The Provider should provide reasonable assistance to the job seeker, in line with their Service Guarantee or other contractual documents, to appropriately update their résumé.

Please refer to [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for further information on what to do if a job seeker fails to follow up on a Job Referral.

(Deed references: Clauses 83A.2, 83A.3)

### Providing or making details available to support an application or offer of work

The Provider can require a job seeker to make their details available to support an offer of work. This may include things like the job seeker's contact details, or advising of their availability to attend interviews, work trials, shift work, etc. The Provider must advise the job seeker exactly what they need to do and the timeframe in which they need to do it.

Please refer to [Job Aids at the Learning Centre](#) for information on recording results of Job Referrals.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and/or training opportunities that will assist the job seeker to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the job seeker is employed for regular hours, the Provider must ensure they schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the job seeker to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the job seeker to do so or tell them where they can find assistance to help them with this. If the job seeker does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the job seeker's Calendar for each day of employment the job seeker is undertaking. The job seeker does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Job seeker may create Personal Events

Job seekers may create their own Personal Events in their Calendar to occur between 6am and 9pm. Job seekers may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the job seeker to assist the job seeker in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the job seeker to schedule regular hours of paid work if the job seeker does not do so. Providers must advise the job seeker that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

#### Confirmed job seeker Personal Events

Providers are responsible for confirming job seeker Personal Events and are encouraged to review and consider Personal Events created by the job seeker. Providers should use their judgement and knowledge of the individual job seeker to decide whether the job seeker's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the job seeker's personal situation. A Personal Event is considered to be Prior Notice of a job seeker being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the job seeker via an inbox message.

#### Unconfirmed job seeker Personal Events

If a Provider considers that a Personal Event entered by a job seeker is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the job seeker of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

#### Scheduling a requirement over a confirmed job seeker Personal Event

If the Provider needs to schedule a requirement for the same time as a job seeker's confirmed Personal Event, the Provider will need to discuss this with the job seeker. After confirming with the job seeker that they are available to attend the requirement at the scheduled time, the Provider must record the reason in the Department's IT System and formally notify the job seeker of their requirement. Providers must manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements.

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## 6. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed and the Job Plan created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online.
- Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the applicable compulsory or voluntary Job Plan template available on the Provider Portal.

## 7. Attachments

### Attachment A – List of Job Plan codes

Refer to [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C, V
<b>DHS Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Report and record attendance at requirements	C
PA04 – Act or follow up on Job Referral	C, V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Search referrals	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V

Job Plan Codes	
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE12—Work for the Dole	C,V
WE18—National Work Experience Programme	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE09—Temporary Relocation to Undertake an Activity	V
WE08—Relocation to an Area of Higher labour Demand	V
WE15—Defence Force Reserves	C,V
WE17—Green Army	C,V
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

Attachment B – Job Referral types

The table below list single and combination Job Referral types that Providers may refer their job seekers to:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

## Attachment C – List of Appointment Types

Initial Appointment
Contact Appointment
Re-engagement Appointment
Capability Interview Appointment

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.



Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A job seeker's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each job seeker, including job seekers without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the job seeker's individual circumstances and are appropriate to the level of their capability.

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Changes from the previous version (Version 1.1)

**Policy changes:**

Nil

**Wording changes:**

Pg 5 Additional information on Nominees

Pg 9 Additional information on Job Plan Codes

Pg 14 Additional information on Drug and Alcohol Rehabilitation Activities

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A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)

[Capability Interview Guideline](#)

[Capability Assessment Guideline](#)

[Managing and Monitoring Mutual Obligation](#)

[Requirements Guideline](#)

[Privacy Guideline](#)

[Targeted Compliance Framework: Mutual  
Obligation Failures Guideline](#)

[Work Refusal and Unemployment Failures  
Guideline](#)

**Effective End Date: 30 June 2019**

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with job seekers to keep Job Plans up to date and appropriate to job seekers' individual needs.

Job Plan contents are discussed and agreed to based on each job seeker's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the job seeker's employability.

To support job seekers to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the job seeker. It's important that job seekers understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the job seeker. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Job seekers should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Job seekers having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Job Seeker's Job Plan

Providers and the Department of Human Services (DHS) have been delegated certain powers under Social Security Law including the power to require a job seeker to enter into a Job Plan and to approve or update a job seeker's Job Plan.

### Creating a Job Plan at the Initial Appointment

A Job Plan is created at the Initial Appointment with a job seeker. Once the job seeker attends the Initial Appointment and the Job Plan is approved the job seeker is automatically commenced in Services.

During the Initial Appointment, a Provider negotiates a Job Plan with their new job seekers or job seekers transferred from other Providers. Providers need to ensure

that each requirement is tailored to meet the circumstances of the individual job seeker and supports them in achieving their employment goals.

The Provider's role is to support the job seeker and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the job seeker needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the job seeker's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the job seeker

Please refer to the [Guide to Social Security 3.2.8.50](#) for an overview of what can be included in a Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the job seeker's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the job seeker's participation, providers need to record refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool, in the Department's IT System.

Providers are required to include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a job seeker's period of servicing the number of Job Searches a job seeker is required to undertake each month must be specified in the job seeker's Job Plan.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP). Providers must ensure that the job seeker has some Job Search Requirement recorded in their Job Plan while participating in these programs.

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the job seeker to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the job seeker to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.

See the '[Setting Daily Requirements](#)' in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

### Explaining a Job Plan to the job seeker

Providers need to ensure that job seekers understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement; and undertaking and completing Job Searches.

At the job seeker's Initial Appointment Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the job seeker needs to undertake in return for income support payments
- the job seeker's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the job seeker is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the job seeker's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the job seeker
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and
- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a job seeker requests, or if the Provider considers it appropriate, the job seeker can bring a support person with them to their Job Plan Appointment. Similarly, when a job seeker requests or if the Provider considers it appropriate,

Providers are required to use an interpreter to ensure that the job seeker understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) job seekers to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, job seekers in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program job seekers should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the job seeker. The nominee can advise the Provider that the job seeker is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for job seekers.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

#### Job seekers requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all job seekers can have up to two Business Days 'think time' to consider the requirements set in the Job Plan. The job seeker can use this time to discuss the terms of the Job Plan with a third party if they wish. The 'think time' is available to a job seeker each time a Job Plan is created or updated.

If a job seeker is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the job seeker to occur in two Business Days so that the job seeker can agree to and sign the Job Plan.

#### Job seekers with a Compulsory Job Plan

For job seekers with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the job seeker's Calendar.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers still need to have a compulsory Job Plan which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

#### Job seekers with a Suspension

Job seekers with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers

must agree to the voluntary Activities the job seeker will participate in and update the job seeker's Job Plan to include the voluntary Activities. If the Provider becomes aware that a job seeker is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a job seeker is granted an Activity Test exemption by the Department of Human Services (DHS)
- a PCP or PCW (15-29 hours) job seeker is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the job seeker's employment will lead to a full outcome; or
- the job seeker has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Voluntary Job Plan

Job seekers who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption from their Mutual Obligation Requirements
- job seekers with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these job seekers do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

### Job seekers participating in Time to Work Employment Service

If a job seeker has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

### Job seekers participating in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider

must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

### Job seekers participating in the Career Transition Assistance Trial

Eligible job seekers can volunteer to participate in the Career Transition Assistance (CTA) Trial. Participation in CTA can only be included as a voluntary Activity in a job seeker's Job Plan.

For job seekers with Mutual Obligation Requirements, attendance at the Initial Meeting with a CTA Provider is compulsory. Upon referral to CTA, the CTA Provider will confirm the details of the job seeker's Initial Meeting to commence into CTA. Providers should use these details to book a Third Party appointment for the job seeker and issue formal notification of the requirement to attend the appointment with the CTA Provider. For job seekers in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the job seeker's Provider. At this meeting, job seekers will be offered two ongoing contacts with the CTA Provider, and the CTA Provider will be required to specify the details of these contacts. Providers should again use these details to book Third Party appointments for the job seeker and issue formal notification of the appointment/s.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

### Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This can be done either face to face or over the phone and needs to be within two Business Days of sending the Job Plan.

A verbal formal Notification script is available on the Department's IT System for the Provider to read to the job seeker. The script includes a compliance warning that is required to be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the job seeker the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job seeker not agreeing to the Job Plan

Job seekers who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the job seeker.

If the job seeker refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the job seeker and assess if the job seeker has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the DHS IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the job seeker.

AI09 – Attend DES Appointments  
 AI12 – Attend Provider Appointments  
 AI13 – Attend DES Ongoing Support Appointments  
 AI15 – Attend Third Party Appointments  
 JS09 – Job Search Contacts – Monthly  
 JS10 – Job Interviews  
 PA03 – Personal Responsibility  
 PA04 – Actioning Job Referrals and Job Opportunities  
 AS02 – Health and Allied Services Assistance  
 AS20 – Ongoing Support Assistance  
 NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a job seeker, don't schedule any Activities against them.

Note: From 1 January 2019, providers should use the new Job Plan Code ET 69 which allows refugee job seekers to fully meet their mutual obligation requirements when undertaking activities to help adjust to life in Australia and increase their chances of finding work.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job search requirements are determined by Providers based on a job seeker's circumstances and local labour market conditions. The majority of job seekers will usually be required to undertake 20 Job Searches per month. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible job seekers.

The number and quality of job searches undertaken need to be monitored. Job seekers can report their job search activities on the Job Seeker App or jobactive website.

Job seekers should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the job seeker reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.
- ensure that the job seeker is aware at all times of:

- their current Job Search Requirement
- when their Job Searches must be reported by
- how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the job seeker in each JSP, are visible on the Job Seeker App or jobactive website

Please refer to Job Aids at the Learning Centre for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a job seekers Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Job seekers who do not have Job Search Requirements

The following job seekers are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers undertaking drug and alcohol rehabilitation in a residential program

- Pregnant job seekers from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business,
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee job seekers when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a job seeker is capable of taking personal responsibility for recording their own attendance at Activities, the job seeker will be required to record their attendance at:

- Activities
- Third Party Appointments and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every job seeker's Job Plan by default. Providers are required to inform job seekers if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the job seeker as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the job seeker's Job Plan. Ensure that capable job seekers understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The job seeker will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the job seeker had a valid reason for not reporting and enter the result on behalf of the job seeker and consider whether the job seeker is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

## Providing evidence of attendance for an Activity

For some Activities, the job seeker will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The job seeker will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the job seeker's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the job seeker until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to job seekers, such as an Activity Supervisor. The person providing the code to job seekers needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the job seeker until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, job seekers will record attendance directly on the day. By recording their own attendance, job seekers will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that job seekers have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

## Assessing a job seeker's capability to record attendance

To assess the job seeker's capability to record their own attendance, Providers need to consider if the job seeker has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day

- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is capable of recording their own attendance

If the job seeker has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the job seeker's capability to record their own attendance to ensure that the job seeker is reporting their attendance accurately. If a Provider knows that a job seeker has not accurately recorded their attendance, they can override the result entered by the job seeker.

If the job seeker contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the job seeker did attend and, if so, record the job seeker's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is not capable of recording their attendance

If the job seeker is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the job seeker's Job Plan.

Providers are encouraged to keep working with job seekers to build capacity for reporting their attendance at requirements.

If, a job seeker can't record their attendance because they live in an area with unreliable connectivity or other similar reasons,, the Provider needs to tell the job seeker to report their attendance by contacting their Provider and they will record attendance on the job seeker's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers is required to review, update and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For DHS managed job seekers, DHS will update the Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan

at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

### Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the job seeker is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the job seeker is subject to an Exemption.

In consultation with the job seeker, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

### Updating Job Plan to include Voluntary activities

If a job seeker is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the job seeker should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

### Updating Job Plan following job seeker advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the job seeker's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the job seeker's capability, and that the job seeker will receive enough assistance and support to address the circumstances recorded in the CMT.

See the Capability Interview Guideline and Capability Assessment Guideline for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the job seeker is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the job seeker's Job Plan. Ensure that the job seeker understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the Capability Interview Guideline for information on updating the Job Plan following a Capability Interview.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or job seeker.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the job seeker's current, signed Job Plan.

For example: if the job seeker's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the job seeker's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each job seeker requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the job seeker, the requirement will then appear in the job seeker's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a job seeker, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the job seeker. If a job seeker has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the job seeker's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](https://learningcentre.employment.gov.au/) at <https://learningcentre.employment.gov.au/> for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the [Calendar and AAR Details IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the job seeker's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the job seeker to identify rehabilitation options that would assist the job seeker to overcome their dependence.

If the job seeker chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the job seeker. Undertaking drug and alcohol rehabilitation counts towards the job seeker's AAR.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the job seeker to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling hours of employment where reasonable to do so

If the job seeker is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the job seeker to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the job seeker to do so or tell them where they can find assistance to help them with this. If the job seeker does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the job seeker's Calendar for each day of employment the job seeker is undertaking. The job seeker does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

## Job seeker may create Personal Events

Job seekers may create their own Personal Events in their Calendar between 6am and 9pm. Job seekers may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the job seeker to assist the job seeker in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the job seeker to schedule regular hours of paid work if the job seeker does not do so. Providers must advise the job seeker that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

### Confirmed job seeker Personal Events

Providers are responsible for confirming job seeker Personal Events and are encouraged to review and consider Personal Events created by the job seeker. Providers should use their judgement and knowledge of the individual job seeker to decide whether the job seeker's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the job seeker's personal situation. A Personal Event is considered to be Prior Notice of a job seeker being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the job seeker via an inbox message.

### Unconfirmed job seeker Personal Events

If a Provider considers that a Personal Event entered by a job seeker is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the job seeker of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling a requirement over a confirmed job seeker Personal Event

If the Provider needs to schedule a requirement for the same time as a job seeker's confirmed Personal Event, the Provider will need to discuss this with the job seeker. After confirming with the job seeker that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the job seeker of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the job seeker

Except for any paid work the job seeker is undertaking, the Provider is required to formally notify the job seeker of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be

issued. If a job seeker's requirements are re-scheduled Providers must formally notify the job seeker of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the job seeker is required to record their own attendance, and if so, the consequences of not doing so
- whether the job seeker will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the job seeker must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the job seeker if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the job seeker must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

## Legal authority to formally notify a job seeker of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Jobs and Small Business under Social Security Law to notify job seekers of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a job seeker receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

## Notifying job seekers within the appropriate timeframe

Providers must issue job seekers Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the job seeker and they have agreed to attend this requirement and the Provider records this.

Refer to the [Targeted Compliance Framework Reference Guide](#) at <https://learningcentre.employment.gov.au/> and the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods.

(Deed references: Clauses 83A.3)

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## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses that will fully meet their Annual Activity Requirements.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online.
- Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C, V
<b>DHS Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C, V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V

Job Plan Codes	
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
ET69 – Refugee Activities	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.



Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A job seeker's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each job seeker, including job seekers without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the job seeker's individual circumstances and are appropriate to the level of their capability.

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Changes from the previous version (Version 1.2)

**Policy changes:**

Pg. 9 – Update to Career Transition Assistance information to remove requirement of a Third Party Appointment prior to referral of a job seeker to a CTA activity.

**Wording changes:**

Pg. 5 - Clarification of system processes for EST mandatory job seekers.

Pg. 11 – Removal of incorrect information on Job Plan code ET69.

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A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)

[Capability Interview Guideline](#)

[Capability Assessment Guideline](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

[Privacy Guideline](#)

[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)

[Work Refusal and Unemployment Failures Guideline](#)

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with job seekers to keep Job Plans up to date and appropriate to job seekers' individual needs.

Job Plan contents are discussed and agreed to based on each job seeker's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the job seeker's employability.

To support job seekers to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the job seeker. It is important that job seekers understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the job seeker. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Job seekers should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Job seekers having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Job Seeker's Job Plan

Providers and the Department of Human Services (DHS) have been delegated certain powers under Social Security Law including the power to require a job seeker to enter into a Job Plan and to approve or update a job seeker's Job Plan.

### Creating a Job Plan at the Initial Appointment

A Job Plan is created at the Initial Appointment with a job seeker. Once the job seeker attends the Initial Appointment and the Job Plan is approved the job seeker is automatically commenced in Services.

During the Initial Appointment, a Provider negotiates a Job Plan with their new job seekers or job seekers transferred from other Providers. Providers need to ensure that each requirement is tailored to meet the circumstances of the individual job seeker and supports them in achieving their employment goals.

The Provider's role is to support the job seeker and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the job seeker needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the job seeker's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the job seeker

Please refer to the [Guide to Social Security 3.2.8.50](#) for an overview of what can be included in a Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the job seeker's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the job seeker's participation, providers need to record refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool, in the Department's IT System.

Providers are required to include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a job seeker's period of servicing the number of Job Searches a job seeker is required to undertake each month must be specified in the job seeker's Job Plan.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP). Providers must ensure that the job seeker has some Job Search Requirement recorded in their Job Plan while participating in these programs.

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the job seeker to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the

job seeker to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.



**System step:** If a job seeker is EST mandatory, ESS Web prevents the finalisation of their job plan when making a referral to other activities. When referring an EST mandatory job seeker to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the job plan with the other activity.

See the '[Setting Daily Requirements](#)' in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

### Explaining a Job Plan to the job seeker

Providers need to ensure that job seekers understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement; and undertaking and completing Job Searches.

At the job seeker's Initial Appointment Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the job seeker needs to undertake in return for income support payments
- the job seeker's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the job seeker is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the job seeker's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- their right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the job seeker
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and
- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a job seeker requests, or if the Provider considers it appropriate, the job seeker can bring a support person with them to their Job Plan Appointment. Similarly, when a job seeker requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the job seeker understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) job seekers to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, job seekers in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program job seekers should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the job seeker. The nominee can advise the Provider that the job seeker is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for job seekers.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

### Job seekers requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all job seekers can have up to two Business Days 'think time' to consider the requirements set in the Job Plan. The job seeker can use this time to discuss the terms of the Job Plan with a third party if they wish. The 'think time' is available to a job seeker each time a Job Plan is created or updated.

If a job seeker is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the job seeker to occur in two Business Days so that the job seeker can agree to and sign the Job Plan.

### Job seekers with a Compulsory Job Plan

For job seekers with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the job seeker's Calendar.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers still need to have a compulsory Job Plan which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Suspension

Job seekers with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the job seeker will participate in and update the job seeker's Job Plan to include the voluntary Activities. If the Provider becomes aware that a job seeker is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a job seeker is granted an Activity Test exemption by the Department of Human Services (DHS)
- a PCP or PCW (15-29 hours) job seeker is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the job seeker's employment will lead to a full outcome; or
- the job seeker has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Voluntary Job Plan

Job seekers who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption from their Mutual Obligation Requirements
- job seekers with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these job seekers do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

## Job seekers participating in Time to Work Employment Service

If a job seeker has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

## Job seekers participating in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

## Job seekers participating in Career Transition Assistance (CTA)

Eligible job seekers can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a job seeker's Job Plan.

For job seekers in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the job seeker's jobactive Provider. As part of this meeting, job seekers will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the job seeker and issue formal notification of the appointment/s.

## Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Jobs and Small Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

## Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This can be done either face to face or over the phone and needs to be within two Business Days of sending the Job Plan. A verbal formal Notification script is available on the Department's IT System for the Provider to read to the job seeker. The script includes a compliance warning that is required to be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the job seeker the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job seeker not agreeing to the Job Plan

Job seekers who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the job seeker.

If the job seeker refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the job seeker and assess if the job seeker has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the

Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the DHS IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the job seeker.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a job seeker, don't schedule any Activities against them.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job search requirements are determined by Providers based on a job seeker's circumstances and local labour market conditions. The majority of job seekers will usually be required to undertake 20 Job Searches per month. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible job seekers.

The number and quality of job searches undertaken need to be monitored. Job seekers can report their job search activities on the Job Seeker App or jobactive website.

Job seekers should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the job seeker reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.
- ensure that the job seeker is aware at all times of:

- their current Job Search Requirement
- when their Job Searches must be reported by
- how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the job seeker in each JSP, are visible on the Job Seeker App or jobactive website

Please refer to Job Aids at the Learning Centre for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a job seekers Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Job seekers who do not have Job Search Requirements

The following job seekers are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers undertaking drug and alcohol rehabilitation in a residential program

- Pregnant job seekers from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business,
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee job seekers when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar; this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a job seeker is capable of taking personal responsibility for recording their own attendance at Activities, the job seeker will be required to record their attendance at:

- Activities
- Third Party Appointments and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every job seeker's Job Plan by default. Providers are required to inform job seekers if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the job seeker as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the job seeker's Job Plan. Ensure that capable job seekers understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The job seeker will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the job seeker had a valid reason for not reporting and enter the result on behalf of the job seeker and consider whether the job seeker is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

## Providing evidence of attendance for an Activity

For some Activities, the job seeker will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The job seeker will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the job seeker's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the job seeker until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to job seekers, such as an Activity Supervisor. The person providing the code to job seekers needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the job seeker until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, job seekers will record attendance directly on the day. By recording their own attendance, job seekers will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that job seekers have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

## Assessing a job seeker's capability to record attendance

To assess the job seeker's capability to record their own attendance, Providers need to consider if the job seeker has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day

- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is capable of recording their own attendance

If the job seeker has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the job seeker's capability to record their own attendance to ensure that the job seeker is reporting their attendance accurately. If a Provider knows that a job seeker has not accurately recorded their attendance, they can override the result entered by the job seeker.

If the job seeker contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the job seeker did attend and, if so, record the job seeker's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is not capable of recording their attendance

If the job seeker is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the job seeker's Job Plan.

Providers are encouraged to keep working with job seekers to build capacity for reporting their attendance at requirements.

If, a job seeker can't record their attendance because they live in an area with unreliable connectivity or other similar reasons,, the Provider needs to tell the job seeker to report their attendance by contacting their Provider and they will record attendance on the job seeker's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers is required to review, update and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For DHS managed job seekers, DHS will update the Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan

at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

### Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the job seeker is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the job seeker is subject to an Exemption.

In consultation with the job seeker, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

### Updating Job Plan to include Voluntary activities

If a job seeker is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the job seeker should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

### Updating Job Plan following job seeker advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the job seeker's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the job seeker's capability, and that the job seeker will receive enough assistance and support to address the circumstances recorded in the CMT.

See the Capability Interview Guideline and Capability Assessment Guideline for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the job seeker is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the job seeker's Job Plan. Ensure that the job seeker understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the Capability Interview Guideline for information on updating the Job Plan following a Capability Interview.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or job seeker.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the job seeker's current, signed Job Plan.

For example: if the job seeker's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the job seeker's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each job seeker requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the job seeker, the requirement will then appear in the job seeker's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a job seeker, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the job seeker. If a job seeker has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the job seeker's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](https://learningcentre.employment.gov.au/) at (<https://learningcentre.employment.gov.au/>) for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the [Calendar and AAR Details IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the job seeker's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the job seeker to identify rehabilitation options that would assist the job seeker to overcome their dependence.

If the job seeker chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the job seeker. Undertaking drug and alcohol rehabilitation counts towards the job seeker's AAR.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the job seeker to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the job seeker is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the job seeker to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the job seeker to do so or tell them where they can find assistance to help them with this. If the job seeker does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the job seeker's Calendar for each day of employment the job seeker is undertaking. The job seeker does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Job seeker may create Personal Events

Job seekers may create their own Personal Events in their Calendar between 6am and 9pm. Job seekers may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the job seeker to assist the job seeker in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the job seeker to schedule regular hours of paid work if the job seeker does not do so. Providers must advise the job seeker that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

### Confirmed job seeker Personal Events

Providers are responsible for confirming job seeker Personal Events and are encouraged to review and consider Personal Events created by the job seeker. Providers should use their judgement and knowledge of the individual job seeker to decide whether the job seeker's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the job seeker's personal situation. A Personal Event is considered to be Prior Notice of a job seeker being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the job seeker via an inbox message.

### Unconfirmed job seeker Personal Events

If a Provider considers that a Personal Event entered by a job seeker is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the job seeker of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling a requirement over a confirmed job seeker Personal Event

If the Provider needs to schedule a requirement for the same time as a job seeker's confirmed Personal Event, the Provider will need to discuss this with the job seeker. After confirming with the job seeker that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the job seeker of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the job seeker

Except for any paid work the job seeker is undertaking, the Provider is required to formally notify the job seeker of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be

issued. If a job seeker's requirements are re-scheduled Providers must formally notify the job seeker of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the job seeker is required to record their own attendance, and if so, the consequences of not doing so
- whether the job seeker will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the job seeker must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the job seeker if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the job seeker must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

## Legal authority to formally notify a job seeker of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Jobs and Small Business under Social Security Law to notify job seekers of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a job seeker receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

## Notifying job seekers within the appropriate timeframe

Providers must issue job seekers Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the job seeker and they have agreed to attend this requirement and the Provider records this.

Refer to the [Targeted Compliance Framework Reference Guide](#) at (<https://learningcentre.employment.gov.au/>) and the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods.

(Deed references: Clauses 83A.3)

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## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses that will fully meet their Annual Activity Requirements.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online.
- Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C, V
<b>DHS Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69 – Refugee Activities	
WE16—Community Services Order	
EM51—Disability Supported Employment	
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C, V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V

Job Plan Codes	
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A job seeker's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each job seeker, including job seekers without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the job seeker's individual circumstances and are appropriate to the level of their capability.

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 Changes from the previous version (Version 1.3)
**Policy changes:**

Nil

**Wording changes:**

Pg 4 – Changed 'Appointment' to 'Interview'

Pg 9 –12

Weeks changed to three months for job seekers participating in CTA

Pg 11 – Wording changed to clarify Job Search requirements

Pg 14- Added literacy and English skills as a capability job seekers require in order to record their own attendance

Pg 17 – Capability Assessment added to differentiate from Capability Interview

Pg 21 – Removed reference to Targeted Compliance Framework Reference Guide

Pg 5,9,21 and 25 – Following Machinery of Government, changed references to the 'Department of Jobs and Small Business' to 'Department of Employment, Skills, Small and Family Business'

Pg 25 – Changed reference to 'Deed 2015-2020' to 'Deed 2015-2022'

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 A full document history is available at Provider Portal. Related documents and references
[Activity Management Guideline](#)[Capability Interview Guideline](#)[Capability Assessment Guideline](#)[Managing and Monitoring Mutual Obligation Requirements Guideline](#)[Privacy Guideline](#)[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)[Work Refusal and Unemployment Failures Guideline](#)**Effective End Date: 8 March 2020**

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with job seekers to keep Job Plans up to date and appropriate to job seekers' individual needs.

Job Plan contents are discussed and agreed to based on each job seeker's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the job seeker's employability.

To support job seekers to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the job seeker. It's important that job seekers understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the job seeker. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Job seekers should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Job seekers having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Job Seeker's Job Plan

Providers and the Department of Human Services (DHS) have been delegated certain powers under Social Security Law including the power to require a job seeker to enter into a Job Plan and to approve or update a job seeker's Job Plan.

### Creating a Job Plan at the Initial Interview

A Job Plan is created at the Initial Interview with a job seeker. Once the job seeker attends the Initial Interview and the Job Plan is approved the job seeker is automatically commenced in Services.

During the Initial Interview, a Provider negotiates a Job Plan with their new job seekers or job seekers transferred from other Providers. Providers need to ensure

that each requirement is tailored to meet the circumstances of the individual job seeker and supports them in achieving their employment goals.

The Provider's role is to support the job seeker and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the job seeker needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the job seeker's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the job seeker

Please refer to the [Guide to Social Security 3.2.8.50](#) for an overview of what can be included in a Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the job seeker. The job seeker must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the job seeker's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the job seeker needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the job seeker's participation, providers need to record refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool, in the Department of Employment, Skills, Small and Family Business' (the Department) IT System.

Providers are required to include approved Activities in the job seeker's Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a job seeker's period of servicing the number of Job Searches a job seeker is required to undertake each month must be specified in the job seeker's Job Plan.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP).

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the job seeker to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the job seeker to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.



**System step:** If a job seeker is Employment Skills Training (EST) mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory job seeker to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

## Explaining a Job Plan to the job seeker

Providers need to ensure that job seekers understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement; and undertaking and completing Job Searches.

At the job seeker's Initial Appointment Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the job seeker needs to undertake in return for income support payments
- the job seeker's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the job seeker needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the job seeker is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the job seeker's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- the job seeker's right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the job seeker
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and
- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a job seeker requests, or if the Provider considers it appropriate, the job seeker can bring a support person with them to an Appointment to review their Job Plan. Similarly, when a job seeker requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the job seeker understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) job seekers to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, job seekers in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program job seekers should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the job seeker. The nominee can advise the Provider that the job seeker is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for job seekers.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

### Job seekers requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all job seekers can have up to two Business Days 'think time' to consider the requirements set in their Job Plan. The job seeker can use this time to discuss the terms of their Job Plan with a third party if they wish. The 'think time' is available to a job seeker each time their Job Plan is created or updated.

If a job seeker is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the job seeker to occur in two Business Days so that the job seeker can agree to and sign the Job Plan.

### Job seekers with a Compulsory Job Plan

For job seekers with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the job seeker's Calendar.

Job seekers who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These job seekers still need to have a compulsory Job Plan, which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Suspension

Job seekers with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the job seeker will participate in and update the job seeker's Job Plan to include the voluntary Activities. If the Provider becomes aware that a job seeker is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a job seeker is granted an Activity Test exemption by the Department of Human Services (DHS)
- a PCP or PCW (15-29 hours) job seeker is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the job seeker's employment will lead to a full outcome; or
- the job seeker has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Job seekers with a Voluntary Job Plan

Job seekers who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These job seekers can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program job seekers not on income support
- Pre-Release Prisoners
- job seekers with an Exemption from their Mutual Obligation Requirements
- job seekers with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these job seekers do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Job seekers will not be at risk of incurring a penalty if they do not participate in voluntary items.

### Job seekers participating in Time to Work Employment Service

If a job seeker has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

### Job seekers participating in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

### Job seekers participating in Career Transition Assistance (CTA)

Eligible job seekers can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a job seeker's Job Plan.

For job seekers in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the job seeker's jobactive Provider. As part of this meeting, job seekers will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the job seeker and issue formal notification of the appointment/s.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Employment, Skills, Small and Family Business and have the power to:

- require a job seeker with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

### Job seeker agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online. Before using this option check that the job seeker has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This can be done either face to face or over the phone and needs to be within two Business Days of sending the Job Plan. A verbal formal Notification script is available on the Department's IT System for the Provider to read to the job seeker. The script includes a compliance warning that is required to be given to job seekers (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the job seeker agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Job seeker agreeing to the Job Plan – hard copy

The job seeker and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the job seeker the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the job seeker will be able to access it from their Job Seeker Dashboard.

### Job seeker not agreeing to the Job Plan

Job seekers who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the job seeker.

If the job seeker refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the job seeker and assess if the job seeker has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the

Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the DHS IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the job seeker.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a job seeker, do not schedule any Activities against them.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job Search Requirements are determined by Providers based on what is appropriate for the job seeker's circumstances. This may generally be set at a maximum of 20 efforts per month, but it may be reduced based on a job seeker's capacity, the local labour market, and the job seeker's individual circumstances. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible job seekers.

The number and quality of Job Searches undertaken need to be monitored. Job seekers can report their Job Search activities on the Job Seeker App or jobactive website.

Job seekers should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the job seeker reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.

- ensure that the job seeker is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the job seeker in each Job Search Period, are visible on the Job Seeker App or jobactive website

Please refer to Job Aids at the Learning Centre for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a job seekers Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Job seekers who do not have Job Search Requirements

The following job seekers are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Job seekers undertaking drug and alcohol rehabilitation in a residential

program

- Pregnant job seekers from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee job seekers when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a job seeker is capable of taking personal responsibility for recording their own attendance at Activities, the job seeker will be required to record their attendance at:

- Activities
- Third Party Appointments and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every job seeker's Job Plan by default. Providers are required to inform job seekers if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the job seeker as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the job seeker's Job Plan. Ensure that capable job seekers understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The job seeker will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the job seeker had a valid reason for not reporting and enter the result on behalf of the job seeker and consider whether the job seeker is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

## Providing evidence of attendance for an Activity

For some Activities, the job seeker will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The job seeker will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the job seeker's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the job seeker until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to job seekers, such as an Activity Supervisor. The person providing the code to job seekers needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the job seeker until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, job seekers will record attendance directly on the day. By recording their own attendance, job seekers will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that job seekers have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

## Assessing a job seeker's capability to record attendance

To assess the job seeker's capability to record their own attendance, Providers need to consider if the job seeker has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability, literacy and English skills required to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement

- what to do and who to contact if they cannot record their own attendance on a given day
- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is capable of recording their own attendance

If the job seeker has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the job seeker's capability to record their own attendance to ensure that the job seeker is reporting their attendance accurately. If a Provider knows that a job seeker has not accurately recorded their attendance, they can override the result entered by the job seeker.

If the job seeker contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the job seeker did attend and, if so, record the job seeker's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Job seeker is not capable of recording their attendance

If the job seeker is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the job seeker's Job Plan.

Providers are encouraged to keep working with job seekers to build capacity for reporting their attendance at requirements.

If, a job seeker can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Provider needs to tell the job seeker to report their attendance by contacting their Provider, who will record attendance on the job seeker's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers are required to review, update and monitor a job seeker's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the job seeker:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For DHS managed job seekers, DHS will update the Job Plan when required. If the job seeker is managed by a Provider, DHS will consult with the relevant Provider

before updating the Job Plan or may request that the Provider updates the Job Plan at the job seeker's next Appointment. Providers should not remove any updates made to a Job Plan by DHS without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

## Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the job seeker is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the job seeker is subject to an Exemption.

In consultation with the job seeker, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

## Updating Job Plan to include Voluntary activities

If a job seeker is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the job seeker should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

## Updating Job Plan following job seeker advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the job seeker's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the job seeker's capability, and that the job seeker will receive enough assistance and support to address the circumstances recorded in the CMT.

See the Capability Interview Guideline and Capability Assessment Guideline for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the job seeker is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the job seeker's Job Plan. Ensure that the job seeker understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the Capability Interview Guideline and the Capability Assessment Guideline for information on updating the Job Plan following a Capability Interview or a Capability Assessment.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or job seeker.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the job seeker's current, signed Job Plan.

For example: if the job seeker's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the job seeker's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each job seeker requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the job seeker, the requirement will then appear in the job seeker's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a job seeker, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the job seeker. If a job seeker has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the job seeker's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](https://learningcentre.employment.gov.au/) at (<https://learningcentre.employment.gov.au/>) for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the [Calendar and AAR Details IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the job seeker must be formally notified of the requirement to attend. Job seekers taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the job seeker's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the job seeker to identify rehabilitation options that would assist the job seeker to overcome their dependence.

If the job seeker chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the job seeker. Undertaking drug and alcohol rehabilitation counts towards the job seeker's AAR.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the job seeker to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling hours of employment where reasonable to do so

If the job seeker is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the job seeker to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the job seeker to do so or tell them where they can find assistance to help them with this. If the job seeker does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the job seeker's Calendar for each day of employment the job seeker is undertaking. The job seeker does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

## Job seeker may create Personal Events

Job seekers may create their own Personal Events in their Calendar between 6am and 9pm. Job seekers may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the job seeker to assist the job seeker in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the job seeker to schedule regular hours of paid work if the job seeker does not do so. Providers must advise the job seeker that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

### Confirmed job seeker Personal Events

Providers are responsible for confirming job seeker Personal Events and are encouraged to review and consider Personal Events created by the job seeker. Providers should use their judgement and knowledge of the individual job seeker to decide whether the job seeker's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the job seeker's personal situation. A Personal Event is considered to be Prior Notice of a job seeker being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the job seeker via an inbox message.

### Unconfirmed job seeker Personal Events

If a Provider considers that a Personal Event entered by a job seeker is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the job seeker of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling a requirement over a confirmed job seeker Personal Event

If the Provider needs to schedule a requirement for the same time as a job seeker's confirmed Personal Event, the Provider will need to discuss this with the job seeker. After confirming with the job seeker that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the job seeker of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the job seeker

Except for any paid work the job seeker is undertaking, the Provider is required to formally notify the job seeker of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be

issued. If a job seeker's requirements are re-scheduled Providers must formally notify the job seeker of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the job seeker is required to record their own attendance, and if so, the consequences of not doing so
- whether the job seeker will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the job seeker must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the job seeker if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the job seeker must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

## Legal authority to formally notify a job seeker of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Employment, Skills, Small and Family Business under Social Security Law to notify job seekers of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a job seeker receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

## Notifying job seekers within the appropriate timeframe

Providers must issue job seekers Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the job seeker and they have agreed to attend this requirement and the Provider records this.

Refer to the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods (at <https://learningcentre.employment.gov.au/>).

(Deed references: Clauses 83A.3)

## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage job seekers participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses that will fully meet their Annual Activity Requirements.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the job seeker for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the job seeker to review and agree to online.
- Providers must formally notify the job seeker (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C, V
<b>DHS Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69 – Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C, V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V

Job Plan Codes	
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A Participant's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each Participant, including Participants without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the Participant's individual circumstances and are appropriate to the level of their capability.

Version: 1.5

Published on: 12 February 2020

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**Effective End Date: 30 June 2020**


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 Changes from the previous version (Version 1.4)
**Policy changes:**

Nil

**Wording changes:**

Throughout this Guideline references to:

- job seeker(s) have been updated to Participant(s),
- Department of Human Services (DHS) have been updated to Services Australia,
- and references to the Guide to Social Security Law have been removed.

Pg 6 – Changed 'Initial Appointment' to 'Initial Interview' P8 and 13 – Minor wording changes to clarify the intent

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 A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)
[Capability Interview Guideline](#)
[Capability Assessment Guideline](#)
[Managing and Monitoring Mutual Obligation Requirements Guideline](#)
[Privacy Guideline](#)
[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)
[Work Refusal and Unemployment Failures Guideline](#)
**Effective End Date: 30 June 2020**

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with Participants to keep Job Plans up to date and appropriate to Participants' individual needs.

Job Plan contents are discussed and agreed to based on each Participant's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the Participant's employability.

To support Participants to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the Participant. It is important that Participants understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the Participant. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Participants should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Participants having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Participant's Job Plan

Providers and Services Australia have been delegated certain powers under Social Security Law including the power to require a Participant to enter into a Job Plan and to approve or update a Participant's Job Plan.

### Creating a Job Plan at the Initial Interview

A Job Plan is created at the Initial Interview with a Participant. Once the Participant attends the Initial Interview and the Job Plan is approved the Participant is automatically commenced in Services.

During the Initial Interview, a Provider negotiates a Job Plan with new Participants or Participants transferred from other Providers. Providers need to ensure that each requirement is tailored to meet the circumstances of the individual Participant and supports them in achieving their employment goals.

The Provider's role is to support the Participant and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the Participant needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the Participant's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the Participant

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the Participant's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the Participant needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the Participant's ability to meet their requirements, providers should consider what non-vocational assistance may be appropriate to include in the Job Plan, where the Participant refuses treatment, or where there is a lack of treatment available in the local area, the Provider needs to record this in the Capability Management Tool, in the Department's IT System.

Providers are required to include approved Activities in the Participant's Job Plan that will enable the Participant to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a Participant's period of servicing the number of Job Searches a Participant is required to undertake each month must be specified in the Participant's Job Plan. The number of Job Searches required cannot exceed 20 per month.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP).

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the Participant to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the

Participant to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.



**System step:** If a Participant is Employment Skills Training (EST) mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

### Explaining a Job Plan to the Participant

Providers need to ensure that Participants understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement (AAR); and undertaking and completing Job Searches.

At the Participant's Initial Interview Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the Participant needs to undertake in return for income support payments
- the Participant's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the Participant is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the Participant's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- the Participant's right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the Participant
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and

- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a Participant requests, or if the Provider considers it appropriate, the Participant can bring a support person with them to an Appointment to review their Job Plan. Similarly, when a Participant requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the Participant understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, Participants in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program Participants should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the Participant. The nominee can advise the Provider that the Participant is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for Participants.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

### Participants requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all Participants can have up to two Business Days 'think time' to consider the requirements set in their Job Plan. The Participant can use this time to discuss the terms of their Job Plan with a third party if they wish. The 'think time' is available to a Participant each time their Job Plan is created or updated.

If a Participant is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the Participant to occur in two Business Days so that the Participant can agree to and sign the Job Plan.

### Participants with a Compulsory Job Plan

For Participants with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the Participant's Calendar.

Participants who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants

(Voluntary). These Participants still need to have a compulsory Job Plan, which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Suspension

Participants with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the Participant will participate in and update the Participant's Job Plan to include the voluntary Activities. If the Provider becomes aware that a Participant is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a Participant is granted an Activity Test exemption by Services Australia
- a PCP or PCW (15-29 hours) Participant is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the Participant's employment will lead to a full outcome; or
- the Participant has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Voluntary Job Plan

Participants who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These Participants can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program Participants not on income support
- Pre-Release Prisoners
- Participants with an Exemption from their Mutual Obligation Requirements
- Participants with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a previous recipient of Widows Allowance granted Newstart Allowance after 1 January 2018 and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these Participants do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Participants will not be at risk of incurring a penalty if they do not participate in voluntary items.

## Participants in Time to Work Employment Service

If a Participant has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

## Participants in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

## Participants in Career Transition Assistance (CTA)

Eligible Participants can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a Participant's Job Plan.

For Participants in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the Participant's jobactive Provider. As part of this meeting, Participants will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the Participant and issue formal notification of the appointment/s.

## Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Employment, Skills, Small and Family Business and have the power to:

- require a Participant with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

## Participant agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the Participant (including those with voluntary requirements) that they must agree to their Job Plan and advise them of the consequences of failing to do so. The Provider should inform the Participant either face to face or over the phone that the Job Plan has been sent to their Job Seeker Dashboard for agreement. The Participant will have two Business Days to agree to their Job Plan. A verbal formal Notification script is available on the Department's IT System for the Provider to read to the Participant. The script includes a compliance warning that is required to be given to Participants (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the Participant agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Participant agreeing to the Job Plan – hard copy

The Participant and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the Participant the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the Participant will be able to access it from their Job Seeker Dashboard.

### Participant not agreeing to the Job Plan

Participants who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the Participant.

If the Participant refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the Participant and assess if the Participant has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the Services Australia IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the Participant.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a Participant, do not schedule any Activities against them.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job Search Requirements are determined by Providers based on what is appropriate for the Participant's circumstances. This may generally be set at a maximum of 20 efforts per month, but it may be reduced based on a Participant's capacity, the local labour market, and the Participant's individual circumstances. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible Participants.

The number and quality of Job Searches undertaken need to be monitored. Participants can report their Job Search activities on the Job Seeker App or jobactive website.

Participants should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the Participant reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.
- ensure that the Participant is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the Participant in each Job Search Period, are visible on the Job Seeker App or jobactive website

Please refer to Job Aids at the Learning Centre for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a Participants Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Participants who do not have Job Search Requirements

The following Participants are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these

- Participants with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants undertaking drug and alcohol rehabilitation in a residential program
- Pregnant Participants from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee Participants when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a Participant is capable of taking personal responsibility for recording their own attendance at Activities, the Participant will be required to record their attendance at:

- Activities
- Third Party Appointments, and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every Participant's Job Plan by default. Providers are required to inform Participants if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the Participant as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the Participant's Job Plan. Ensure that capable Participants understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The Participant will be notified to contact their Provider if their payment is suspended. Providers will need to assess

whether the Participant had a valid reason for not reporting and enter the result on behalf of the Participant and consider whether the Participant is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

### Providing evidence of attendance for an Activity

For some Activities, the Participant will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The Participant will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the Participant's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the Participant until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to Participants, such as an Activity Supervisor. The person providing the code to Participants needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the Participant until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, Participants will record attendance directly on the day. By recording their own attendance, Participants will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that Participants have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Assessing a Participant's capability to record attendance

To assess the Participant's capability to record their own attendance, Providers need to consider if the Participant has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability, literacy and English skills required to record or report their own attendance, understanding:

- what requirements they need to record attendance for
- how to record their own attendance
- that they must record or report attendance by close of business on the day of the requirement
- what to do and who to contact if they cannot record their own attendance on a given day
- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Participant is capable of recording their own attendance

If the Participant has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the Participant's capability to record their own attendance to ensure that the Participant is reporting their attendance accurately. If a Provider knows that a Participant has not accurately recorded their attendance, they can override the result entered by the Participant.

If the Participant contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the Participant did attend and, if so, record the Participant's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Participant is not capable of recording their attendance

If the Participant is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the Participant's Job Plan.

Providers are encouraged to keep working with Participants to build capacity for reporting their attendance at requirements.

If a Participant can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Provider needs to tell the Participant to report their attendance by contacting their Provider, who will record attendance on the Participant's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers are required to review, update and monitor a Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the Participant:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity

- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For Services Australia managed Participants, Services Australia will update the Job Plan when required. If the Participant is managed by a Provider, Services Australia will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan at the Participant's next Appointment. Providers should not remove any updates made to a Job Plan by Services Australia without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

### Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the Participant is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the Participant is subject to an Exemption.

In consultation with the Participant, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

### Updating Job Plan to include Voluntary activities

If a Participant is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the Participant should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

### Updating Job Plan following Participant advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the Participant's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the Participant's capability, and that the Participant will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) and [Capability Assessment Guideline](#) for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

#### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the Participant is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the Participant's Job Plan. Ensure that the Participant understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

#### Updating the Job Plan following a Capability Interview or Capability Assessment

See the [Capability Interview Guideline](#) and the [Capability Assessment Guideline](#) for information on updating the Job Plan following a Capability Interview or a Capability Assessment.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or Participant.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the Participant's current, signed Job Plan.

For example: if the Participant's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the Participant's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each Participant requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the Participant, the requirement will then appear in the Participant's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a Participant, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the Participant. If a Participant has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the Participant's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the [Calendar and AAR Details IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. Participants taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the Participant's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the Participant to identify rehabilitation options that would assist the Participant to overcome their dependence.

If the Participant chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the Participant. Undertaking drug and alcohol rehabilitation counts towards the Participant's AAR.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the Participant to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling hours of employment where reasonable to do so

If the Participant is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the Participant to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the Participant to do so or tell them where they can find assistance to help them with this. If the Participant does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the Participant's Calendar for each day of employment the Participant is undertaking. The Participant does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

## Participant may create Personal Events

Participants may create their own Personal Events in their Calendar between 6am and 9pm. Participants may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the Participant to assist the Participant in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the Participant to schedule regular hours of paid work if the Participant does not do so. Providers must advise the Participant that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

### Confirmed Participant Personal Events

Providers are responsible for confirming Participant Personal Events and are encouraged to review and consider Personal Events created by the Participant. Providers should use their judgement and knowledge of the individual Participant to decide whether the Participant's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the Participant's personal situation. A Personal Event is considered to be Prior Notice of a Participant being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the Participant via an inbox message.

### Unconfirmed Participant Personal Events

If a Provider considers that a Personal Event entered by a Participant is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the Participant of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling a requirement over a confirmed Participant Personal Event

If the Provider needs to schedule a requirement for the same time as a Participant's confirmed Personal Event, the Provider will need to discuss this with the Participant. After confirming with the Participant that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the Participant of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

## 5. Issuing Formal Notification to the Participant

Except for any paid work the Participant is undertaking, the Provider is required to formally notify the Participant of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be issued. If a Participant's requirements are re-scheduled Providers must formally notify the Participant of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the Participant is required to record their own attendance, and if so, the consequences of not doing so
- whether the Participant will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the Participant must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the Participant if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the Participant must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

### Legal authority to formally notify a Participant of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Employment, Skills, Small and Family Business under Social Security Law to notify Participants of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a Participant receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

### Notifying Participants within the appropriate timeframe

Providers must issue Participants Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the Participant and they have agreed to attend this requirement and the Provider records this.

Refer to the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods at

<https://learningcentre.employment.gov.au/>.

(Deed references: Clauses 83A.3)

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## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage Participants who are participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses that will fully meet their Annual Activity Requirements.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online.
- Providers must formally notify the Participant (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C,V
<b>Services Australia Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69—Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C,V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V

Job Plan Codes	
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	V
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A Participant's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each Participant, including Participants without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the Participant's individual circumstances and are appropriate to the level of their capability.

Version: 1.6

Published on: 3 June 2020

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**Effective end: 11 April 2021**

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Changes from the previous version (Version 1.5)

**Policy changes:**

Nil

**Wording changes:**

Throughout this Guideline, references to the Department of Employment, Skills, Small and Family business have been updated to the Department of Education, Skills and Employment following Machinery of Government changes.

Pg 8 – clarification of existing policy for Stream A (Volunteer) or Fully Eligible Participants without Mutual Obligation Requirements (specifically people who were granted Newstart Allowance after 1 January 2018, or JobSeeker Payment, who would have been eligible for Widow Allowance prior to this date).

Pg 21 – AS21 Code removed as it only relevant to Disability Employment Services.

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A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)[Privacy Guideline](#)[Capability Interview Guideline](#)[Targeted Compliance Framework: Mutual](#)[Capability Assessment Guideline](#)[Obligation Failures Guideline](#)[Managing and Monitoring Mutual Obligation](#)[Work Refusal and Unemployment Failures](#)[Requirements Guideline](#)[Guideline](#)**Effective end: 11 April 2021**

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with Participants to keep Job Plans up to date and appropriate to Participants' individual needs.

Job Plan contents are discussed and agreed to based on each Participant's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the Participant's employability.

To support Participants to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the Participant. It is important that Participants understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the Participant. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Participants should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Participants having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Participant's Job Plan

Providers and Services Australia have been delegated certain powers under Social Security Law including the power to require a Participant to enter into a Job Plan and to approve or update a Participant's Job Plan.

### Creating a Job Plan at the Initial Interview

A Job Plan is created at the Initial Interview with a Participant. Once the Participant attends the Initial Interview and the Job Plan is approved the Participant is automatically commenced in Services.

During the Initial Interview, a Provider negotiates a Job Plan with new Participants or Participants transferred from other Providers. Providers need to ensure that each requirement is tailored to meet the circumstances of the individual Participant and supports them in achieving their employment goals.

The Provider's role is to support the Participant and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the Participant needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the Participant's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the Participant

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the Participant's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the Participant needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the Participant's ability to meet their requirements, providers should consider what non-vocational assistance may be appropriate to include in the Job Plan, where the Participant refuses treatment, or where there is a lack of treatment available in the local area, the Provider needs to record this in the Capability Management Tool, in the Department's IT System.

Providers are required to include approved Activities in the Participant's Job Plan that will enable the Participant to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a Participant's period of servicing the number of Job Searches a Participant is required to undertake each month must be specified in the Participant's Job Plan. The number of Job Searches required cannot exceed 20 per month.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP).

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the Participant to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the

Participant to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.



**System step:** If a Participant is Employment Skills Training (EST) mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

## Explaining a Job Plan to the Participant

Providers need to ensure that Participants understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement (AAR); and undertaking and completing Job Searches.

At the Participant's Initial Interview Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the Participant needs to undertake in return for income support payments
- the Participant's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the Participant is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the Participant's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- the Participant's right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the Participant
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and

- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a Participant requests, or if the Provider considers it appropriate, the Participant can bring a support person with them to an Appointment to review their Job Plan. Similarly, when a Participant requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the Participant understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, Participants in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program Participants should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the Participant. The nominee can advise the Provider that the Participant is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for Participants.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

### Participants requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all Participants can have up to two Business Days 'think time' to consider the requirements set in their Job Plan. The Participant can use this time to discuss the terms of their Job Plan with a third party if they wish. The 'think time' is available to a Participant each time their Job Plan is created or updated.

If a Participant is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the Participant to occur in two Business Days so that the Participant can agree to and sign the Job Plan.

### Participants with a Compulsory Job Plan

For Participants with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the Participant's Calendar.

Participants who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants

(Voluntary). These Participants still need to have a compulsory Job Plan, which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Suspension

Participants with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the Participant will participate in and update the Participant's Job Plan to include the voluntary Activities. If the Provider becomes aware that a Participant is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a Participant is granted an Activity Test exemption by Services Australia
- a PCP or PCW (15-29 hours) Participant is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the Participant's employment will lead to a full outcome; or
- the Participant has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Voluntary Job Plan

Participants who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These Participants can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program Participants not on income support
- Pre-Release Prisoners
- Participants with an Exemption from their Mutual Obligation Requirements
- Participants with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a person granted Newstart Allowance after 1 January 2018, or JobSeeker Payment, who would have otherwise been eligible for Widow Allowance prior to this date, and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these Participants do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Participants will not be at risk of incurring a penalty if they do not participate in voluntary items.

## Participants in Time to Work Employment Service

If a Participant has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

## Participants in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

## Participants in Career Transition Assistance (CTA)

Eligible Participants can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a Participant's Job Plan.

For Participants in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the Participant's jobactive Provider. As part of this meeting, Participants will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the Participant and issue formal notification of the appointment/s.

## Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Education, Skills and Employment and have the power to:

- require a Participant with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

## Participant agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the Participant (including those with voluntary requirements) that they must agree to their Job Plan and advise them of the consequences of failing to do so. The Provider should inform the Participant either face to face or over the phone that the Job Plan has been sent to their Job Seeker Dashboard for agreement. The Participant will have two Business Days to agree to their Job Plan. A verbal formal Notification script is available on the Department's IT System for the Provider to read to the Participant. The script includes a compliance warning that is required to be given to Participants (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the Participant agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Participant agreeing to the Job Plan – hard copy

The Participant and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the Participant the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the Participant will be able to access it from their Job Seeker Dashboard.

### Participant not agreeing to the Job Plan

Participants who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the Participant.

If the Participant refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the Participant and assess if the Participant has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the Services Australia IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the Participant.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a Participant, do not schedule any Activities against them.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job Search Requirements are determined by Providers based on what is appropriate for the Participant's circumstances. This may generally be set at a maximum of 20 efforts per month, but it may be reduced based on a Participant's capacity, the local labour market, and the Participant's individual circumstances. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible Participants.

The number and quality of Job Searches undertaken need to be monitored. Participants can report their Job Search activities on the Job Seeker App or jobactive website.

Participants should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the Participant reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.
- ensure that the Participant is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the Participant in each Job Search Period, are visible on the Job Seeker App or jobactive website

Please refer to [Job Aids at the Learning Centre](#) for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a Participants Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Participants who do not have Job Search Requirements

The following Participants are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these

- Participants 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants undertaking drug and alcohol rehabilitation in a residential program
- Pregnant Participants from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee Participants when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a Participant is capable of taking personal responsibility for recording their own attendance at Activities, the Participant will be required to record their attendance at:

- Activities
- Third Party Appointments, and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every Participant's Job Plan by default. Providers are required to inform Participants if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the Participant as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the Participant's Job Plan. Ensure that capable Participants understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The Participant will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the Participant had a valid reason for not reporting and enter the result on behalf of the Participant and consider whether the Participant is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

### Providing evidence of attendance for an Activity

For some Activities, the Participant will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The Participant will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the Participant's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the Participant until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to Participants, such as an Activity Supervisor. The person providing the code to Participants needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the Participant until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, Participants will record attendance directly on the day. By recording their own attendance, Participants will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that Participants have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Assessing a Participant's capability to record attendance

To assess the Participant's capability to record their own attendance, Providers need to consider if the Participant has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability, literacy and English skills required to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance

- that they must record or report attendance by close of business on the day of the requirement
- what to do and who to contact if they cannot record their own attendance on a given day
- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Participant is capable of recording their own attendance

If the Participant has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the Participant's capability to record their own attendance to ensure that the Participant is reporting their attendance accurately. If a Provider knows that a Participant has not accurately recorded their attendance, they can override the result entered by the Participant.

If the Participant contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the Participant did attend and, if so, record the Participant's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Participant is not capable of recording their attendance

If the Participant is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the Participant's Job Plan.

Providers are encouraged to keep working with Participants to build capacity for reporting their attendance at requirements.

If a Participant can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Provider needs to tell the Participant to report their attendance by contacting their Provider, who will record attendance on the Participant's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers are required to review, update and monitor a Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the Participant:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For Services Australia managed Participants, Services Australia will update the Job Plan when required. If the Participant is managed by a Provider, Services Australia will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan at the Participant's next Appointment. Providers should not remove any updates made to a Job Plan by Services Australia without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

## Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the Participant is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the Participant is subject to an Exemption.

In consultation with the Participant, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

## Updating Job Plan to include Voluntary activities

If a Participant is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the Participant should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

## Updating Job Plan following Participant advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the Participant's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the Participant's capability, and that the Participant will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) and [Capability Assessment Guideline](#) for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the Participant is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the Participant's Job Plan. Ensure that the Participant understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the [Capability Interview Guideline](#) and the [Capability Assessment Guideline](#) for information on updating the Job Plan following a Capability Interview or a Capability Assessment.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or Participant.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the Participant's current, signed Job Plan.

For example: if the Participant's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the Participant's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each Participant requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the Participant, the requirement will then appear in the Participant's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a Participant, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the Participant. If a Participant has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the Participant's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the Job Seeker [Calendar and AAR Requirements IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. Participants taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the Participant's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the Participant to identify rehabilitation options that would assist the Participant to overcome their dependence.

If the Participant chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the Participant. Undertaking drug and alcohol rehabilitation counts towards the Participant's AAR.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the Participant to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the Participant is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the Participant to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the Participant to do so or tell them where they can find assistance to help them with this. If the Participant does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the Participant's Calendar for each day of employment the Participant is undertaking. The Participant does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Participant may create Personal Events

Participants may create their own Personal Events in their Calendar between 6am and 9pm. Participants may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the Participant to assist the Participant in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the Participant to schedule regular hours of paid work if the Participant does not do so. Providers must advise the Participant that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

## Confirmed Participant Personal Events

Providers are responsible for confirming Participant Personal Events and are encouraged to review and consider Personal Events created by the Participant. Providers should use their judgement and knowledge of the individual Participant to decide whether the Participant's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the Participant's personal situation. A Personal Event is considered to be Prior Notice of a Participant being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the Participant via an inbox message.

## Unconfirmed Participant Personal Events

If a Provider considers that a Personal Event entered by a Participant is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the Participant of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling a requirement over a confirmed Participant Personal Event

If the Provider needs to schedule a requirement for the same time as a Participant's confirmed Personal Event, the Provider will need to discuss this with the Participant. After confirming with the Participant that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the Participant of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the Participant

Except for any paid work the Participant is undertaking, the Provider is required to formally notify the Participant of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be issued. If a Participant's requirements are re-scheduled Providers must formally notify the Participant of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the Participant is required to record their own attendance, and if so, the consequences of not doing so
- whether the Participant will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the Participant must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the Participant if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the Participant must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

## Legal authority to formally notify a Participant of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Education, Skills and Employment under Social Security Law to notify Participants of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a Participant receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

## Notifying Participants within the appropriate timeframe

Providers must issue Participants Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the Participant and they have agreed to attend this requirement and the Provider records this.

Refer to the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods at

<https://learningcentre.employment.gov.au/>.

(Deed references: Clauses 83A.3)

## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage Participants who are participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses that will fully meet their AAR.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online.
- Providers must formally notify the Participant (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C,V
<b>Services Australia Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69—Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C,V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V

Job Plan Codes	
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	V
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.



Australian Government



jobactive

Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A Participant's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each Participant, including Participants without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the Participant's individual circumstances and are appropriate to the level of their capability.

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 Changes from the previous version (Version 1.6)

#### Policy changes:

- Flexible Study - Expanded options for Participants to undertake study or training to contribute to or meet Mutual Obligation Requirements, at any stage in any Phase. This includes courses subsidised by state or territory governments, or under the JobTrainer Fund, including Certificate I and II courses.

#### Wording changes:

- Pg 5. Clarification of the 2 Business Day think time for agreeing to a Job Plan,
- Pg 6, 13. Changes to include flexible learning options for Mutual Obligations Requirements.
- Pg 6, 11. Changes to processes regarding servicing Participants with personal responsibility.
- Pg 16. Changes to processes regarding the review and update of a Participant's Job Plan.
- Pg 24, 25, 26. Changes to Job Plan codes to include new codes for Digitally Services Participants and revisions to Activity Codes and Assistance Codes.
- Pg 4 & 12. Section updates to include reference to key performance measures in assessing job search quality and Job Plan appropriateness.
- Pg 19. Section updates to include reference to scheduling job interviews where a Provider becomes aware of an upcoming interview.

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 A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)
[Capability Interview Guideline](#)
[Capability Assessment Guideline](#)
[Managing and Monitoring Mutual Obligation Requirements Guideline](#)
[Privacy Guideline](#)
[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)
[Work Refusal and Unemployment Failures Guideline](#)

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' for job seekers receiving income support and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with Participants to keep Job Plans up to date and appropriate to Participants' individual needs.

Job Plan contents are discussed and agreed to based on each Participant's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the Participant's employability.

To support Participants to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated. Providers need to take the time to discuss the requirements with the Participant. It is important that Participants understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the Participant. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Participants should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Participants having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements the compliance framework can be utilised effectively and appropriately

The Department monitors the appropriateness and tailoring of Job Plans in line with key performance measures in the Performance Framework Guideline.

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Participant's Job Plan

Providers and Services Australia have been delegated certain powers under Social Security Law including the power to require a Participant to enter into a Job Plan and to approve or update a Participant's Job Plan.

## Creating a Job Plan at the Initial Interview

A Job Plan is created at the Initial Interview with a Participant. Once the Participant attends the Initial Interview and the Job Plan is approved the Participant is automatically commenced in Services.

During the Initial Interview, a Provider negotiates a Job Plan with new Participants or Participants transferred from other Providers. Providers need to ensure that each requirement is tailored to meet the circumstances of the individual Participant and supports them in achieving their employment goals.

The Provider's role is to support the Participant and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the Participant needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the Participant's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the Participant
- Note: Although Providers must create a Job Plan, Participants are not required to agree to the Job Plan at the Initial Interview and may have 2 Business Days 'think time'. For more information refer to the section, Participants requiring 'think time' to consider the terms of their Job Plan.

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the Participant's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the Participant needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the Participant's ability to meet their requirements, providers should consider what non-vocational assistance may be appropriate to include in the Job Plan, where the Participant refuses treatment, or where there is a lack of treatment available in the local area, the Provider needs to record this in the Capability Management Tool, in the Department's IT Systems.

Providers are required to include approved Activities in the Participant's Job Plan that will enable the Participant to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a Participant's period of servicing the number of Job Searches a Participant is required to undertake each month must be specified in the Participant's Job Plan. The number of Job Searches required cannot exceed 20 per month.

Approved Activities include study and training. Please refer to the Managing and Monitoring Mutual Obligation Guideline for more information.

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the Participant to meet their Mutual Obligation Requirements.

The Department's IT Systems will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the Participant to meet their Mutual Obligation Requirements, the Department's IT Systems will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT Systems will restrict the Provider from doing so by displaying an error message.



**System step:** If a Participant is Employment Skills Training (EST) mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

### Explaining a Job Plan to the Participant

Providers need to ensure that Participants understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement (AAR); and undertaking and completing Job Searches.

At the Participant's Initial Interview Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the Participant needs to undertake in return for income support payments, including the requirement to record their own attendance (where relevant)
- the Participant's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the Participant is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the Participant's income support payment

- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- the Participant's right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the Participant
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and
- that all relevant contact details will need to be accurately recorded and updated in the Department's IT Systems including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a Participant requests, or if the Provider considers it appropriate, the Participant can bring a support person with them to an Appointment to review their Job Plan. Similarly, when a Participant requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the Participant understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, Participants in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program Participants should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the Participant. The nominee can advise the Provider that the Participant is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for Participants.

Please record details of any conversations with a nominee in the comments screen in the Department's IT Systems.

### Participants requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all Participants can have up to two Business Days 'think time' to consider the requirements set in their Job Plan. The Participant can use this time to discuss the terms of their Job Plan with a third party if they wish. The 'think time' is available to a Participant each time their Job Plan is created or updated.

If a Participant is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the Participant to occur in two Business Days so that the Participant can agree to and sign the Job Plan.

### Participants with a Compulsory Job Plan

For Participants with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the Participant's Calendar.

Participants who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants (Voluntary). These Participants still need to have a compulsory Job Plan, which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Suspension

Participants with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the Participant will participate in and update the Participant's Job Plan to include the voluntary Activities. If the Provider becomes aware that a Participant is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a Participant is granted an Activity Test exemption by Services Australia
- a PCP or PCW (15-29 hours) Participant is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the Participant's employment will lead to a full outcome; or
- the Participant has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Voluntary Job Plan

Participants who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These Participants can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program Participants not on income support
- Pre-Release Prisoners
- Participants with an Exemption from their Mutual Obligation Requirements

- Participants with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a person granted Newstart Allowance after 1 January 2018, or JobSeeker Payment, who would have otherwise been eligible for Widow Allowance prior to this date, and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these Participants do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Participants will not be at risk of incurring a penalty if they do not participate in voluntary items.

### Participants in Time to Work Employment Service

If a Participant has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT Systems.

### Participants in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

### Participants in Career Transition Assistance (CTA)

Eligible Participants can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a Participant's Job Plan.

For Participants in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the Participant's jobactive Provider. As part of this meeting, Participants will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the Participant and issue formal notification of the appointment/s.

### Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Education, Skills and Employment and have the power to:

- require a Participant with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary Evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT Systems, give the Job Plan to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

### Participant agreeing to the Job Plan – online



**Documentary Evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary Evidence:** Providers are required to formally notify the Participant (including those with voluntary requirements) that they must agree to their Job Plan and advise them of the consequences of failing to do so. The Provider should inform the Participant either face to face or over the phone that the Job Plan has been sent to their Job Seeker Dashboard for agreement. The Participant will have two Business Days to agree to their Job Plan. A verbal formal Notification script is available on the Department's IT Systems for the Provider to read to the Participant. The script includes a compliance warning that is required to be given to Participants (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the Participant agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT Systems.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Participant agreeing to the Job Plan – hard copy

The Participant and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the Participant the signed copy and then approve the Job Plan in the Department's IT Systems.

When the Job Plan has been approved and entered in to the Department's IT Systems, the Participant will be able to access it from their Job Seeker Dashboard.

### Participant not agreeing to the Job Plan

Participants who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the Participant.

If the Participant refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the Participant and assess if the Participant has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

## Recording a Job Plan



**Documentary Evidence:** The Job Plan is to be recorded in the Department's IT Systems as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hard copy. If the Department's IT Systems are temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT Systems to the Dashboard on the Job Seeker App, the jobactive website and the Services Australia IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the Participant.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility to Report and Record Attendance

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a Participant, do not schedule any Activities against them.

Note: If the Participant is referred from Digital Services to a Provider, the Provider must remove any Digital Only Job Plan codes when negotiating the new Job Plan with the Participant. Please refer to the List of Job Plan Codes at Attachment A.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job Search Requirements are determined by Providers based on what is appropriate for the Participant's circumstances. This may generally be set at a maximum of 20 efforts per month, but it may be reduced based on a Participant's capacity, the local

labour market, and the Participant's individual circumstances. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible Participants.

The number and quality of Job Searches undertaken need to be monitored.

Providers need to review and confirm the quality of efforts submitted online or directly by no later than 5 Business Days after the end of each Job Search Period.

Providers should review the quality of job search efforts in line with the requirements detailed in the Managing and Monitoring Mutual Obligation Requirements Guideline.

Participants can report their Job Search activities on the Job Seeker App or jobactive website.

Participants should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the Participant reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- ensure that the Participant is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website, or directly to the Provider.
  - ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the Participant in each Job Search Period, are visible on the Job Seeker App or jobactive website

Please refer to [Job Aids at the Learning Centre](#) for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a Participants Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>

<b>Single referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Participants who do not have Job Search Requirements

The following Participants are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement:

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants who combine declared paid work (including self-employment) and approved study/training for at least 70 hours per fortnight are not required to look for additional work or participate in other activities.
- Participants undertaking drug and alcohol rehabilitation in a residential program
- Pregnant Participants from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee Participants when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT Systems. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-

populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a Participant is capable of taking personal responsibility for recording their own attendance at Activities, the Participant will be required to record their attendance at:

- Activities
- Third Party Appointments, and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every Participant's Job Plan by default. Providers are required to inform Participants if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the Participant as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the Participant's Job Plan. Ensure that capable Participants understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The Participant will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the Participant had a valid reason for not reporting and enter the result on behalf of the Participant and consider whether the Participant is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

### Providing evidence of attendance for an Activity

For some Activities, the Participant will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT Systems. The Participant will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the Participant's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the Participant until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to Participants, such as an Activity Supervisor. The person providing the code to Participants needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the Participant until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, Participants will record attendance directly on the day. By recording their own attendance, Participants will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that Participants have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Assessing a Participant's capability to record attendance

To assess the Participant's capability to record their own attendance, Providers need to consider if the Participant has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability, literacy and English skills required to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day
  - the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Participant is capable of recording their own attendance

If the Participant has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the Participant's capability to record their own attendance to ensure that the Participant is reporting their attendance accurately. If a Provider knows that a Participant has not accurately recorded their attendance, they can override the result entered by the Participant.

If the Participant contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the Participant did attend and, if so, record the Participant's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Participant is not capable of recording their attendance

If the Participant is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the Participant's Job Plan.

Providers are encouraged to keep working with Participants to build capacity for reporting their attendance at requirements.

If a Participant can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Provider needs to tell the Participant to report their attendance by contacting their Provider, who will record attendance on the Participant's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers are required to review, update and monitor a Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the Participant:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment where it is identified that the Job Plan contains errors, and/or
- is Commenced and has not had their Job Plan updated in the previous 6 months (thereby their Job Plan is reviewed and updated every 6 months).

For Services Australia managed Participants, Services Australia will update the Job Plan when required. If the Participant is managed by a Provider, Services Australia will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan at the Participant's next Appointment. Providers should not remove any updates made to a Job Plan by Services Australia without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

### Updating the Job Plan

Providers must review the Job Plan at each Provider Appointment to ensure that the Participant is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 Business Days. Ensure that the contents of the Job Plan is

updated including details of any additional voluntary activities or if the Participant is subject to an Exemption.

In consultation with the Participant, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT Systems will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT Systems.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

### Updating Job Plan to include Voluntary activities

If a Participant is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the Participant should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

### Updating Job Plan following Participant advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the Participant's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT Systems.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the Participant's capability, and that the Participant will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) and [Capability Assessment Guideline](#) for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the Participant is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the Participant's Job Plan. Ensure that the Participant understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

## Updating the Job Plan following a Capability Interview or Capability Assessment

See the [Capability Interview Guideline](#) and the [Capability Assessment Guideline](#) for information on updating the Job Plan following a Capability Interview or a Capability Assessment.

## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or Participant.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the Participant's current, signed Job Plan.

For example: if the Participant's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT Systems will not allow a Provider to schedule Compulsory Work for the Dole in the Participant's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

### Scheduling Requirements

The Provider must ensure that each day of each Participant requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the Participant, the requirement will then appear in the Participant's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a Participant, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the Participant. If a Participant has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the Participant's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the Job Seeker [Calendar and AAR Requirements IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. Participants taking personal responsibility to record their own attendance must do so for Job Interviews.

When the Provider becomes aware that a Participant has an upcoming interview, the Provider must schedule it in the Participant's calendar. This is required where the Provider has the relevant information and details to schedule the interview and appropriate time to notify the job seeker prior to the interview.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the Participant's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the Participant to identify rehabilitation options that would assist the Participant to overcome their dependence.

If the Participant chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the Participant. Undertaking drug and alcohol rehabilitation counts towards the Participant's AAR.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the Participant to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the Participant is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the Participant to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the Participant to do so or tell them where they can find assistance to help them with this. If the Participant does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the Participant's Calendar for each day of employment the Participant is undertaking. The Participant does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Participant may create Personal Events

Participants may create their own Personal Events in their Calendar between 6am and 9pm. Participants may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the Participant to assist the Participant in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the Participant to schedule regular hours of paid work if the Participant does not do so. Providers must advise the Participant that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

### Confirmed Participant Personal Events

Providers are responsible for confirming Participant Personal Events and are encouraged to review and consider Personal Events created by the Participant. Providers should use their judgement and knowledge of the individual Participant to decide whether the Participant's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the Participant's personal situation. A Personal Event is considered to be Prior Notice of a Participant being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the Participant via an inbox message.

### Unconfirmed Participant Personal Events

If a Provider considers that a Personal Event entered by a Participant is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT Systems and must formally notify the Participant of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling a requirement over a confirmed Participant Personal Event

If the Provider needs to schedule a requirement for the same time as a Participant's confirmed Personal Event, the Provider will need to discuss this with the Participant. After confirming with the Participant that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT Systems and formally notify the Participant of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT Systems.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the Participant

Except for any paid work the Participant is undertaking, the Provider is required to formally notify the Participant of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT Systems will automatically create and record the selected Notification type to be issued. If a Participant's requirements are re-scheduled Providers must formally notify the Participant of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the Participant is required to record their own attendance, and if so, the consequences of not doing so

- whether the Participant will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the Participant must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the Participant if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the Participant must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

### Legal authority to formally notify a Participant of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Education, Skills and Employment under Social Security Law to notify Participants of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a Participant receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

### Notifying Participants within the appropriate timeframe

Providers must issue Participants Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the Participant and they have agreed to attend this requirement and the Provider records this.

Refer to the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods at <https://learningcentre.employment.gov.au/>.

(Deed references: Clauses 83A.3)

## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage Participants who are participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses that will fully meet their AAR.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT Systems, the Job Plan must be provided to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online.
- Providers must formally notify the Participant (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT Systems as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hard copy.
- If the Department's IT Systems is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Attachment A – List of Job Plan codes

Also see [ESS Web Activity Search](#): for Job Plan code search function

Job Plan Codes	
<b>Appointment Codes</b>	
AI12—Provider Appointment	C,V
AI15—Third Party Appointment	C,V
<b>Services Australia Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69—Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Digital Only Codes</b>	
JS11—Job Search monthly (Digital)	C,V
JS12—Job Interviews (Digital)	C,V
PA06—Personal Responsibility to Report and Record Attendance (Digital)	C
PA08—Digital Service Foundation Training	
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C,V
PA05 – Career Transition Assistance	V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	

EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time <i>This code now has an extra question when adding to a Job Plan: "is this an in-demand skills course"</i>	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
ET69—Refugee Activities	C
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
PA07—Employment Preparation Activity	C,V
PA10- Try a different approach to finding employment	
<b>Points Based Activation System</b>	
PA09—Points Requirement	C
<b>Assistance Codes</b>	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	

AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
FTXT – Free Text	

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.



Instrument 19-002

## Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.1) 2019

I, Kerri Hartland, Secretary of the Department of Jobs and Small Business, make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated 28 February 2019

KERRI HARTLAND  
Secretary

I, Kerri Hartland, Secretary of the Department of Jobs and Small Business:

- (a) revoke the *Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.2) 2018* (Instrument 18-006 dated 26 June 2018); and
- (b) under section 234 of the *Social Security (Administration) Act 1999*, delegate to the persons listed in the first column of the table in the Schedule to this instrument my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in the second column of the table in the Schedule to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in the third column of the table in the Schedules to this instrument.

This instrument commences on 1 March 2019.

*Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.1) 2019*

## Schedule

<b>Column 1 Powers delegated to</b>	<b>Column 2 Relevant provisions Social Security Act 1991</b>	<b>Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i></b>
<p>1. Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the:</p> <p>(a) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as the Remote Jobs and Communities Programme Funding Agreement 2013-2018).</p> <p>(b) Head Agreement for the Community Development Program 2019-2022.</p>	<p>1.Subsection 28(4)</p> <p>2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</p> <p>3.Subsection 502(1)</p> <p>4.Subparagraph 541(1AA)(b)(ii)</p> <p>5.Subsection 541(2)</p> <p>6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</p> <p>7.Subsection 601(1A)</p> <p>8.Subparagraph 601(4)(b)(ii)</p> <p>9.Paragraph 601(4B)(b)</p> <p>10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</p> <p>11.Subsection 731A(7)</p> <p>12.Subparagraph 731A(11)(b)(ii)</p> <p>13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</p>	<p>1.Paragraphs 42G(e) and 42G(f)</p> <p>2.Section 42J</p> <p>3.Section 42K</p> <p>4.Subsection 42SA(4)</p> <p>5.Subsections 63(2) and 63(4)</p>

*Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.1) 2019*

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Initials:.....  


<p>2. Each person engaged by an organisation to perform functions or provide services to the Commonwealth under the:</p> <p>(a) Disability Employment Services Deed.</p> <p>(b) jobactive Deed 2015-2020.</p> <p>(c) jobactive Deed (Norfolk Island) 2016-2018.</p> <p>(d) jobactive (Yarrabah Employment Services) Deed 2018-2020.</p>	<p>1.Subsection 28(4)</p> <p>2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</p> <p>3.Subsection 502(1)</p> <p>4.Subparagraph 541(1AA)(b)(ii)</p> <p>5.Subsection 541(2)</p> <p>6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA)(7))</p> <p>7.Subsection 601(1A)</p> <p>8.Subparagraph 601(4)(b)(ii)</p> <p>9.Paragraph 601(4B)(b)</p> <p>10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</p> <p>11.Subsection 731A(7)</p> <p>12.Subparagraph 731A(11)(b)(ii)</p> <p>13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</p>	<p>1.Paragraphs 42AC(1)(e) and 42AC(1)(g)</p> <p>2. Paragraph 42AF(1)(a)</p> <p>3. Subsection 42AG(1)</p> <p>4. Paragraph 42AL(3)(b)</p> <p>5. Subsections 42AM(1) and 42AM(2)</p> <p>6. Subsections 63(2) and 63(4)</p>
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<p>3. Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the Transition to Work Deed 2016-2020</p>	<p>1.Subsection 28(4)</p> <p>2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</p> <p>3.Subsection 502(1)</p> <p>4.Subparagraph 541(1AA)(b)(ii)</p> <p>5.Subsection 541(2)</p> <p>6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</p> <p>7.Subsection 601(1A)</p> <p>8.Subparagraph 601(4)(b)(ii)</p> <p>9.Paragraph 601(4B)(b)</p> <p>10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</p> <p>11.Subsection 731A(7)</p> <p>12.Subparagraph 731A(11)(b)(ii)</p> <p>13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</p>	<p>1.Subsections 63(2) and 63(4)</p>
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<p>4. Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the ParentsNext Deed</p>	<p>1.Subsection 28(4)  2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))  3. Subsection 502(1)  4. Division 3A of Part 2.10</p>	<p>1.Paragraphs 42AC(1)(e) and 42AC(1)(g)  2. Paragraph 42AF(1)(a)  3. Paragraph 42AL(3)(b)  4. Subsections 42AM(1) and 42AM(2)  5. Subsections 63(2) and 63(4)</p>
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Instrument 18-006

## Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.2) 2018

I, Kerri Hartland, Secretary of the Department of Jobs and Small Business, make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated 26 June 2018

KERRI HARTLAND  
Secretary

I, Kerri Hartland, Secretary of the Department of Jobs and Small Business:

- (a) revoke the Employment Instrument 16-016 dated 1 July 2016; and
- (b) under section 234 of the *Social Security (Administration) Act 1999*, delegate to the persons listed in the first column of the table in the Schedule to this instrument my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in the second column of the table in the Schedule to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in the third column of the table in the Schedule to this instrument.

This instrument commences on 1 July 2018.

## Schedule

<b>Column 1 Powers delegated to</b>	<b>Column 2 Relevant provisions Social Security Act 1991</b>	<b>Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i></b>
Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as the Remote Jobs and Communities Programme Funding Agreement 2013-2018)	1.Subsection 28(4) 2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4)) 3.Subsection 502(1) 4.Subparagraph 541(1AA)(b)(ii) 5.Subsection 541(2) 6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7)) 7.Subsection 601(1A) 8.Subparagraph 601(4)(b)(ii) 9.Paragraph 601(4B)(b) 10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B)) 11.Subsection 731A(7) 12.Subparagraph 731A(11)(b)(ii) 13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))	1.Paragraphs 42G(e) and 42G(f) 2.Section 42J 3.Section 42K 4.Subsection 42SA(4) 5.Subsections 63(2) and 63(4)

*Social Security (Secretary of the Department of Jobs and Small Business) Delegation (No.2) 2018*

Page 2 of 5

Initials. 

<p>Each person engaged by an organisation to perform functions or provide services for the Commonwealth under:</p> <ul style="list-style-type: none"> <li>• the Disability Employment Services Deed</li> <li>• the jobactive Deed 2015-2020</li> <li>• the jobactive Deed (Norfolk Island) 2016-2018, or</li> <li>• the jobactive (Yarrabah Employment Services) Deed 2018-2020</li> </ul>	<ol style="list-style-type: none"> <li>1.Subsection 28(4)</li> <li>2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3.Subsection 502(1)</li> <li>4.Subparagraph 541(1AA)(b)(ii)</li> <li>5.Subsection 541(2)</li> <li>6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA)(7))</li> <li>7.Subsection 601(1A)</li> <li>8.Subparagraph 601(4)(b)(ii)</li> <li>9.Paragraph 601(4B)(b)</li> <li>10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11.Subsection 731A(7)</li> <li>12.Subparagraph 731A(11)(b)(ii)</li> <li>13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1.Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>
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<p>Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the Transition to Work Deed 2016-2020</p>	<ol style="list-style-type: none"> <li>1.Subsection 28(4)</li> <li>2.Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3.Subsection 502(1)</li> <li>4.Subparagraph 541(1AA)(b)(ii)</li> <li>5.Subsection 541(2)</li> <li>6.Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7.Subsection 601(1A)</li> <li>8.Subparagraph 601(4)(b)(ii)</li> <li>9.Paragraph 601(4B)(b)</li> <li>10.Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11.Subsection 731A(7)</li> <li>12.Subparagraph 731A(11)(b)(ii)</li> <li>13.Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1.Subsections 63(2) and 63(4)</li> </ol>
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<p>Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the ParentsNext Deed</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Division 3A of Part 2.10</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Paragraph 42AL(3)(b)</li> <li>4. Subsections 42AM(1) and 42AM(2)</li> <li>5. Subsections 63(2) and 63(4)</li> </ol>
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DEPARTMENT OF EMPLOYMENT

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*Social Security Act 1991*  
*Social Security (Administration) Act 1999*

**Delegation under section 234 of the Social Security (Administration) Act 1999**

I, RENÉE LEON, Secretary of the Department of Employment ('the Secretary'), make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated 16 June 2015



RENÉE LEON  
Secretary

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**Delegation of power to employment services providers**

**1 Commencement**

This instrument commences on 1 July 2015.

**2 Revocation**

Instrument 15-011 delegating power to employment providers is revoked.

**3 Definition**

In this instrument:

*employment services provider* means an organisation that performs functions or provides services from time to time for the purposes of the social security law under:

- (a) a relevant arrangement; or
- (b) a subcontract under such an arrangement.

*relevant arrangement* means the following arrangements with the Commonwealth:

- (a) Disability Employment Services Deed;
- (b) jobactive Deed 2015-2020; and
- (c) Remote Jobs and Communities Programme Funding Agreement 2013-2018.

#### **4 Delegation**

(1) Subject to subsection 4(2), each person engaged by an employment services provider to perform functions or to provide services under a relevant arrangement is delegated the following powers:

- (a) the powers of the Secretary under the provisions of the *Social Security Act 1991* mentioned in the table in Part 1 of Schedule 1 to this instrument; and
- (b) the powers of the Secretary under the provisions of the *Social Security (Administration) Act 1999* mentioned in the table in Part 2 of Schedule 1 to this instrument.

(2) However, a person mentioned in subsection 4(1) is not delegated the following powers under the *Social Security Act 1991*:

- (a) a power to approve the form of an employment pathway plan;
- (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain;
- (c) the powers under subsection 544DA(7).

#### **5 Severability**

If my purported delegation of a particular power under this instrument is invalid, for whatever reason, it is my intention that this does not affect the validity of any other delegation of power under this instrument.

## Schedule 1 Powers delegated

### Part 1 Powers under the *Social Security Act 1991*

Item	Provision
1	Subsection 28(4)
2	Section 28B
3	Division 2 of Part 2.10
4	Subparagraph 541(1AA)(b)(ii)
5	Subdivision E of Division 1 of Part 2.11
6	Subparagraph 601(4)(b)(ii)
7	Paragraph 601(4B)(b) and subsection 601(4C)
8	Subdivision C of Division 1 of Part 2.12
9	Subparagraph 731A(11)(b)(ii)
10	Subdivision AB of Division 1 of Part 2.15

### Part 2 Powers under the *Social Security (Administration) Act 1999*

Item	Provision
1	Paragraphs 42G(e) and (f)
2	Section 42J
3	Section 42K
4	Subsection 42SA(4)
5	Subsection 63(2).

DEPARTMENT OF EMPLOYMENT

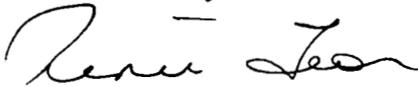
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*Social Security Act 1991*  
*Social Security (Administration) Act 1999*

**Delegation under section 234 of the Social Security (Administration) Act 1999**

I, RENÉE LEON, Secretary of the Department of Employment ('the Secretary'), make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated *13th January 2016* 2016



RENÉE LEON  
Secretary

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**Delegation of power to employment services providers**

**1 Commencement**

This instrument commences on the day it is signed.

**2 Revocation**

Instrument 15-013 delegating power to employment services providers is revoked.

**3 Definition**

In this instrument:

*employment services provider* means an organisation that performs functions or provides services from time to time for the purposes of the social security law under:

- (a) a relevant arrangement; or
- (b) a subcontract under such an arrangement.

**relevant arrangement** means the following arrangements with the Commonwealth:

- (a) Disability Employment Services Deed;
- (b) jobactive Deed 2015-2020;
- (c) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as Funding Agreement 2013-2018 Community Development Programme); and
- (d) Transition to Work Deed 2016-2020.

#### 4 Delegation

- (1) Subject to subsection 4(2), each person engaged by an employment services provider to perform functions or to provide services under a relevant arrangement (other than the Transition to Work Deed 2016-2020) is delegated the following powers:
  - (a) the powers of the Secretary under the provisions of the *Social Security Act 1991* mentioned in the table in Part 1 of Schedule 1 to this instrument; and
  - (b) the powers of the Secretary under the provisions of the *Social Security (Administration) Act 1999* mentioned in the table in Part 2 of Schedule 1 to this instrument.
- (2) However, a person mentioned in subsection 4(1) is not delegated the following powers under the *Social Security Act 1991*:
  - (a) a power to approve the form of an employment pathway plan;
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain;
  - (c) the power under subsection 544DA(7).
- (3) Subject to subsection 4(4), each person engaged by an employment services provider to perform functions or to provide services under the Transition to Work Deed 2016-2020 is delegated the following powers:
  - (a) the powers of the Secretary under the provisions of the *Social Security Act 1991* mentioned in the table in Part 1 of Schedule 1 to this instrument; and
  - (b) the power of the Secretary under the provision of the *Social Security (Administration) Act 1999* mentioned in Item 5 of Part 2 of Schedule 1 to this instrument
- (4) However, a person mentioned in subsection 4(3) is not delegated the following powers under the *Social Security Act 1991*:

Initials .....

- (a) a power to approve the form of an employment pathway plan;
- (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain;
- (c) the power under subsection 544DA(7).

## **5 Severability**

If my purported delegation of a particular power under this instrument is invalid, for whatever reason, it is my intention that this does not affect the validity of any other delegation of power under this instrument.

Initials .....

## Schedule 1 Powers delegated

### Part 1 Powers under the *Social Security Act 1991*

Item	Provision
1	Subsection 28(4)
2	Division 2 of Part 2.10
3	Subparagraph 541(1AA)(b)(ii)
4	Subdivision E of Division 1 of Part 2.11
5	Subparagraph 601(4)(b)(ii)
6	Paragraph 601(4B)(b) and subsection 601(4C)
7	Subdivision C of Division 1 of Part 2.12
8	Subparagraph 731A(11)(b)(ii)
9	Subdivision AB of Division 1 of Part 2.15

### Part 2 Powers under the *Social Security (Administration) Act 1999*

Item	Provision
1	Paragraphs 42G(e) and (f)
2	Section 42J
3	Section 42K
4	Subsection 42SA(4)
5	Subsection 63(2)

DEPARTMENT OF EMPLOYMENT

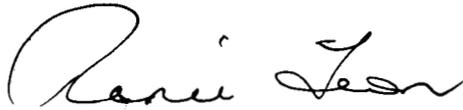
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*Social Security Act 1991*  
*Social Security (Administration) Act 1999*

**Delegation under section 234 of the Social Security (Administration) Act 1999**

I, RENÉE LEON, Secretary of the Department of Employment, make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated *31 march* 2016



RENÉE LEON  
Secretary

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**Delegation of powers to employment services providers and ParentsNext Project providers****1 Commencement**

This instrument commences on the day it is signed.

**2 Revocation**

Instrument 15-046 delegating powers to employment services providers is revoked.

**3 Definitions**

In this instrument:

*employment services provider* means an organisation that performs functions or provides services from time to time for the purposes of the social security law under:

- (a) a relevant arrangement; or
- (b) a subcontract under such an arrangement.

**relevant arrangement** means the following arrangements with the Commonwealth:

- (a) Disability Employment Services Deed;
- (b) jobactive Deed 2015-2020;
- (c) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as Funding Agreement 2013-2018 Community Development Programme); or
- (d) Transition to Work Deed 2016-2020.

**ParentsNext Project provider** means an organisation that performs functions or provides services from time to time for the purposes of the social security law under the ParentsNext Deed (being a Deed with the Commonwealth) or a subcontract to that deed.

#### 4 Delegation

- (1) Subject to subsection 4(2), I delegate to each person who performs functions or provides services under a relevant arrangement (other than the Transition to Work Deed 2016-2020) my powers in the following provisions:
  - (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 1 to this instrument; and
  - (b) the provisions of the *Social Security (Administration) Act 1999* listed in Part 2 of Schedule 1 to this instrument.
- (2) However, I do not delegate to a person mentioned in subsection 4(1) the following powers under the *Social Security Act 1991*:
  - (a) a power to approve the form of an employment pathway plan;
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain; and
  - (c) the power under subsection 544DA(7).
- (3) Subject to subsections 4(4), I delegate to each person who performs functions or provides services under the Transition to Work Deed my powers in the following provisions:
  - (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 1 to this instrument; and
  - (b) the provision of the *Social Security (Administration) Act 1999* at Items 5 and 6 of Part 2 of Schedule 1 to this instrument.

Initials .....

- (4) However, I do not delegate to a person mentioned in subsection 4(3) the following powers under the *Social Security Act 1991*:
- (a) a power to approve the form of an employment pathway plan;
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain; and
  - (c) the power under subsection 544DA(7).
- (5) Subject to subsection 4(6), I delegate to each person who performs functions or provides services for a ParentNext Project provider, my powers in the following provisions:
- (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 2 to this instrument; and
  - (b) the provisions of the *Social Security (Administration) Act 1999* listed in Part 2 of Schedule 2 to this instrument.
- (6) However, I do not delegate to a person mentioned in subsection 4(5) the following powers under the *Social Security Act 1991*:
- (a) a power to approve the form of an employment pathway plan; and
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain.

## 5 Severability

If my purported delegation of a particular power under this instrument is invalid, for whatever reason, it is my intention that this does not affect the validity of any other delegation of power under this instrument.

Initials .....

## Schedule 1 Powers delegated to employment services providers\*

### Part 1 Powers under the *Social Security Act 1991*

Item	Provision
1	Subsection 28(4)
2	Division 2 of Part 2.10
3	Subsection 502(1)
4	Subparagraph 541(1AA)(b)(ii)
5	Subsection 541(2)
6	Subdivision E of Division 1 of Part 2.11
7	Subsections 601(1A)
8	Subparagraph 601(4)(b)(ii)
9	Paragraph 601(4B)(b) and subsection 601(4C)
10	Subdivision C of Division 1 of Part 2.12
11	Subsection 731A(7)
12	Subparagraph 731A(11)(b)(ii)
13	Subdivision AB of Division 1 of Part 2.15

### Part 2 Powers under the *Social Security (Administration) Act 1999*

Item	Provision
1	Paragraphs 42G(e) and (f)
2	Section 42J
3	Section 42K
4	Subsection 42SA(4)
5	Subsection 63(2)
6	Subsection 63(4)

\* Subject to exceptions set out in the Instrument

**Schedule 2 Powers delegated to ParentsNext Project providers\***

**Part 1 Powers under the *Social Security Act 1991***

<b>Item</b>	<b>Provision</b>
1	Subsection 28(4)
2	Division 2 of Part 2.10
3	Subsection 502(1)
4	Division 3A of Part 2.10

**Part 2 Powers under the *Social Security (Administration) Act 1999***

<b>Item</b>	<b>Provision</b>
1	Subsection 63(2)
2	Subsection 63(4)

\* Subject to exceptions set out in the Instrument

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**DEPARTMENT OF EMPLOYMENT**

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*Social Security Act 1991*  
*Social Security (Administration) Act 1999*

**Delegation under section 234 of the Social Security (Administration) Act 1999**

I, SANDRA PARKER, A/g Secretary of the Department of Employment, make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated 1 July 2016

  
SANDRA PARKER  
A/g Secretary

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**Delegation of powers to employment services providers and ParentsNext Project providers****1 Commencement**

This instrument commences on either 1 July 2016 or on signing, whichever is the latter.

**2 Revocation**

Instrument 16-005 is revoked.

**3 Definitions**

In this instrument:

*employment services provider* means an organisation that performs functions or provides services from time to time for the purposes of the social security law under:

- (a) a relevant arrangement; or
- (b) a subcontract under such an arrangement.

**relevant arrangement** means the following arrangements with the Commonwealth:

- (a) Disability Employment Services Deed;
- (b) jobactive Deed 2015-2020;
- (c) jobactive Deed (Norfolk Island) 2016-2018;
- (d) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as Funding Agreement 2013-2018 Community Development Programme); or
- (e) Transition to Work Deed 2016-2020.

**ParentsNext Project provider** means an organisation that performs functions or provides services from time to time for the purposes of the social security law under the ParentsNext Deed (being a Deed with the Commonwealth) or a subcontract to that deed.

#### 4 Delegation

- (1) Subject to subsection 4(2), I delegate to each person who performs functions or provides services under a relevant arrangement (other than the Transition to Work Deed 2016-2020) my powers in the following provisions:
  - (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 1 to this instrument; and
  - (b) the provisions of the *Social Security (Administration) Act 1999* listed in Part 2 of Schedule 1 to this instrument.
- (2) However, I do not delegate to a person mentioned in subsection 4(1) the following powers under the *Social Security Act 1991*:
  - (a) a power to approve the form of an employment pathway plan;
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain; and
  - (c) the power under subsection 544DA(7).
- (3) Subject to subsections 4(4), I delegate to each person who performs functions or provides services under the Transition to Work Deed my powers in the following provisions:
  - (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 1 to this instrument; and
  - (b) the provision of the *Social Security (Administration) Act 1999* at Items 5 and 6 of Part 2 of Schedule 1 to this instrument.

Initials  .....

- (4) However, I do not delegate to a person mentioned in subsection 4(3) the following powers under the *Social Security Act 1991*:
- (a) a power to approve the form of an employment pathway plan;
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain; and
  - (c) the power under subsection 544DA(7).
- (5) Subject to subsection 4(6), I delegate to each person who performs functions or provides services for a ParentNext Project provider, my powers in the following provisions:
- (a) the provisions of the *Social Security Act 1991* listed in Part 1 of Schedule 2 to this instrument; and
  - (b) the provisions of the *Social Security (Administration) Act 1999* listed in Part 2 of Schedule 2 to this instrument.
- (6) However, I do not delegate to a person mentioned in subsection 4(5) the following powers under the *Social Security Act 1991*:
- (a) a power to approve the form of an employment pathway plan; and
  - (b) a power to determine, by legislative instrument, the kinds of requirements that an employment pathway plan must not contain.

## 5 Severability

If my purported delegation of a particular power under this instrument is invalid, for whatever reason, it is my intention that this does not affect the validity of any other delegation of power under this instrument.

Initials  .....

## Schedule 1 Powers delegated to employment services providers\*

### Part 1 Powers under the *Social Security Act 1991*

Item	Provision
1	Subsection 28(4)
2	Division 2 of Part 2.10
3	Subsection 502(1)
4	Subparagraph 541(1AA)(b)(ii)
5	Subsection 541(2)
6	Subdivision E of Division 1 of Part 2.11
7	Subsections 601(1A)
8	Subparagraph 601(4)(b)(ii)
9	Paragraph 601(4B)(b) and subsection 601(4C)
10	Subdivision C of Division 1 of Part 2.12
11	Subsection 731A(7)
12	Subparagraph 731A(11)(b)(ii)
13	Subdivision AB of Division 1 of Part 2.15

### Part 2 Powers under the *Social Security (Administration) Act 1999*

Item	Provision
1	Paragraphs 42G(e) and (f)
2	Section 42J
3	Section 42K
4	Subsection 42SA(4)
5	Subsection 63(2)
6	Subsection 63(4)

\* Subject to exceptions set out in the Instrument

**Schedule 2 Powers delegated to ParentsNext Project providers\***

**Part 1 Powers under the *Social Security Act 1991***

<b>Item</b>	<b>Provision</b>
1	Subsection 28(4)
2	Division 2 of Part 2.10
3	Subsection 502(1)
4	Division 3A of Part 2.10

**Part 2 Powers under the *Social Security (Administration) Act 1999***

<b>Item</b>	<b>Provision</b>
1	Subsection 63(2)
2	Subsection 63(4)

\* Subject to exceptions set out in the Instrument



Instrument 19-031

## Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

I, Kerri Hartland, Secretary of the Department of Employment, Skills, Small and Family Business, make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated 5 September 2019

KERRI HARTLAND  
Secretary

### 1 Commencement

This instrument commences on the day it is signed.

### 2 Revocation

I revoke:

- (a) the Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.1) 2019 (Instrument 19-002 dated 28 February 2019),
- (b) the Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.1) 2018 (Instrument 18-005 dated 26 June 2018),
- (c) the Social Security (Administration) (Secretary of the Department of Jobs and Small Business) Delegation (No.3) 2018 (Instrument 18-007 dated 26 June 2018).

Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

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### 3 Delegation

I delegate, insofar as they relate to the participation and activity test requirements and compliance obligations for participation payment recipients:

- (a) to the person holding, occupying or performing the duties, from time to time of the Chief Executive Centrelink all my powers in:
  - (i) the *Social Security Act 1991* except my powers under the provisions listed in Column 1 of the table in Schedule 1 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* except my powers under the provisions listed in Column 2 of the table in Schedule 1 to this instrument,
- (b) to the persons holding, occupying or performing the duties, from time to time, of the specified positions in the Employment Programs and Activation Division listed in Column 1 of the table in Schedule 2 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in Column 2 of the table in Schedule 2 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in Column 3 of the table in Schedule 2 to this instrument,
- (c) to the persons holding, occupying or performing the duties, from time to time, of the specified positions in the National Customer Service Line and the Delivery and Employer Engagement Division listed in Column 1 of the table in Schedule 3 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in Column 2 of the table in Schedule 3 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in Column 3 of the table in Schedule 3 to this instrument,
- (d) to the persons engaged by the Department of Employment, Skills, Small and Family Business under labour hire agreements, listed in Column 1 in the table in Schedule 4 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in Column 2 of the table in Schedule 4 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in Column 3 of the table in Schedule 4 to this instrument,
- (e) to the persons engaged by service providers under the Deeds listed in Column 1 in the table in Schedule 5 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in Column 2 of the table in Schedule 5 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in Column 3 of the table in Schedule 5 to this instrument.

**Schedule 1 Powers not delegated to Chief Executive Centrelink**

<b>Column 1</b> <b>Powers under <i>Social Security Act 1991</i> not delegated</b>	<b>Column 2</b> <b>Powers under <i>Social Security (Administration) Act 1999</i> not delegated</b>
<ol style="list-style-type: none"> <li>1. Subsection 5B(2)</li> <li>2. Subsections 28(1) and 28(5)</li> <li>3. Section 28A</li> <li>4. Subsection 28C(1)</li> <li>5. Subsection 501(6)</li> <li>6. Subsection 501A(4)</li> <li>7. Subsection 502(4A)</li> <li>8. Subsection 502C(2A)</li> <li>9. Subsection 502D(5)</li> <li>10. Subsection 540AB(6)</li> <li>11. Subsection 541(1AB)</li> <li>12. Subsection 541D(1AC)</li> <li>13. Subsection 542F(2A)</li> <li>14. Subsection 542FA(5)</li> <li>15. Subsection 542FB(3)</li> <li>16. Subsection 544A(5)</li> <li>17. Subsection 544B(1B)</li> <li>18. Subsection 544DA(7)</li> <li>19. Subsections 547AA(3) and 547AA(5)</li> <li>20. Subsection 553B(2A)</li> <li>21. Subsection 595(1B)</li> <li>22. Subsection 601(2AC)</li> <li>23. Subsection 601(4A)</li> <li>24. Subsection 602B(2A)</li> <li>25. Subsection 602C(5)</li> <li>26. Subsection 605(4)</li> <li>27. Subsection 606(1B)</li> <li>28. Subsections 615(3) and 615(5)</li> <li>29. Subsection 634(2A)</li> <li>30. Subsection 731A(11A)</li> <li>31. Subsection 731B(1C)</li> <li>32. Subsection 731DA(2A)</li> <li>33. Subsection 731DB(5)</li> <li>34. Subsection 731DC(3)</li> <li>35. Subsection 731L(5)</li> <li>36. Subsection 731M(1B)</li> </ol>	<ol style="list-style-type: none"> <li>1. Section 7</li> <li>2. Subsection 10(2)</li> <li>3. Subsection 42AC(3)</li> <li>4. Subsections 42AI(1) and 42AI(3)</li> <li>5. Subsection 42AO(3)</li> <li>6. Subsection 42F(3)</li> <li>7. Subsection 42S(5)</li> <li>8. Subsections 42U(1) and 42U(3)</li> <li>9. Subsection 202(2E)</li> <li>10. Section 241</li> <li>11. Schedule 2, clause 4A(3)</li> <li>12. Schedule 5, clause 2(2)</li> </ol>

Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

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Initials... 

## Schedule 2 Powers delegated to departmental officers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>(a) Assistant Secretary, Senior Executive Service Band 1, Job Seeker Participation and Compliance Branch, Employment Programs and Activation Division</p> <p>(b) Director, Executive Level 2, Job Seeker Compliance Section Job Seeker Participation and Compliance Branch Employment Programs and Activation Division</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11) (b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1))</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Paragraphs 42G(e) and 42G(f)</li> <li>7. Section 42J</li> <li>8. Section 42K</li> <li>9. Subsection 42SA(4)</li> <li>10. Subsections 63(2) and 63(4)</li> </ol>

## Schedule 3 Powers delegated to departmental officers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>(a) APS4 and APS5 who are Senior Customer Service Officers, National Customer Service Line</p> <p>(b) APS6, Executive Level 1, and Executive Level 2, who are Team Leaders, National Customer Service Line</p> <p>(c) APS1, APS2, APS3 APS4, APS5, APS6, Executive Level 1 and Executive Level 2 who are Account Managers, Delivery and Employer Engagement Division</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11) (b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1))</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

**Schedule 4 Powers delegated to contractors under labour hire agreements**

<b>Column 1 Powers delegated to</b>	<b>Column 2 Relevant provisions <i>Social Security Act 1991</i></b>	<b>Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i></b>
(a) Each person engaged by the Department of Employment, Skills, Small under labour hire agreements and who work in either: (i) the National Customer Service Line; or (ii) the New Employment Services Trial Contact Centre	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

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Initials 

**Schedule 5 Powers delegated to persons engaged by service providers**

<b>Column 1 Powers delegated to</b>	<b>Column 2 Relevant provisions <i>Social Security Act 1991</i></b>	<b>Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i></b>
<p>Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the:</p> <p>(a) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as the Remote Jobs and Communities Programme Funding Agreement 2013-2018).</p> <p>(b) Head Agreement for the Community Development Program 2019-2022.</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42G(e) and 42G(f)</li> <li>2. Section 42J</li> <li>3. Section 42K</li> <li>4. Subsection 42SA(4)</li> <li>5. Subsections 63(2) and 63(4)</li> </ol>

Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

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Initials. 

**Schedule 5 Powers delegated to persons engaged by service providers**

<b>Column 1</b> <b>Powers delegated to</b>	<b>Column 2</b> <b>Relevant provisions</b> <i>Social Security Act 1991</i>	<b>Column 3</b> <b>Relevant provisions</b> <i>Social Security</i> <i>(Administration) Act 1999</i>
<p>Each person engaged by an organisation to perform functions or provide services to the Commonwealth under:</p> <p>(a) the Disability Employment Services Grant Agreement.</p> <p>(b) the jobactive Deed 2015-2022.</p> <p>(c) the jobactive Deed (Norfolk Island) 2016-2022.</p> <p>(d) the Employment Services Deed (Yarrabah Pilot) 2018-2022.</p> <p>(e) the New Employment Services Trial Deed 2019-2022.</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

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### Schedule 5 Powers delegated to persons engaged by service providers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the Transition to Work Deed 2016-2022	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Subsections 63(2) and 63(4)</li> </ol>

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**Schedule 5 Powers delegated to persons engaged by service providers**

<b>Column 1 Powers delegated to</b>	<b>Column 2 Relevant provisions Social Security Act 1991</b>	<b>Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i></b>
Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the ParentsNext Deed 2018-2021	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Division 3A of Part 2.10 (excluding subsections 502C(2A) and 502D(5))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Paragraph 42AL(3)(b)</li> <li>4. Subsections 42AM(1) and 42AM(2)</li> <li>5. Subsections 63(2) and 63(4)</li> </ol>

Social Security (Administration) (Secretary of the Department of Employment, Skills, Small and Family Business) Delegation (No.2) 2019

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Initials... 



**Australian Government**  
**Department of Education,  
Skills and Employment**

**Social Security (Administration) (Secretary of the Department of Education,  
Skills and Employment) Delegation (No. 1) 2020**

*Social Security Act 1991*  
*Social Security (Administration) Act 1999*

I, MICHELE BRUNIGES, Secretary of the Department of Education, Skills and Employment (the department), make this instrument under section 234 of the *Social Security (Administration) Act 1999*.

Dated *1st* February 2020

*Michele Bruniges*

Dr Michele Bruniges AM  
Secretary  
Department of Education, Skills and Employment

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**Delegation of Powers**

**1 Commencement**

This instrument commences on 1 February 2020.

**2 Revocation**

Instrument Number 19-031 from the Department of Employment, Skills, Small and Family Business is revoked.

**3 Interpretation**

If the name of an office, position, team, branch or group (organisational unit) in the department changes and that organisational unit continues performing the same functions and duties under the new name, then the delegations to that organisational unit under this instrument continue unaffected.

**APS Level 1** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**APS Level 2** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**APS Level 3** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**APS Level 4** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**APS Level 5** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**APS Level 6** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**Executive Level 1** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**Executive Level 2** has the same meaning as under the *Public Service Act 1999* and the *Public Service Classifications Rules 2000*.

**4 Delegation**

Under section 234 of the *Social Security (Administration) Act 1999*, insofar as they relate to the participation and activity test requirements and compliance obligations for participation payment recipients, I delegate:

- a) to the person, from time to time, holding, occupying or performing the duties of the Chief Executive Centrelink, all my powers under:
  - (i) the *Social Security Act 1991*, except my powers under the provisions listed in column 1 of the table in Schedule 1 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999*, except my powers under the provisions listed in column 2 of the table in Schedule 1 to this instrument,
- b) to the persons, from time to time, holding, occupying or performing the duties of the positions listed in column 1 of the table in Schedule 2 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in column 2 of the table in Schedule 2 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in column 3 of the table in Schedule 2 to this instrument,
- c) to the persons, from time to time, holding, occupying or performing the duties, of the positions listed in column 1 of the table in Schedule 3 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in column 2 of the table in Schedule 3 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in column 3 of the table in Schedule 3 to this instrument,
- d) to the persons listed in column 1 in the table in Schedule 4 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in column 2 of the table in Schedule 4 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in column 3 of the table in Schedule 4 to this instrument,
- e) to the persons listed in column 1 in the table in Schedule 5 to this instrument, my powers under the provisions of:
  - (i) the *Social Security Act 1991* listed in column 2 of the table in Schedule 5 to this instrument; and
  - (ii) the *Social Security (Administration) Act 1999* listed in column 3 of the table in Schedule 5 to this instrument.

**Schedule 1 Powers not delegated to Chief Executive Centrelink**

<b>Column 1</b> <b>Powers under <i>Social Security Act 1991</i> not delegated</b>	<b>Column 2</b> <b>Powers under <i>Social Security (Administration) Act 1999</i> not delegated</b>
<ol style="list-style-type: none"> <li>1. Subsection 5B(2)</li> <li>2. Subsections 28(1) and 28(5)</li> <li>3. Section 28A</li> <li>4. Subsection 28C(1)</li> <li>5. Subsection 501(6)</li> <li>6. Subsection 501A(4)</li> <li>7. Subsection 502(4A)</li> <li>8. Subsection 502C(2A)</li> <li>9. Subsection 502D(5)</li> <li>10. Subsection 540AB(6)</li> <li>11. Subsection 541(1AB)</li> <li>12. Subsection 541D(1AC)</li> <li>13. Subsection 542F(2A)</li> <li>14. Subsection 542FA(5)</li> <li>15. Subsection 542FB(3)</li> <li>16. Subsection 544A(5)</li> <li>17. Subsection 544B(1B)</li> <li>18. Subsection 544DA(7)</li> <li>19. Subsections 547AA(3) and 547AA(5)</li> <li>20. Subsection 553B(2A)</li> <li>21. Subsection 595(1B)</li> <li>22. Subsection 601(2AC)</li> <li>23. Subsection 601(4A)</li> <li>24. Subsection 602B(2A)</li> <li>25. Subsection 602C(5)</li> <li>26. Subsection 605(4)</li> <li>27. Subsection 606(1B)</li> <li>28. Subsections 615(3) and 615(5)</li> <li>29. Subsection 634(2A)</li> <li>30. Subsection 731A(11A)</li> <li>31. Subsection 731B(1C)</li> <li>32. Subsection 731DA(2A)</li> <li>33. Subsection 731DB(5)</li> <li>34. Subsection 731DC(3)</li> <li>35. Subsection 731L(5)</li> <li>36. Subsection 731M(1B)</li> </ol>	<ol style="list-style-type: none"> <li>1. Section 7</li> <li>2. Subsection 10(2)</li> <li>3. Subsection 42AC(3)</li> <li>4. Subsections 42AI(1) and 42AI(3)</li> <li>5. Subsection 42AO(3)</li> <li>6. Subsection 42F(3)</li> <li>7. Subsection 42S(5)</li> <li>8. Subsections 42U(1) and 42U(3)</li> <li>9. Subsection 202(2E)</li> <li>10. Section 241</li> <li>11. Schedule 2, clause 4A(3)</li> <li>12. Schedule 5, clause 2(2)</li> </ol>

Schedule 2 Powers delegated to departmental officers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>(a) Assistant Secretary, Job Seeker Participation and Compliance Branch, Employment Programs and Activation Division</p> <p>(b) Director, Job Seeker Compliance Section, Job Seeker Participation and Compliance Branch, Employment Programs and Activation Division</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Paragraphs 42G(e) and 42G(f)</li> <li>7. Section 42J</li> <li>8. Section 42K</li> <li>9. Subsection 42SA(4)</li> <li>10. Subsections 63(2) and 63(4)</li> </ol>

Schedule 3 Powers delegated to departmental officers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>(a) APS Level 4 and APS Level 5 who are Senior Customer Service Officers, National Customer Service Line</p> <p>(b) APS Level 6, Executive Level 1, and Executive Level 2, who are Team Leaders National Customer Service Line</p> <p>(c) APS Level 1, APS Level 2, APS Level 3, APS Level 4, APS Level 5, APS Level 6, Executive Level 1 and Executive Level 2, who are Account Managers, Delivery and Employer Engagement Division</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

**Schedule 4 Powers delegated to persons engaged under labour hire agreements**

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>Each person engaged by the Commonwealth, under labour hire agreements to work in either:</p> <p>(a) the National Customer Service Line; or</p> <p>(b) the New Employment Services Trial Contact Centre</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11) (b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

Schedule 5 Powers delegated to persons engaged by service providers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the:</p> <p>(a) Funding Agreement 2013-2018 Remote Jobs and Communities Programme (now referred to as the Remote Jobs and Communities Programme Funding Agreement 2013-2018)</p> <p>(b) Head Agreement for the Community Development Program 2019-2022</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11) (b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42G(e) and 42G(f)</li> <li>2. Section 42J</li> <li>3. Section 42K</li> <li>4. Subsection 42SA(4)</li> <li>5. Subsections 63(2) and 63(4)</li> </ol>

Schedule 5 Powers delegated to persons engaged by service providers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
<p>Each person engaged by an organisation to perform functions or provide services to the Commonwealth under:</p> <p>(a) the Disability Employment Services Grant Agreement</p> <p>(b) the jobactive Deed 2015-2022</p> <p>(c) the jobactive Deed (Norfolk Island) 2016-2022</p> <p>(d) the Employment Services Deed (Yarrabah Pilot) 2018-2022</p> <p>(e) the New Employment Services Trial Deed 2019-2022</p>	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Subsection 42AG(1)</li> <li>4. Paragraph 42AL(3)(b)</li> <li>5. Subsections 42AM(1) and 42AM(2)</li> <li>6. Subsections 63(2) and 63(4)</li> </ol>

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Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the Transition to Work Deed 2016-2022	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Subparagraph 541(1AA)(b)(ii)</li> <li>5. Subsection 541(2)</li> <li>6. Subdivision E of Division 1 of Part 2.11 (excluding subsections 544A(5), 544B(1B), and 544DA(7))</li> <li>7. Subsection 601(1A)</li> <li>8. Subparagraph 601(4)(b)(ii)</li> <li>9. Paragraph 601(4B)(b)</li> <li>10. Subdivision C of Division 1 of Part 2.12 (excluding subsections 605(4) and 606(1B))</li> <li>11. Subsection 731A(7)</li> <li>12. Subparagraph 731A(11)(b)(ii)</li> <li>13. Subdivision AB of Division 1 of Part 2.15 (excluding subsections 731L(5) and 731M(1B))</li> </ol>	<ol style="list-style-type: none"> <li>1. Subsections 63(2) and 63(4)</li> </ol>

Schedule 5 Powers delegated to persons engaged by service providers

Column 1 Powers delegated to	Column 2 Relevant provisions <i>Social Security Act 1991</i>	Column 3 Relevant provisions <i>Social Security (Administration) Act 1999</i>
Each person engaged by an organisation to perform functions or provide services for the Commonwealth under the ParentsNext Deed 2018-2021	<ol style="list-style-type: none"> <li>1. Subsection 28(4)</li> <li>2. Division 2 of Part 2.10 (excluding subsections 501(6) and 501A(4))</li> <li>3. Subsection 502(1)</li> <li>4. Division 3A of Part 2.10 (excluding subsections 502C(2A) and 502D(5))</li> </ol>	<ol style="list-style-type: none"> <li>1. Paragraphs 42AC(1)(e) and 42AC(1)(g)</li> <li>2. Paragraph 42AF(1)(a)</li> <li>3. Paragraph 42AL(3)(b)</li> <li>4. Subsections 42AM(1) and 42AM(2)</li> <li>5. Subsections 63(2) and 63(4)</li> </ol>

*MB*  
*1/2/20*