



Transition to Work (TtW) - Outcomes

This module gives providers information about Transition to Work (TtW) outcomes and payments, as well as how and when to claim them.

☰ Welcome

☰ Overview

☰ Outcomes and evidence

☰ Payments

☰ Summary

📄 Final quiz

Welcome



Text here

In this module you'll learn about Transition to Work (TtW) outcomes, when you can claim them and what documentary evidence you'll be required to provide.

This module must be completed before making a claim for a TtW outcome payment.

i Many of the terms used in this training are defined in the deed and written with capital letters. For ease of reading, the same capitalisation has not been applied in this training module.

Learning outcomes

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

- describe the categories of TtW outcomes
- assess a participant's situation to determine if an outcome can be claimed
- identify the required documentary evidence to support a claim for an outcome payment.


This module doesn't show you how to use the department's IT system. There is separate IT training that helps you do that. You will be better prepared to do the IT training if you do this module first.

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

Each lesson follows a similar format and includes:

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

- quiz questions
- links to cheat sheets and other resources.

 This training module (the Module) is provided to assist Workforce Australia - Transition to Work Providers (Providers) realise the objectives of Workforce Australia - Transition to Work in providing employment services under the Workforce Australia - Transition to Work Deed 2022–2027 (the Deed). The Module is made available to Providers solely for the purpose of receiving training from the Commonwealth to assist in their performance of their obligations under the Deed. Providers may not use the Module for any other purpose than receiving training from the Commonwealth.

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

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

GET STARTED

Overview



As a Transition to Work (TtW) provider you can claim outcome payments from the department for assisting a participant to achieve specific outcomes as outlined in the TtW Deed 2022-2027.

To be able to claim these payments the outcomes must meet specific timing, activity, and documentary evidence requirements.

What are outcome payments?

Outcome payments are a financial incentive for providers to move participants into education and/or employment. Providers can claim outcome payments as a participant achieves outcomes in education, employment or a combination of both. There are, of course, rules about what constitutes an outcome, when they can be claimed and the evidence required to make a claim.

Outcomes

There are 6 outcomes you can claim when assisting participants to become work ready or move into employment. Click on the hotspots in the diagram below for an overview of each.





Education (attainment/completion)

An education (attainment/completion) outcome occurs on the attainment of a Certificate III, or higher qualification or successful completion of year 12.

●
Education
(Attainment/completion)

●
12 Week Employment

●
12 Week Hybrid

②
Education
(Participation)

●
**26 Week Employment
Sustainability**

●
**26 Week Hybrid
Sustainability**

Education (participation)

An education (participation) outcome occurs after 26 weeks of full-time participation in an education program.



12 week employment

A 12 week employment outcome is achieved when a participant engages in 12 cumulative weeks of paid employment, unsubsidised self-employment, or an apprenticeship or traineeship.



26 week employment sustainability

A 26 week employment sustainability outcome starts immediately after a 12 week employment outcome period is completed and must continue for an additional 14 consecutive weeks for the required hours.



12 week hybrid

A 12 week hybrid outcome is achieved when a participant engages in a combination of education and paid employment over 12 consecutive weeks.

●
Education
(Attainment/completion)

●
12 Week Employment

●
12 Week Hybrid

●
Education
(Participation)

●
26 Week Employment
Sustainability

6
26 Week Hybrid
Sustainability

26 week hybrid sustainability

A 26 week hybrid sustainability outcome starts immediately after a 12 week hybrid outcome period is completed and must continue for an additional 14 consecutive weeks for the required hours.

Check your understanding

Drag and drop the outcome name next to its description.

≡ Education (participation)

26 weeks of full-time participation in an education program

≡ Education (attainment/completion)

Attainment of a Certificate III or higher, or completion of year 12

≡ 12 week employment

12 cumulative weeks of paid employment or self-employment

☰ 12 week hybrid

12 consecutive weeks of education and paid employment

☰ 26 week employment sustainability

14 extra consecutive weeks of employment straight after a 12 week outcome

☰ 26 week hybrid sustainability

14 extra consecutive weeks of employment and study straight after a 12 week hybrid outcome

SUBMIT

Expectations of providers

As a provider you're responsible for ensuring all the timing, activity and documentary requirements have been met before you make an outcome payment claim via the department's IT system.

Now you have an overview of TtW outcomes and payments, let's get into a bit more detail.

Next up - Outcomes and evidence

CONTINUE

Outcomes and evidence

Outcome types

As you've seen, there are 6 outcome types.

A participant's income support payment status and mutual obligation requirements inform the requirements that need to be met for an outcome to be achieved. There's a summary of the requirements in the carousel below. For full details see the TtW Deed 2022-2027, ANNEXURE B1 – OUTCOMES Table 1 – Outcome Requirements.

Education (attainment/completion) outcome



An education (attainment/completion) outcome occurs on the attainment of a Certificate III, or higher qualification or successful completion of year 12.

Education (participation) outcome



An education (participation) outcome occurs after 26 consecutive weeks of full-time participation in:

- a Certificate III course or higher qualification (including a diploma, advanced diploma, associate degree or bachelor's degree, or after a 12-week university bridging course)
- secondary education leading to year 12
- the Skills for Education and Employment (SEE) program, or the Adult Migrant Education Program (AMEP).

12 week employment outcome



A 12 week employment outcome is achieved when a participant engages in 12 cumulative weeks of:

- paid employment
- unsubsidised self-employment (not on activity tested income support), or
- an apprenticeship or traineeship.

26 week employment sustainability outcome



A 26 week employment sustainability outcome starts immediately after a 12 week employment outcome period is completed and must continue for an additional 14 consecutive weeks for the required hours.

A 12 week hybrid outcome can lead to an employment sustainability outcome or a hybrid sustainability outcome.

Job placements for 26 week employment sustainability outcomes track in the IT system in the same way as 12 week employment outcomes.

12 week hybrid outcome



A 12 week hybrid outcome is achieved when a participant engages in a combination of education and paid employment over 12 consecutive weeks. The 12 consecutive weeks:

- can be any ratio of education/employment if the placements run concurrently
- must achieve the minimum average weekly hours requirement set out in the deed and guideline.

26 week hybrid sustainability outcome



A 26 week hybrid sustainability outcome starts immediately after a 12 week hybrid outcome period is completed and must continue for an additional 14 consecutive weeks for the required hours.

A 12 week employment outcome can lead to a hybrid sustainability outcome or an employment sustainability outcome.

The course types allowed for hybrid sustainability outcomes are the same as for the 12 week hybrid outcomes and both education outcomes.

Rules for outcomes

Each outcome type has rules relating to when they can be claimed and what documentary evidence must be held to claim them.

Education outcomes

- As a provider you can choose to claim either an education outcome (participation) or an education outcome (attainment/completion) for each course a participant undertakes, but not both for the same course.
- You must regularly monitor participant engagement in the course to ensure they're attending and completing relevant course material.
- Education placements must be recorded in the department's IT system within 28 days of the participant commencing the course. The outcome start date is based on when the participant starts in the course.
- You can view and track education outcomes through the TtW outcome tracker in the department's IT system and lodge a claim when it becomes available. You must ensure that all requirements have been met before lodging a claim.

Required documentary evidence

To see what documentary evidence you must hold to claim education outcomes, click on the + signs.

Education (attainment/completion) —

A copy of the qualification certificate or screen shot from the institution demonstrating course completion, including:

- evidence of the type of qualification achieved
- participant's name
- details of the education institution
- date the qualification was achieved
- course code/unit (if applicable).

Education (participation) —

An email or signed statement from the education institution dated on or after the outcome end date which demonstrates:

- attendance/participation for 26 weeks
- the hours the participant attended the course
- the study period start and end dates.

Let's see how this works...

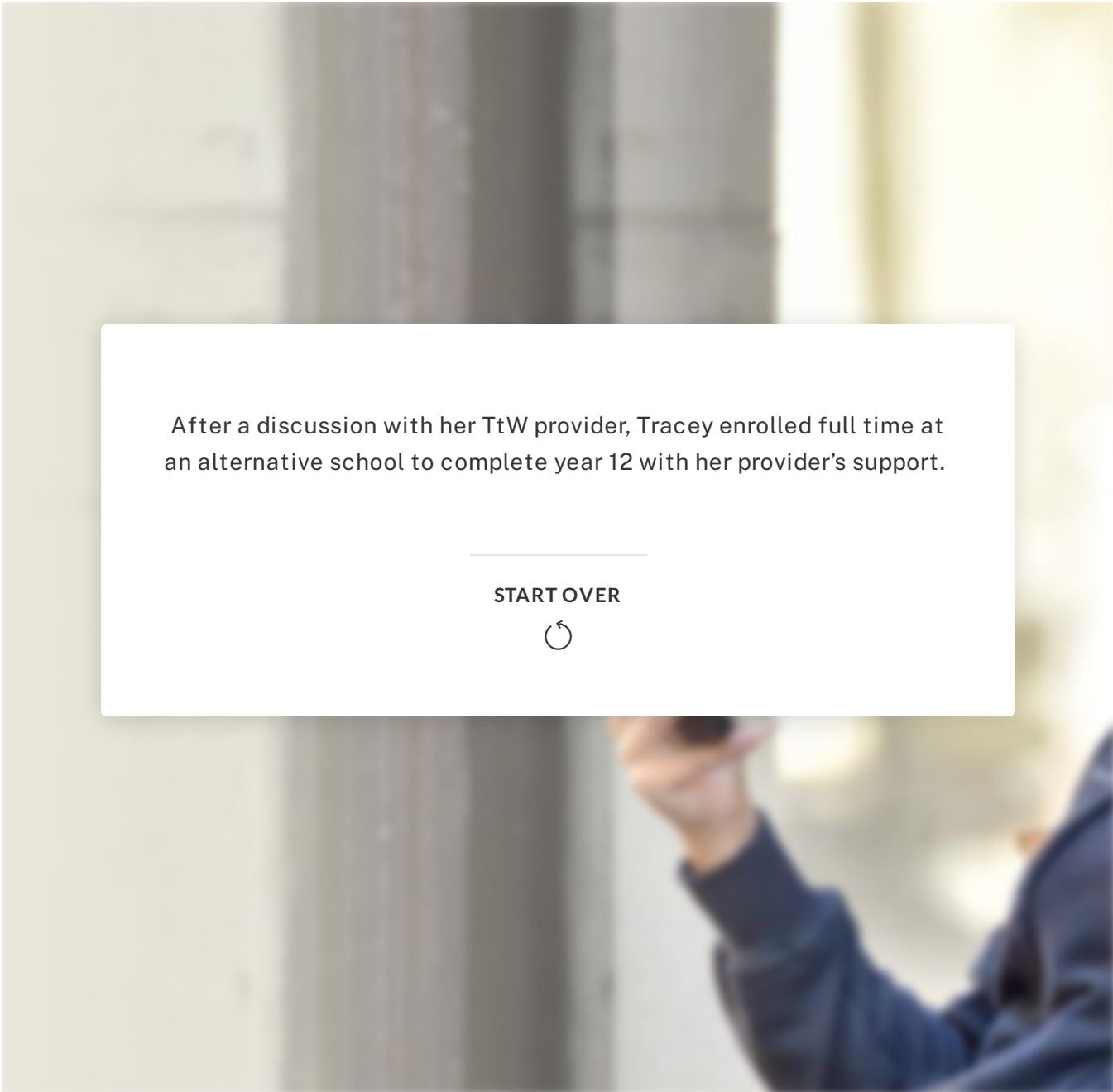
Tracey

Tracey was bullied at school and as a result left before completing year 12. She was referred to a TtW provider when she applied for Youth Allowance (other) through Centrelink.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



After a discussion with her TtW provider, Tracey enrolled full time at an alternative school to complete year 12 with her provider's support.

START OVER



Scene 1 Slide 2

Continue → End of Scenario

Which education outcomes do you think Tracey's provider could choose to claim?

I'm ready to see the answer

If you said the provider could choose to claim **either** an education outcome (participation) after Tracey has attended school for 26 weeks **or** an education outcome (attainment/completion) once she has successfully completed year 12, then you'd be right! The provider can't claim 2 different education outcome types for the same course. Well done.

Employment outcomes

A participant can consolidate multiple jobs to accrue sufficient hours or earnings to achieve the employment outcome. As such, a 12 week employment outcome can take longer than 12 weeks to achieve. An employment outcome will begin to track when:

- you have recorded a vacancy in the department's IT system
- a participant is placed against the vacancy in a job placement
- the job placement start date has been recorded.

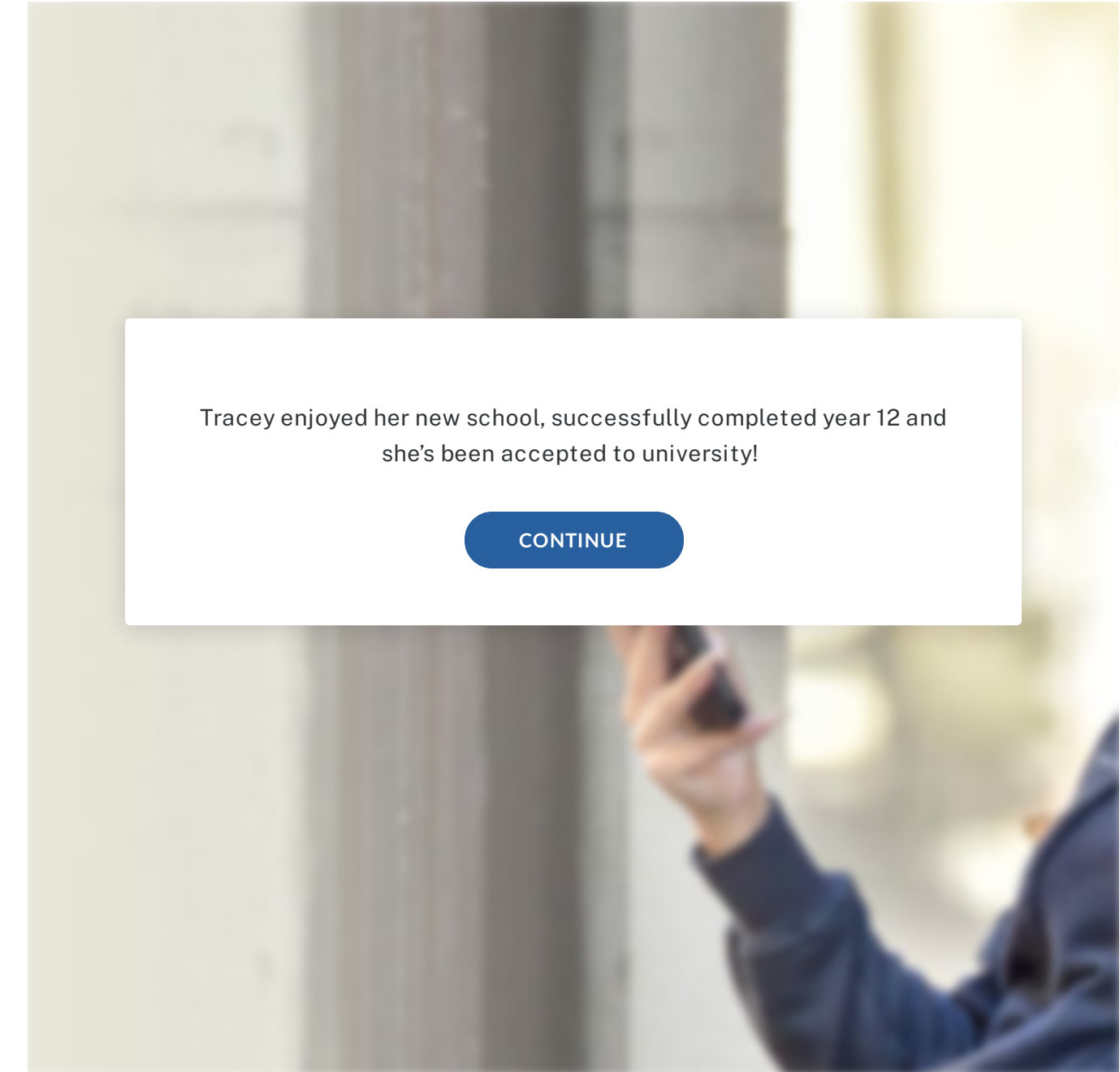
Start date

- For participants in receipt of income support, the start date for an employment outcome is set by the department's IT system to align with the start of their next Services Australia fortnight.
- For participants who are not in receipt of income support, the start date for an employment outcome will be set to the job placement start date recorded in the department's IT systems.

Required documentary evidence

- Payslip or payroll summary - where Services Australia data does not support the outcome or is not available.

Let's see how this one works.

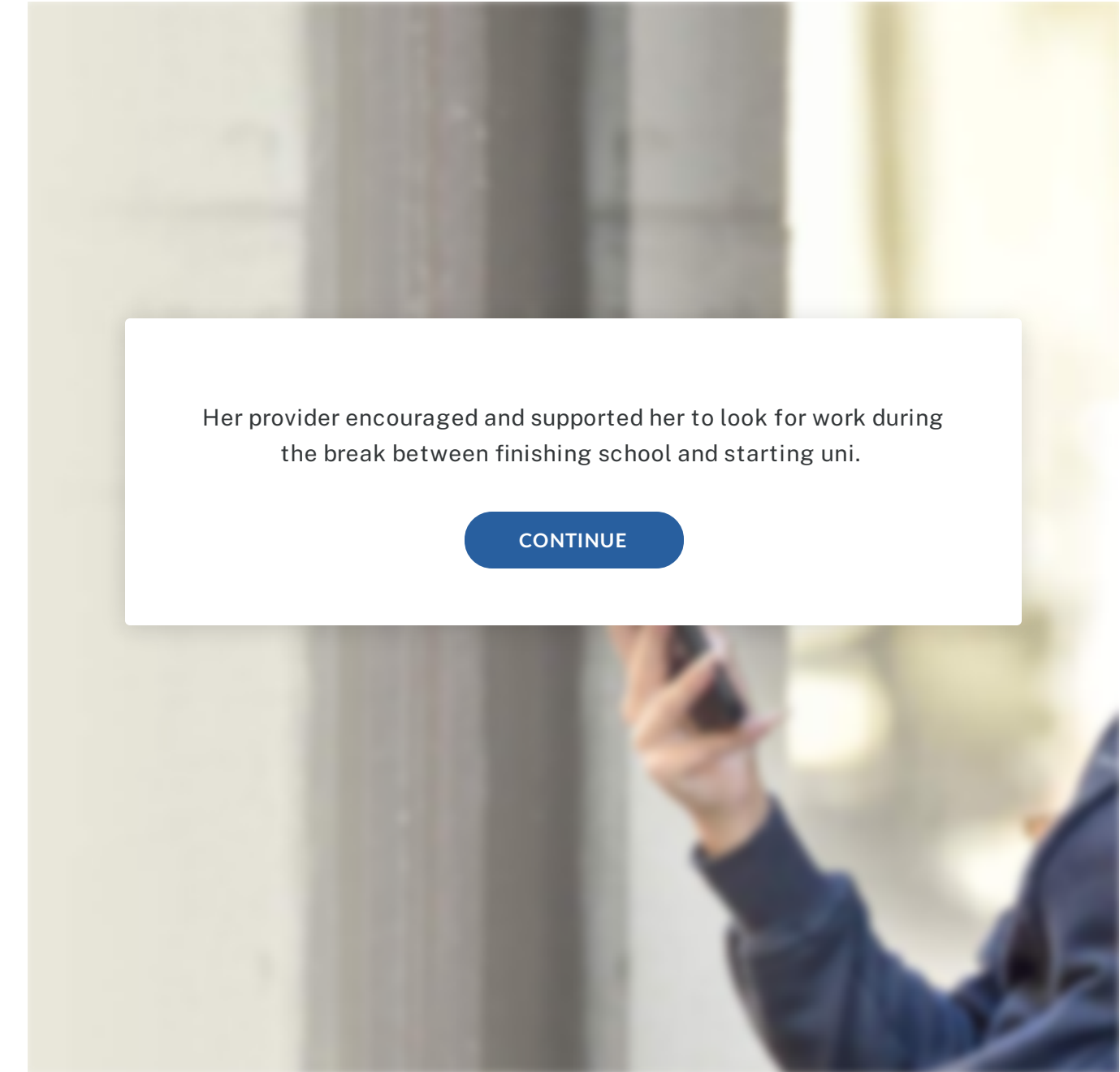


Tracey enjoyed her new school, successfully completed year 12 and she's been accepted to university!

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

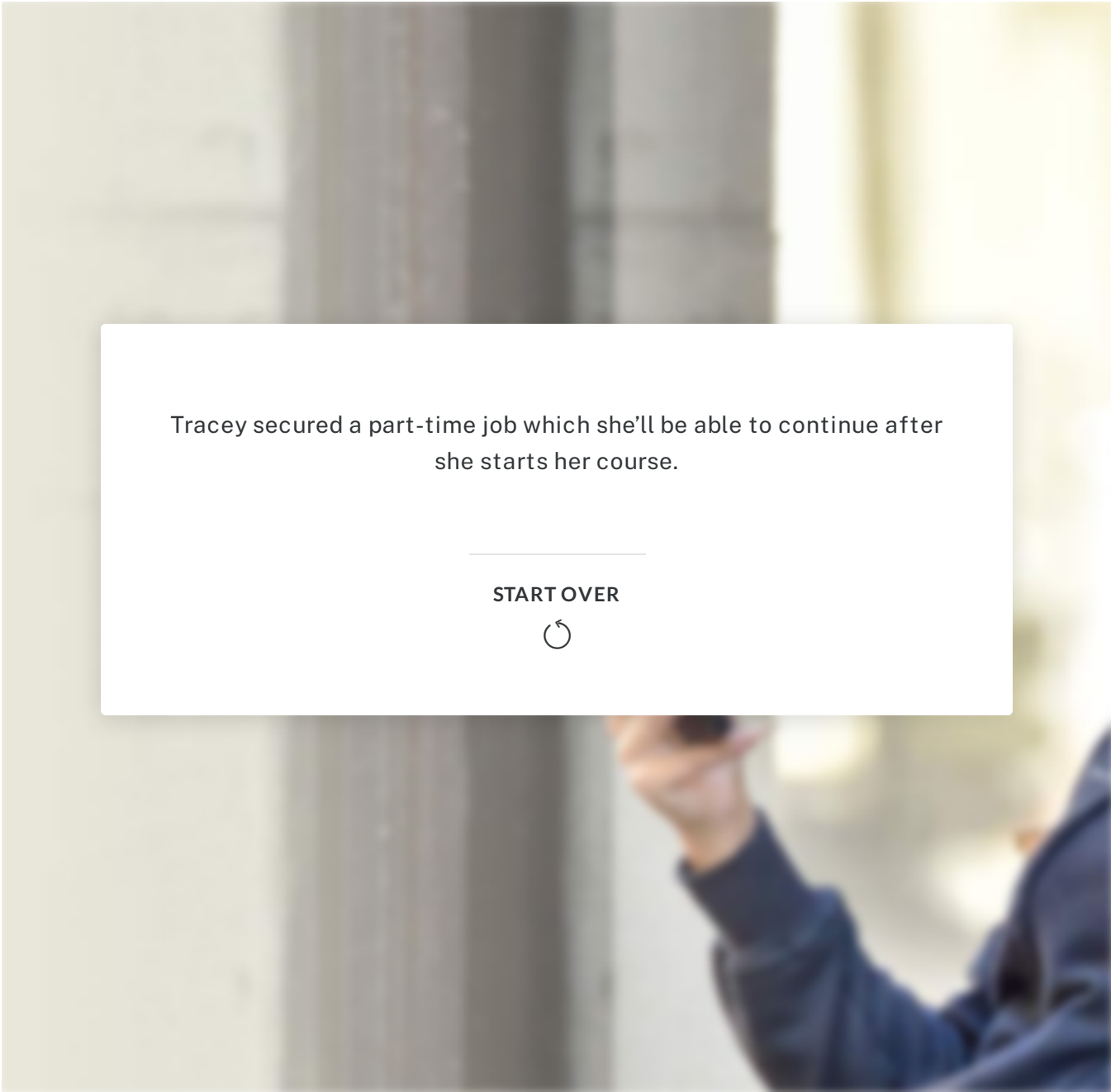


Her provider encouraged and supported her to look for work during the break between finishing school and starting uni.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide



Tracey secured a part-time job which she'll be able to continue after she starts her course.

START OVER



Scene 1 Slide 3

Continue → End of Scenario

Will Tracey's provider be able to claim an outcome?

I'm ready to see the answer

If you said it depends if Tracey's work meets outcome requirements, then you're right. Her provider may be able to claim a 12 week employment outcome if Tracey's work meets the outcome requirements outlined in the TtW Deed 2022-2027, either before or after she starts in the university course.

Her provider may also be able to claim an education outcome (participation) when Tracey has attended her university course for 26 weeks, as it's a different course to her year 12. However, they can't claim both the education and employment outcomes if the outcome periods overlap.

Hybrid outcomes

- The employment component of a hybrid outcome is calculated as an average over the outcome period.
- The education component must be a Certificate III or higher course, secondary education leading to year 12, the SEE program or AMEP.
- You cannot claim both a hybrid outcome and an education outcome for the same course.
- A hybrid outcome starts to track for a participant when a combination of education and employment occurs in the same time period, for the required combined hours per week.
- You can view and track hybrid outcomes through the TtW outcome tracker in the department's IT system and lodge a claim when it becomes available. You must ensure that all requirements have been met before lodging a claim.

Required documentary evidence

Education (participation) —

An email or signed statement from the education institution dated on or after the outcome end date which demonstrates:

- attendance/participation for 26 weeks
- the hours the participant attended the course
- the study period start and end dates.

Employment —

Payslip or payroll summary where Services Australia data does not support the outcome or is not available.

Let's see how it works in practice.



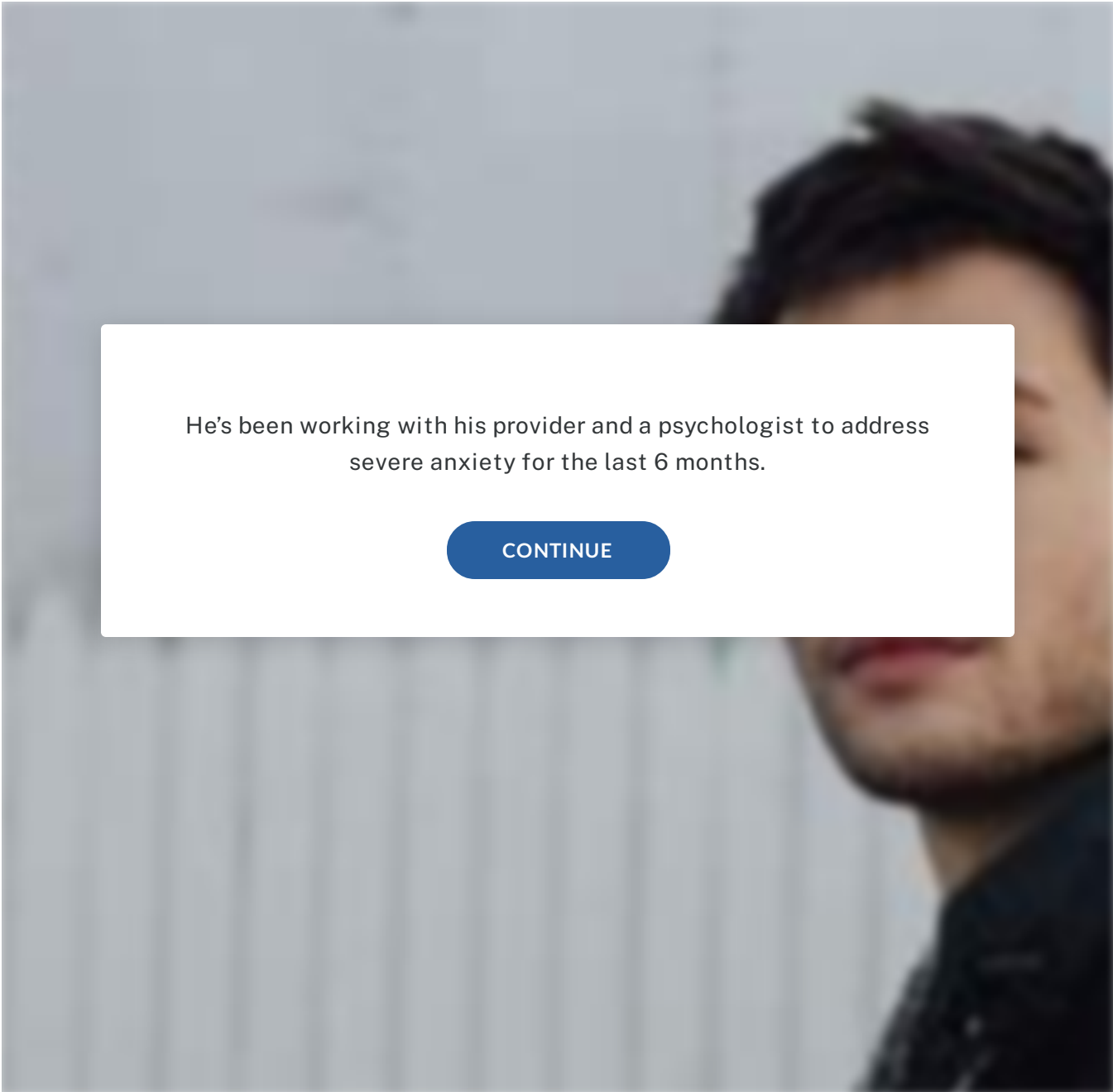
Meet Shriyan.

Shriyan was referred to his TtW provider by Services Australia when he applied for income support payments.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

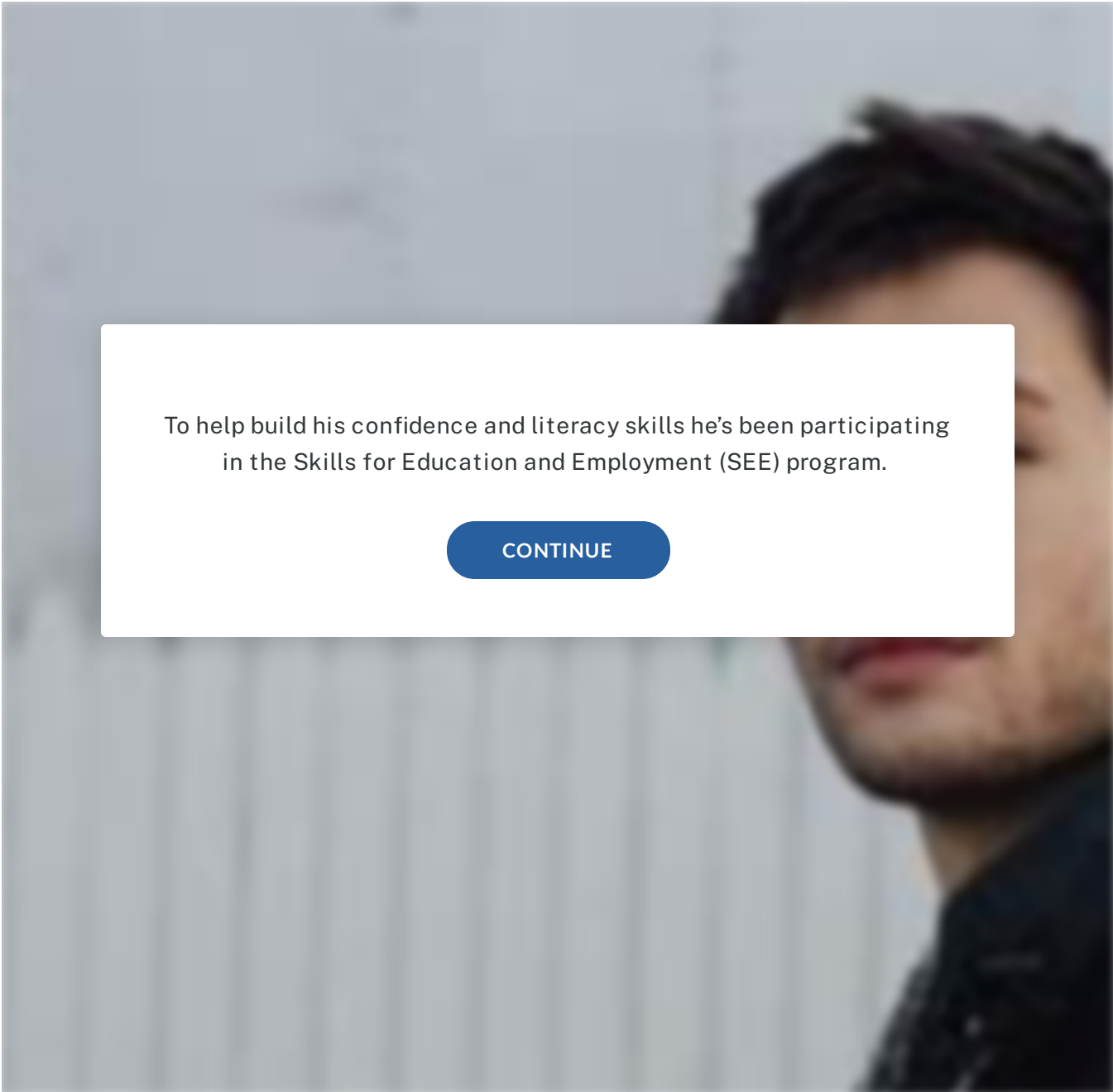


He's been working with his provider and a psychologist to address severe anxiety for the last 6 months.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide

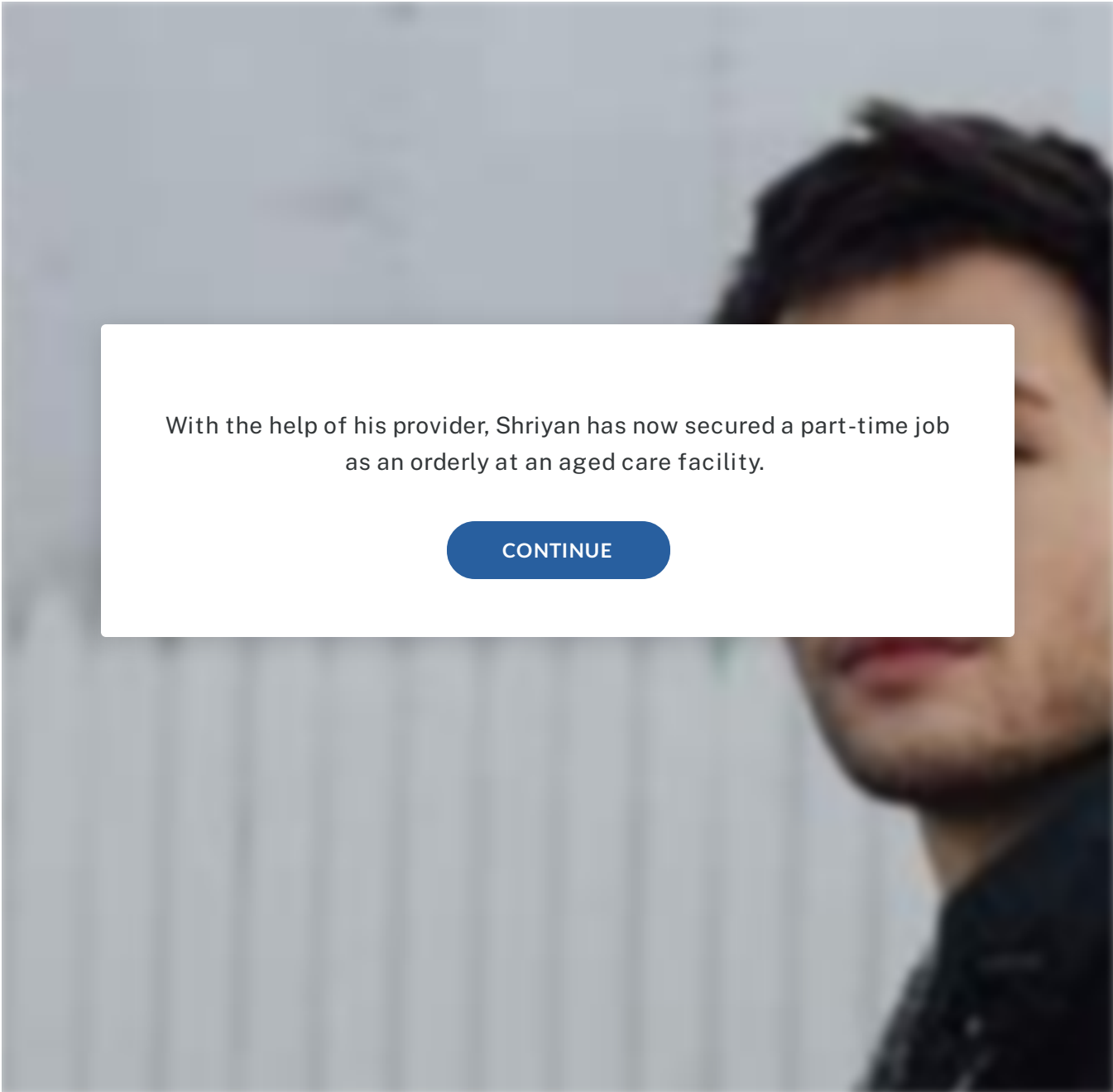


To help build his confidence and literacy skills he's been participating in the Skills for Education and Employment (SEE) program.

CONTINUE

Scene 1 Slide 3

Continue → Next Slide

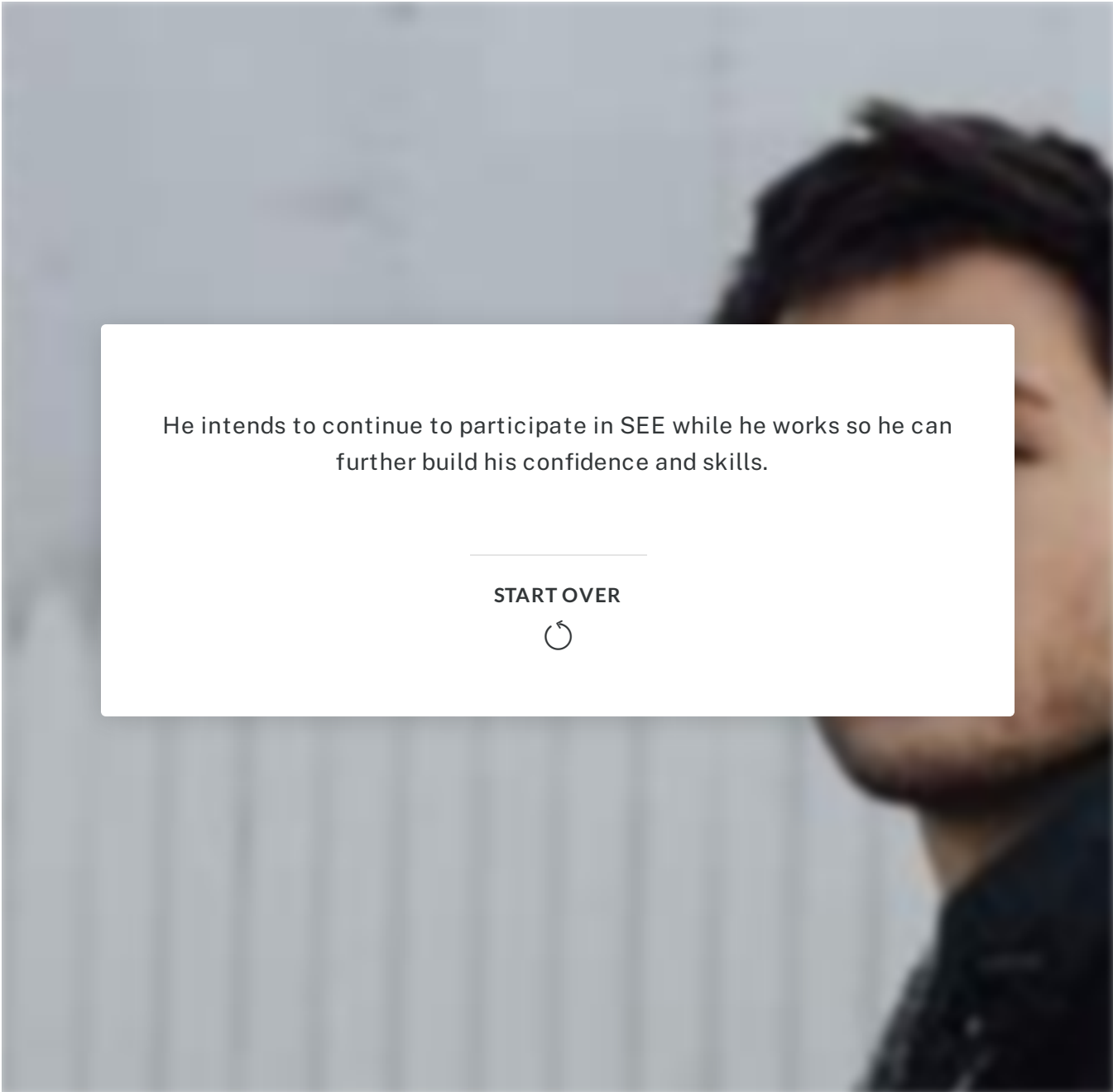


With the help of his provider, Shriyan has now secured a part-time job as an orderly at an aged care facility.

CONTINUE

Scene 1 Slide 4

Continue → Next Slide



He intends to continue to participate in SEE while he works so he can further build his confidence and skills.

START OVER



Scene 1 Slide 5

Continue → End of Scenario

Which 2 outcomes could Shriyan's provider choose to claim?

I'm ready to see the answer

If you said **12 week hybrid** or **education (participation)** you'd be right. The provider may choose to claim a 12 week hybrid outcome, once he reaches 12 consecutive weeks of employment (provided the outcome requirements outlined in the TtW Deed 2022-2027 are met) or an education (participation) outcome. However, the provider can't claim both as the outcome periods overlap.

Sustainability outcomes

- The sustainability outcome start date is the first day following the completion of a 12 week employment outcome or 12 week hybrid outcome.
- You can view and track hybrid sustainability outcomes through the TtW Outcome Tracker in the department's IT system and lodge a claim when it becomes available. You must ensure that all requirements have been met before lodging a claim.

Required documentary evidence

Hybrid —

Evidence is required for both the education and employment components.

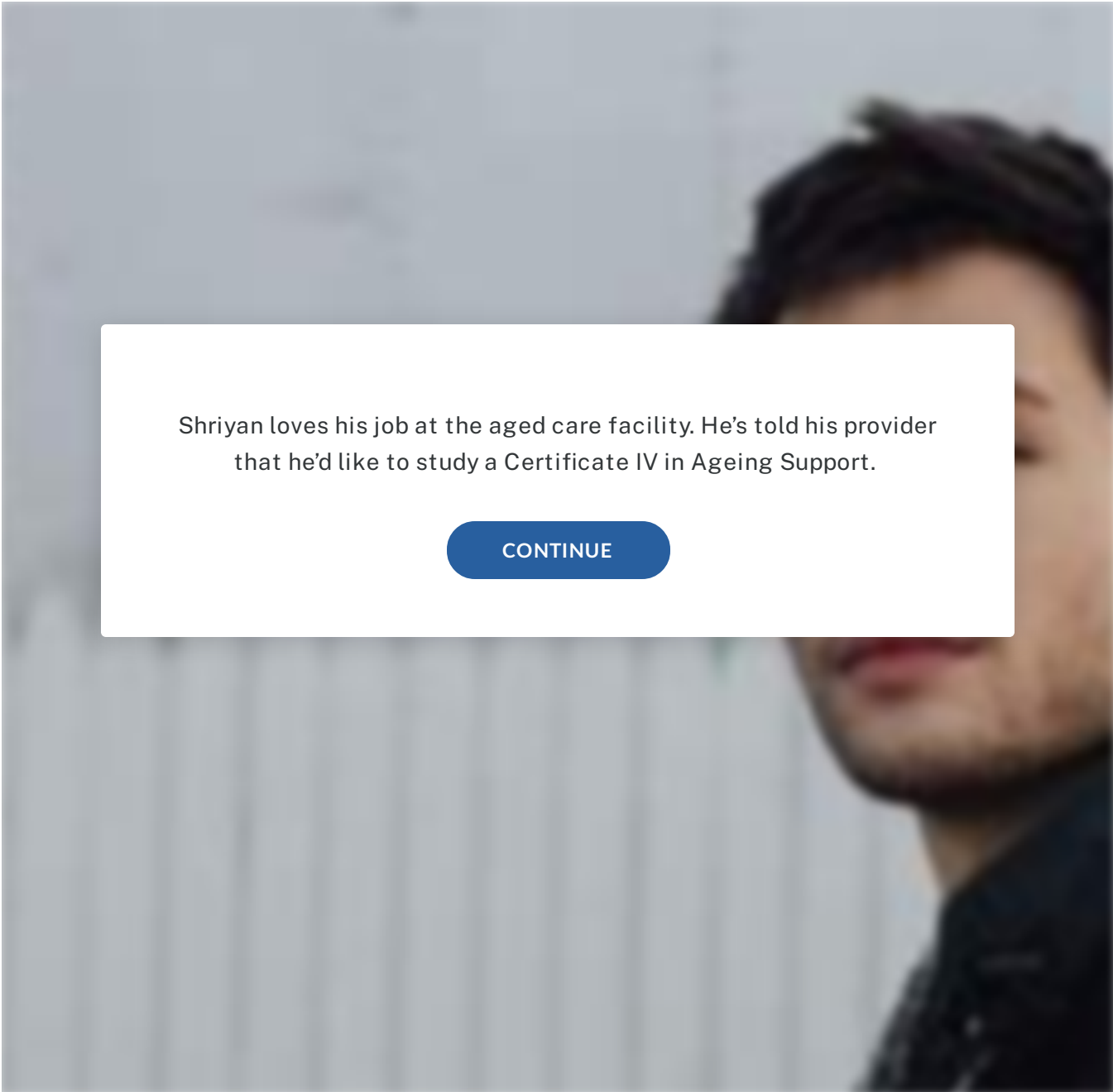
- Education - an email or signed statement from the education institution dated on or after the outcome end date which demonstrates:
 - a. attendance/participation for 26 weeks
 - b. the hours the participant attended the course
 - c. the study period start and end dates.

- Employment - payslip or payroll summary where Services Australia data will not act as sufficient evidence or is not available.

Employment —

- Payslip or payroll summary where Services Australia data does not support the outcome or is not available.

Last one...

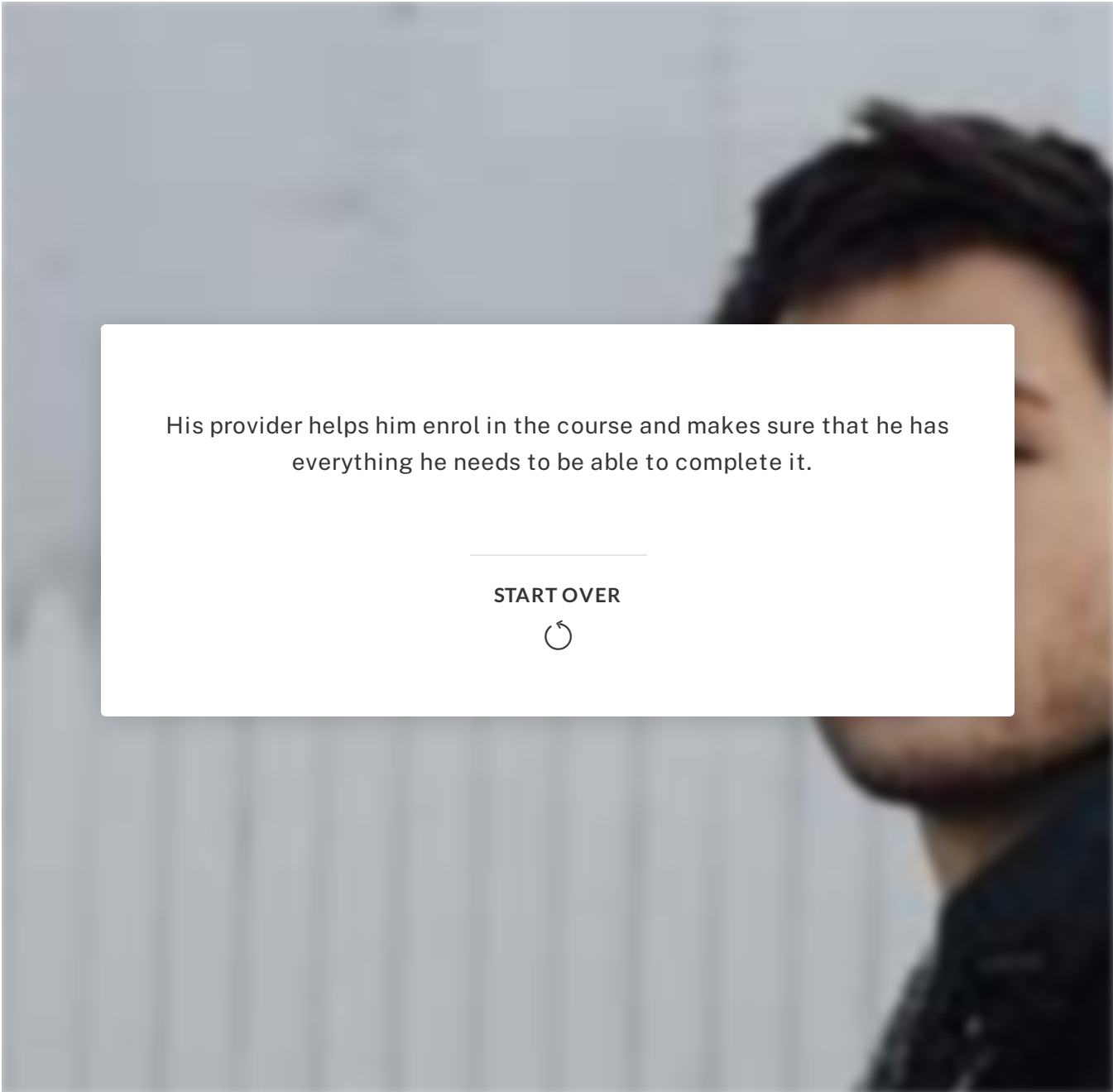


Shriyan loves his job at the aged care facility. He's told his provider that he'd like to study a Certificate IV in Ageing Support.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide



His provider helps him enrol in the course and makes sure that he has everything he needs to be able to complete it.

START OVER



Scene 1 Slide 2

Continue → End of Scenario

Can Shriyan's provider claim another outcome?

I'm ready to see the answer

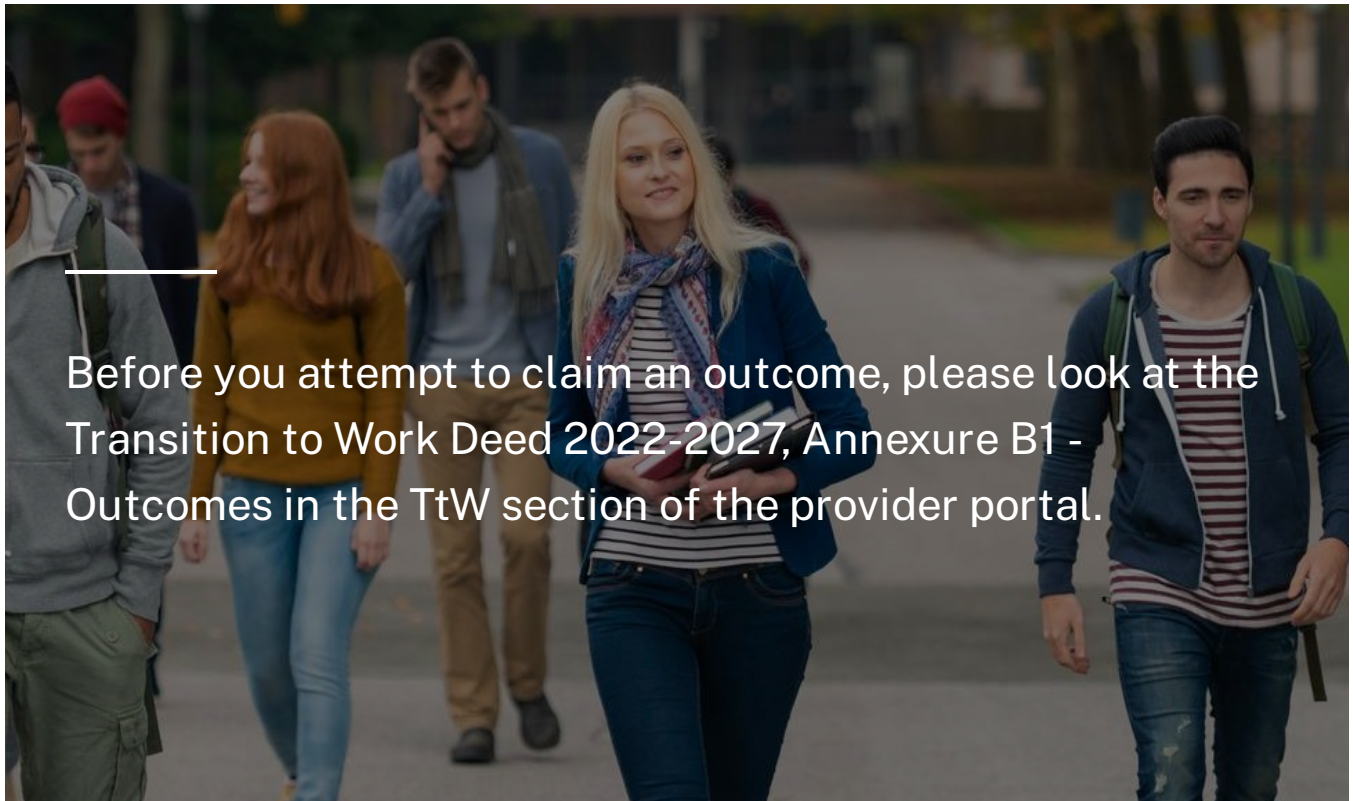
His provider may be able to claim a **26 week hybrid sustainability** outcome if Shriyan completes a further 14 consecutive weeks of employment while he studies, as long as the outcome requirements outlined in the TtW Deed 2022-2027 are met.

Well done for hanging in there, that was a long lesson! Now you understand how outcomes work and the documentary evidence you need, you're ready to make a claim.

Next up - Payments

CONTINUE

Payments



Before you attempt to claim an outcome, please look at the Transition to Work Deed 2022-2027, Annexure B1 - Outcomes in the TtW section of the provider portal.

Checking outcome requirements

The TtW Deed 2022-2027, Annexure B1 - Outcomes outlines in detail the requirements that must be met to be able to claim each outcome type. Check the deed before claiming an outcome.

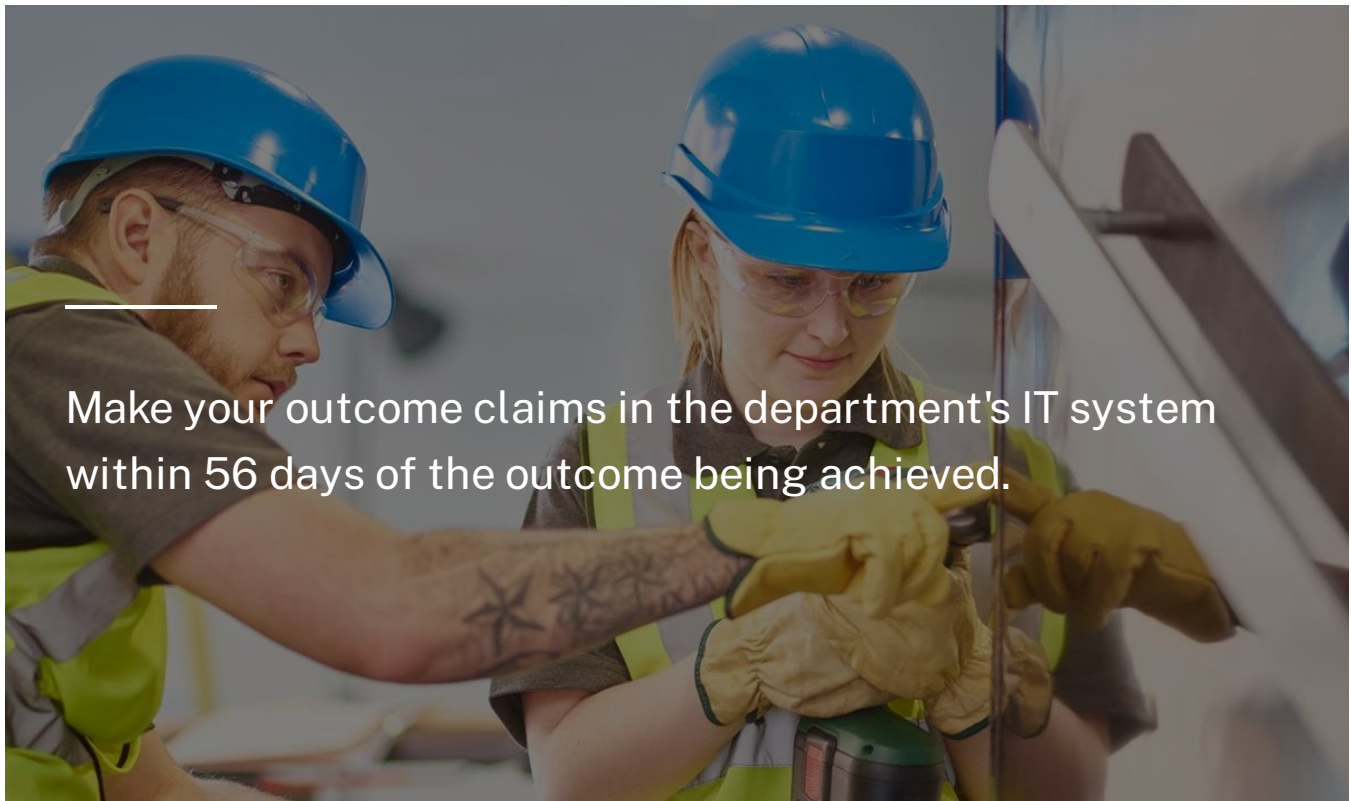
You can view the deed in the TtW section of the provider portal.

How to claim an outcome

You can claim an outcome in the department's IT system when you have the required documentary evidence that a participant has met all the requirements of the outcome as set out in the TtW Deed 2022-2027 at Annexure B1 -Outcomes, Table 1 – Outcome Requirements.

For some participants, Services Australia data will act as sufficient evidence. In other cases, you'll need to upload the relevant documentary evidence (outlined in the Outcomes lesson of this module) into the department's IT system.

It's recommended that you claim outcomes within 56 days of the outcome being achieved.



Make your outcome claims in the department's IT system within 56 days of the outcome being achieved.

Outcome payments

Outcome payments of \$3,980.90 (GST inclusive)* are available to encourage and reward you for when your participants achieve any type of employment or education outcomes.

Outcome payments can be claimed for a participant who has satisfied all the requirements of the outcome type outlined in the TtW Deed 2022-2027. To claim an outcome payment, all relevant documentary evidence must be entered into the department's IT system.

* From 1 July 2025 outcome payments will be increased by 6.8%.

That's the learning done. Just the summary and quiz to go.

[CONTINUE](#)

Summary



Let's recap

As a TtW provider you can claim outcome payments from the department for assisting a participant to achieve specific outcomes as outlined in the TtW Deed 2022-2027.

- There are 6 outcome types:
 - **Education (attainment/completion)** - attainment of a Cert III or higher, or year 12
 - **Education (participation)** - 26 weeks full time in an education program

- **12 week employment** - 12 cumulative weeks of paid employment
 - **26 week employment sustainability** - 14 more consecutive weeks of paid employment
 - **12 week hybrid** - 12 consecutive weeks of paid employment and study
 - **26 week hybrid sustainability** - 14 more consecutive weeks of paid employment and study.
-
- A participant's individual circumstances will inform the requirements that need to be met for an outcome.
 - An outcome can't be claimed before 12 weeks.
 - Providers can only claim one education outcome type per course.
 - Providers can't claim two outcomes when periods overlap.
 - 12 week employment outcomes can take more than 12 weeks to achieve.
 - 26 week sustainability outcomes start tracking on the same date as the 12 week outcomes which immediately precede them.
 - You must collect and hold the required documentary evidence of outcomes to claim them.
 - Use the department's IT system to make outcome payment claims.
 - Make your outcome claims within 56 days of the outcome being achieved.
 - **Check the deed and guideline before claiming an outcome.**

Just the quiz to go.

CONTINUE

Final quiz

This quiz is a compulsory element of the Transition to Work - Outcomes and payments module. To successfully complete the module, you must achieve 100%. You can have as many tries as you need to achieve this result.

Question

01/07

Which of the following is required documentary evidence of an education (attainment/completion) outcome?

- A copy of the qualification certificate that does not have the participant's name on it.
- A copy of the qualification certificate or screen shot from the institution demonstrating course completion, including evidence of the type of qualification achieved by that young person.
- A photo of the participant at a graduation ceremony.

Question

02/07

Yes or no? Freya, a TtW participant, has completed a Certificate IV in Accounting and Bookkeeping at TAFE. Can her provider claim an education outcome (participation) and an education outcome (attainment/completion) in relation to this same course?

Yes

No

Question

03/07

Liam has recently completed 12 cumulative weeks of paid employment, for which his TtW provider has claimed an outcome. How many more weeks of work must Liam complete for his provider to be able to claim a 26 week employment sustainability outcome?

-
- 10 consecutive weeks
 - 12 cumulative weeks
 - 14 cumulative weeks
 - 14 consecutive weeks

Question

04/07

True or false? A 26 week employment sustainability outcome starts immediately after a 12 week employment outcome period is completed?

True

False

Question

05/07

When should a provider enter an education placement into the department's IT system?

- The provider doesn't enter it, the participant must do that themselves.
- Once the education outcome has been achieved.
- Within 28 days of the participant commencing the course.
- Any time before they reach 26 weeks of participation.

Question

06/07

True or false? A provider must have the required documentary evidence to be able to claim an outcome.

True

False

Question

07/07

When does the department recommend that providers claim outcomes?

- Within 24 hours of the outcome being achieved.
- Within 14 days of the outcome being achieved.
- Within 56 days of the outcome being achieved.
- Within one year of the outcome being achieved.