

Workforce Australia – Webinar (9 June 2022) – Work for the Dole Q&A

Question	Answer
When will the relevant Work for the Dole documents be made available on the [Provider Portal]?	Work for the Dole documentation can be located on the Provider Portal by selecting Workforce Australia Services - Guidelines and Supporting Information - Work for the Dole. Further documentation in relation to Work for the Dole Projects will be available on the Provider Portal prior to 4 October 2022.
What are Placement Fees and how much are they?	<p>A Work for the Dole Placement Fee of \$500 is paid for each participant that commences in a Work for the Dole Placement. At least \$250 of this placement fee must be transferred to the Host Organisation.</p> <p>Placement fees will be limited to a maximum of 3 payments for each participant in a 12 month period, regardless of whether they have changed providers during that time. Under some circumstances, the Department may also approve additional placement fees. To access these, you would need to send a written request to your Provider Lead for an exceptional circumstance payment.</p>
How will the fees be allocated?	<p>Arranging Providers will receive a Work for the Dole Placement Fee of \$500 for each participant that commences in a Work for the Dole placement. At least 50% of this placement fee must be transferred to the Host Organisation.</p> <p>Non-arranging Providers who place their participant in another provider's Work for the Dole placement activity will receive 50% of the Work for the Dole Placement Fee to cover upfront costs such as purchasing personal protective equipment and undertaking the Participant Risk Assessment. The remaining 50% of the Work for the Dole Placement Fee will be paid to the arranging provider for them to pass in full to the Host Organisation. This is not considered a payment to the Arranging Provider.</p> <p>The IT system will make these payments once the placement has been updated to 'placement confirmed'</p>
What are Project Fundings?	<p>Work for the Dole Projects will be available from 4 October 2022.</p> <p>Work for the Dole Project Funding will be notionally allocated to the Provider in the department's IT system based on their expected caseload for that Employment Region. Providers can draw down from this funding to support the costs directly related to an approved Work for the Dole Project once the activity is approved in the department's IT system.</p> <p>Further guidelines, supplementary material and training will be available ahead of 4 October 2022.</p>
How will the payment passed to Host Organisations be guaranteed?	<p>Under the Workforce Australia Services Deed of Standing Offer 2022 - 2028, Arranging Providers are responsible for passing at least 50% of the Work for the Dole Placement Fee for each participant in a Work for the Dole Placement to the relevant Host Organisation.</p> <p>For Non-arranging Providers, 50% of the Work for the Dole Placement</p>

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	Fee will be paid directly to the Arranging Provider to pass on in full to the relevant Host Organisation.
Is the Approved Program of Work Supplement payment for participants applicable to any activity?	The \$20.80 Approved Program of Work Supplement payment only applies to those in an Approved Program of Work such as Work for the Dole. This payment is paid directly to the participant by Services Australia once they commence in a Work for the Dole activity.
Are Risk Assessments required for a Voluntary Activity?	Activity Risk Assessments must be completed for all Work for the Dole activities before the activity is approved in the department's IT system. Participant Risk Assessments must be completed for each participant before they can be referred to a Work for the Dole activity, regardless of whether the participant is undertaking the Work for the Dole activity voluntarily or as a mandatory activity.
Can a Provider engage Registered Training Organisations to deliver training in activities?	<p>Yes.</p> <p>A Provider, who is also an RTO, or is associated with an RTO, may deliver training for up to 50% of all Work for the Dole activities in that Employment Region. However, a Provider may not engage themselves to deliver training on a Work for the Dole activity where they are both the Arranging Provider and the Host Organisation. In some circumstances, a Provider may seek written approval from the Department to exceed this cap and/or to allow the Provider to deliver training as the RTO where they are also the Host Organisation.</p>
Will participants still have phases under Workforce Australia?	No. The Work for the Dole phase will not exist in Workforce Australia however, participants will have activation requirements. More information on the activation requirements under Workforce Australia Services is available on the Provider Portal through the Points Based Activation System, Activation, Job Plans and Targeted Compliance Framework Webinar and in the Activation and Mandatory Activity Requirement training module.
When will Placement/Project activities be made available?	<p>Work for the Dole Placements will be available from 4 July 2022.</p> <p>Work for the Dole Projects will be available from 4 October 2022.</p> <p>Further guidelines, supplementary material and training for Work for the Dole Projects will be available ahead of 4 October 2022.</p>
What kind of licenses or qualifications can come out of a Work for the Dole activity?	This may be any licences or qualification that the Provider considers relevant to the activity and able to be obtained during participation in the activity, for example, a white card or forklift licence.
I cannot find Work for the Dole under the Menu in the Provider Portal. Where is this located?	Work for the Dole documentation can be located on the Provider Portal by selecting Workforce Australia Services - Guidelines and Supporting Information - Work for the Dole
What are micro-credentials?	<p>The definition of a micro-credential is outlined in the Workforce Australia Services Deed of Standing Offer 2022 - 2028 (Deed).</p> <p>As defined in the Deed, 'Micro-credential' means a skill or skills arising from completion of a short and targeted training product which may also include those in the National Training System.</p>
3 Fees per participant, but is it also per place?	No, the placement fee is linked to the participant not the activity place. Placement fees will be limited to a maximum of 3 payments for each participant in a 12 month period, regardless of whether they have changed providers during that time. Under some circumstances, the Department may also approve additional placement fees. To access these, you need to send a written exceptional circumstance payment request to the Department via your Provider Lead.
When a job seeker enters the activity voluntarily, does the placement filled still	Providers must pass at least 50% of the Work for the Dole Placement Fee to the Host Organisation for all participants who commence in a

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enable the placement fee to be paid to the host?	Work for the Dole Placement, regardless of whether they participate in the activity voluntarily or as a mandatory activity.
Does an arranging provider receive any specific fee for accepting a non-arranging provider's job seeker into an activity beyond the \$250? In other words, what benefit is there for taking another providers job seeker?	<p>The Arranging Provider does not receive a payment when a participant is placed by a non-arranging provider in another provider's Work for the Dole activity. This recognises there are no direct costs incurred by the Arranging Provider for placing the participant in the activity.</p> <p>Providers are encouraged to work proactively and collaboratively to deliver the Work for the Dole program as this will assist providers to offer a wider range of activities that suit the needs of all their participants, while filling the available places within the Work for the Dole activities.</p>
Provider who is an RTO, is it 50% of total WFD activities or 50% of WFD activities that have a training component	A provider, who is also an RTO, or is associated with an RTO, may deliver the training for up to 50% of all Work for the Dole activities in that Employment Region.
What do you mean by progress payment?	More information on Progress Payments is available in Chapter 5 of the Workforce Australia Guidelines - Part B Workforce Australia Services and in the Progress Payments training module. These are available in the Provider Portal under the Workforce Australia Services program tab.
Do we need to conduct a Risk Assessment for a voluntary activity found by the participant, this could be with a host who is also running a WFD activity.	Activity Risk Assessments must be completed for all Work for the Dole activities before the activity is approved in the department's IT system. Participant Risk Assessments must be completed for each participant before they can be referred to a Work for the Dole activity, regardless of whether the participant is undertaking the Work for the Dole activity voluntarily or as a mandatory activity.
Within the bandwidths provided; will it fall down to the provider to decide how many hours a jobseeker will participate in an activity?	The Work for the Dole participation requirements will vary, depending on the participant's individual circumstances. Providers will have the flexibility and discretion to set an appropriate level of fortnightly participation requirements for participants within the specified bandwidths. The Work for the Dole guidelines contain information on what to consider when choosing an appropriate level of fortnightly participation however, the provider is responsible for making that determination.
Where a participant participates in Work for the Dole as a voluntary activity does this go in their job plan?	No. Work for the Dole can only be added to the participant's job plan when the participant is undertaking it as a mandatory activity to meet their mandatory activity requirement. Voluntary participation in Work for the Dole does not get added to a participant's job plan.
Are participants still in the "phase" for the 6 month period or is it 8 weeks?	In Workforce Australia we will no longer refer to a Work for the Dole phase. Instead, participants will have activation requirements. Participants in Workforce Australia Services will have their first activation requirement at six months if they commenced in Workforce Australia Services or at three months if they were referred from Workforce Australia Online after 12 months, and then every six months. Participants who don't meet their activation requirement may have to complete an 8 week Work for the Dole activity if they don't choose an alternate activity. More information is available in Chapter 11 of the Workforce Australia Guidelines - Part B Workforce Australia Services and the Activation and Mandatory Activity Requirement training module in the Provider Portal.
If our own organisation is also an RTO - are we no longer allowed to use qualified training at Cert 3 level??	A provider, who is also an RTO or is associated with an RTO, cannot deliver training on a Work for the Dole activity where they are both the Arranging Provider and the Host Organisation. Where a provider is

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	unable to deliver their own training, we encourage them to work with other RTOs in their Employment Region. In some circumstances, a Provider may seek written approval from the Department to allow the Provider to deliver training as the RTO where they are also the Host Organisation.
Can a Consultant mark attendance for a participant if needed.	Yes, providers can assist Work for the Dole participants and host organisations to mark a participant's attendance where the participant is not able to do this. Host Organisations are also able to use the Supervisor App to mark a Participant's attendance if necessary.
Can you please clarify – if a participant is currently in jobactive and moves over to Workforce Australia as of 1st July, will they be required to complete WfD from 4th July or not until they hit their activation point 3 months after they commence into Workforce Australia? Does that mean that all participation in activities from 4th July through until 4th Oct will only be for those participants who are participating in an activity voluntarily?	Participants who have transferred from jobactive to Workforce Australia will have their first activation point at: <ul style="list-style-type: none"> • 3 months from commencement in Workforce Australia Services if the participant was referred from Workforce Australia Online after 12 months or more, or • 6 months from commencement in Workforce Australia Services for all other participants. Participants who do not meet their activation requirement by their activation point may have to complete a mandatory Work for the Dole activity.
If someone is transitioning to a new provider and they are currently in the phase do they have to continue on in the phase as soon as they start with their new provider.	In Workforce Australia we will no longer refer to a Work for the Dole phase. Instead, participants will have activation requirements. Under Workforce Australia, a participant's activation point will not change if they transition to a new provider. Participants who have not met their activation requirement by their activation point and are placed in a mandatory Work for the Dole activity, will need to complete that activity.
Where a participant is undertaking Work for the Dole as their mandatory activity, what happens where they are no longer able to be required to complete WfD (i.e. they move to a partial rate). If they do not complete 8 weeks in WfD, will they meet their mandatory activity requirement? If not, what do providers need to do?	If a participant's circumstances change whilst completing a mandatory Work for the Dole activity and they can no longer be required to participate in Work for the Dole, the mandatory activity and mandatory activity requirement must be removed from the participant's job plan. The participant can choose to complete the Work for the Dole activity as a voluntary activity or they can be placed into an alternate activity to meet their requirement.
When doing Work for the Dole as a mandatory activity, is there a minimum requirement of hours and time? or is it just 8 weeks for anywhere between 15 and 50 hours? Unlike current AAR requirement where it must be done for 6 months?	Participants must undertake Work for the Dole activities for a minimum of 8 weeks regardless of whether they are participating voluntarily or to meet their mandatory activity requirement. Providers will have the flexibility and discretion to set an appropriate level of fortnightly participation requirements for participants within the specified bandwidths. The Work for the Dole guidelines contain information on what to consider when choosing an appropriate level of fortnightly participation.
Will There will be no mandatory activity requirement until January 2023?	Participants who have transferred from jobactive to Workforce Australia will have their first activation point at 3 months from commencement in Workforce Australia Services if the participant was referred from Workforce Australia Online after 12 months. For some participants this may occur from October 2022 if they have not been engaged in activities or training and have not met their activation requirement. All other participants will have their first activation point at 6 months from commencement in Workforce Australia Services. Only those participants who have not met their activation requirement by their activation point and have not commenced an

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<p>Will the system identify mandatory participation?</p>	<p>alternate activity may have to complete a mandatory Work for the Dole activity.</p> <p>Providers will receive a notification in the department's IT systems 4 weeks before the participant's activation point if the participant has not yet met their activation requirement. If a participant does not meet their activation requirement by their activation point, the provider and participant will be notified and the participant may have to complete a mandatory activity unless they are enrolled in an alternate activity.</p> <p>Providers will be able to record that a participant has met their activation requirement at any time during the participant's activation period (3 or 6 months). If a participant has completed at least 80% of either an Employability Skills Training Course or Career Transition Assistance, the department's IT systems will confirm that a participant has met their activation requirement.</p>
<p>If Placements are available from 4th July, is it only voluntary participation due to the 3 months and 6 months time frame</p>	<p>Yes. Eligible participants can choose to participate voluntarily in Work for the Dole to meet their activation requirement by the activation point.</p>
<p>Participants that are currently in the jobactive system and will be flowing through to Workforce Australia, will these participants become active for the WfD phase on day one of Workforce Australia or will all participants start a 3 month period upon commencement into the Workforce Australia system?</p>	<p>A participant's first activation point will be at:</p> <ul style="list-style-type: none"> • 3 months from commencement in Workforce Australia Services if the participant was referred from Workforce Australia Online after 12 months or more, or • 6 months from commencement in Workforce Australia Services for all other participants, including those who have chosen to move from Workforce Australia Online earlier than 12 months. <p>In Workforce Australia, we will no longer refer to a Work for the Dole phase. Instead, participants will have an activation requirement. If they don't meet their activation requirement by their activation point, they may have a mandatory activity requirement.</p>
<p>If jobseekers have completed 6 months of unemployment when they sign into Workforce Australia are they immediately required to have a mandatory activation period or will it be 6 months from this date, regarding the initial sign up for all jobseekers from 01.07.22</p>	<p>A participant's first activation point will be at:</p> <ul style="list-style-type: none"> • 3 months from commencement in Workforce Australia Services if the participant was referred from Workforce Australia Online after 12 months or more, or • 6 months from commencement in Workforce Australia Services for all other participants, including those who have chosen to move from Workforce Australia Online earlier than 12 months.
<p>When will the Department's templates for host agreements and risk assessments be available on the provider portal?</p>	<p>Templates for host agreements and risk assessments are available through the Provider Portal.</p>
<p>Is there a cap on how many fees are triggered from referring participants to work for the dole activity?</p>	<p>Placement fees will be limited to a maximum of 3 payments for each participant in a 12 month period, regardless of whether they have changed providers during that time. Under some circumstances, the Department may also approve additional placement fees. To access these, you need to send a written exceptional circumstance payment request to the Department via your Provider Lead.</p>