

Workforce Australia Guidelines

Part B: Broome Employment Services

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with:

- the Workforce Australia - Broome Employment Services Deed 2023-2027 (the **Deed**), including any relevant reference material issued by Department of Employment and Workplace Relations under or in connection with the Deed.
- the Workforce Australia Guidelines – Part A: Universal Guidelines, and
- select Chapters in the Workforce Australia Guidelines – Part B: Workforce Australia Services as outlined below and is subject to the qualifications in the [Scope of Applicability](#).

This Guideline is not legal advice and the Commonwealth accepts no liability for any action purportedly taken in reliance upon it and assumes no responsibility for the delivery of the Services. This Guideline does not reduce the obligation of the Provider to comply with their relevant legal obligations and, to the extent that this Guideline is inconsistent with obligations under the Privacy Act, Social Security Law, the WHS Laws or any other legislation or laws relevant to the respective jurisdictions in which the Provider operates, the relevant legislation or laws will prevail.

Version History

Version 1.3

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In this version of the Guideline, the following Chapters have been updated:

- Provider Payments and Vacancies
- Performance Framework

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Guideline Interpretation and Glossary

Scope of Applicability

The Guidelines issued under the Workforce Australia - Broome Employment Services Deed 2023-2027 are comprised of the following:

- the Workforce Australia Guidelines – Part A: Universal Guidelines,
- select Chapters in the Workforce Australia Guidelines – Part B: Workforce Australia Services as outlined below, and
- the Chapters in this Guideline.

The Chapters in the [Workforce Australia Guidelines – Part B: Workforce Australia Services](#) that apply to Broome Employment Services are as follows:

- Chapter 1 - Eligibility and Referral, subject to the following variation:
 - individuals referred to the Broome Employment Services Provider from Workforce Australia Services (e.g. because of a relocation), or an Other Service, will need to be Commenced by the Broome Employment Services Provider;
 - the Department’s IT Systems will show referrals from Workforce Australia Services as a ‘transfer’, and referrals from Other Services as a ‘Referral’;
 - Continuous time in Broome Employment Services and Workforce Australia Services forms part of the same Period of Service including, for example, for activation and Progress Payment purposes.
- Chapter 2 - Commencements, Transfers, Suspensions and Exits
- Chapter 3 - Direct Registration
- Chapter 4 - Job Seeker Assessments
- Chapter 6 - Employment Fund
- Chapter 7 - Wage Subsidies
- Chapter 8 - Disability Support Pension (Compulsory Participation Requirements)
- Chapter 9 - Pre-release Prisoners
- Chapter 10 - Structural Adjustments
- Chapter 11 - Job Plan and Mutual Obligation Requirements
- Chapter 12 - Targeted Compliance Framework and Mutual Obligation Failures
- Chapter 13 - Activity Management and the following related Activity Chapters:
 - Chapter 14 - Employability Skills Training
 - Chapter 15 - Career Transition Assistance
 - Chapter 18 - Observational Work Experience
 - Chapter 19 - Self-Employment Assistance
 - Chapter 20 - Work for the Dole
 - Chapter 21 - Voluntary Work
 - Chapter 22 - Local Jobs Program
 - Chapter 23 - Workforce Specialists
 - Chapter 24 - Launch into Work
 - Chapter 25 - Education and Training

- Chapter 26 - Skills for Education and Employment
- Chapter 27 - Adult Migrant English Program
- Chapter 28 - Other Activities
- Chapter 30 - Quality Assurance Framework, subject to the following variation:
 - references and requirements in this Chapter and supporting documents in relation to the Quality Standards are not applicable, as the Quality Standards do not apply to the Broome Employment Services Provider.

As the above Chapters are contained in the Workforce Australia Services Guidelines, they use Workforce Australia Services language and terminology. For the purposes of the Broome Employment Services, the Provider should note that in the above Chapters:

- references to 'Workforce Australia Services' should be read as 'Broome Employment Services'
- references to 'Providers' should be read as 'the Provider' noting the single provider model in Broome Employment Services
- references to 'Licence' or 'Head Licence' should be read as the 'Deed'
- all Deed Reference(s) in these Workforce Australia Services Guidelines are to the Workforce Australia Services Deed of Standing Offer 2022-2028 (and the Provider must refer to the equivalent provisions in the Workforce Australia – Broome Employment Services Deed 2023-2027 for the correct Deed Reference(s))
- references to other Chapters with the same name as Chapters in this Guideline should be read as references to Chapters in this Guideline, and
- capitalised terms should be read in reference to the Workforce Australia - Broome Employment Services Deed 2023-2027 unless otherwise advised in that Guideline's Glossary.

Where there is any inconsistency between:

- the Deed and this Guideline or any other Guideline, the Deed prevails, and
- this Guideline and the Workforce Australia Guidelines – Part B: Workforce Australia Services, this Guideline prevails.

Reading Notes

In this Guideline, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice for the Provider and is expected by the Department.

While reading this document, please note the following Icons and their meaning:



This icon represents 'System Steps' – information contained under this dot point will relate to usage of the Department's IT Systems.



This icon represents 'Work Health and Safety Steps' – information contained under this dot point will relate to matters of work health and safety.



This icon represents 'Documentary Evidence' – information contained under this dot point will relate to matters of Documentary Evidence.

Glossary

All capitalised terms in this Guideline have the same meaning as in the Deed unless otherwise defined below.

'4 Week Employment Outcome' means an Employment Outcome achieved over a 4 Week Period.

'8 Week Employment Outcome' means an Employment Outcome achieved over an 8 Week Period.

'12 Week Employment Outcome' means an Employment Outcome achieved over a 12 Week Period

'18 Week Employment Outcome' means an Employment Outcome achieved over an 18 Week Period.

'26 Week Employment Outcome' means an Employment Outcome achieved over a 26 Week Period.

'Full-Time Study' has the same meaning as the definition of full-time study (for tertiary students and secondary students) within the Social Security Guide.

'Incident' means:

- an unplanned, accidental or deliberate event or happening resulting in personal injury (physical or mental), illness or damage to equipment, property, plant, site or building;
- an event or happening that had the potential to result in personal injury (physical or mental), illness or damage to equipment, property, plant, site or building;
- unacceptable or hostile behaviour that could result in legal proceedings or potential personal injury (physical or mental), illness or damage to equipment, property, plant, site or building.

'Non-Government Program' means work-focused programs or vocational interventions approved by the Department and identified as such on the Provider Portal.

'Pay Slip Verified Outcome' means an Employment Outcome where the Participant's earnings or hours worked have been verified by the Provider uploading Documentary Evidence to the Department's IT Systems.

'Principal Carer Parent' means the definition of principal carer as set out in the Social Security Guide.

'Progress Payment Period' means a period during which a Participant may meet the requirements for a Progress Payment to be payable. A Progress Payment Period is 730 Period of Service days long. Following completion of a Progress Payment Period, a new Progress Payment Period begins, and a further Progress Payment may be claimed if the requirements specified in this Guideline have been met.

'Services Australia Fortnight' means the fortnightly periods that align with the fortnight for which a Participant has reported earnings and income to Services Australia. Please see [Setting the Outcome Start Date – Participants on income support](#) for more information.

'Time to Work Employment Service' or **'TWES'** is an Other Service and means the Commonwealth program of that name (or such other name as advised by the Department), administered by the Department and the National Indigenous Australians Agency.

'Time to Work Employment Service Participant' or **'TWES Participant'** means a person who is participating in the Time to Work Employment Service.

'Time to Work Employment Service Provider' or 'TWES Provider' is an Other Service Provider and means any entity contracted by the Commonwealth to provide services for the Time to Work Employment Service.

'Volunteer Period' means the period of time in which a Participant (Mutual Obligations) is Suspended and chooses to voluntarily engage in Services.

'Vulnerable Youth' means an individual who:

- (a) is aged 15 to 21 years
- (b) is not Employed for more than 15 hours per week
- (c) is not in Full-Time Study
- (d) is not in receipt of Income Support Payments
- (e) has at least one Non-vocational Barrier that requires immediate intervention with a view to stabilising the individual's circumstances, and
- (f) has a legal right to work in Australia.

'Vulnerable Youth (Student)' means an individual who:

- (a) is aged 15 to 21 years
- (b) is in Full-Time Study
- (c) presents in crisis
- (d) has at least one Non-vocational Barrier that requires immediate intervention with a view to stabilising the individual's circumstances, and
- (e) has a legal right to work in Australia.

'Workforce Australia Online for Individuals Base Service' or 'Online Base Service' refers to the Department's *Self-managing in Workforce Australia Online for Individuals* service that is available to any Australian wishing to participate in employment services who is not otherwise considered a fully eligible Participant. Access is via myGov, with no referral from Services Australia required. The Online Base Service will enable users to look for jobs, develop their résumé and access complementary programs, based on the eligibility of each program.

'Workforce Australia Online for Individuals Full Service' or 'Online Full Service' refers to the Department's *Self-managing in Workforce Australia Online for Individuals* service available to fully eligible Participants who are assessed as able to self-manage their search for work. The Online Full Service allows Participants to self-manage their participation in employment services with a range of supports available such as access to the Digital Employment Fund, pre-employment pathways for eligible Participants and support provided by the Digital Service Contact Centre (DSCC).

Chapter 1. Provider Payments and Vacancies

Supporting Documents for this Chapter:

- [Calculating the rate reduction for Pre-Existing Employment Supporting Document](#)
- [Manual Claims Process for Broome Employment Services](#)
- [Progress Payment Review template](#)
- [SEE Program – Evidence for Progress Payments](#)
- [Workforce Specialist Projects eligible for Progress Payments](#)

1.1. Chapter Overview

The Broome Employment Services Provider payment model recognises that the Provider will be servicing the most disadvantaged Participants and will need to invest in them if they are to secure long-term employment. The payment model has been designed to incentivise personalised support and outcomes for those hardest to help, and to support Provider viability.

The payments covered in this Chapter are:

- Upfront Payments
 - Engagement Payments, and
 - Transfer Payments
- Progress Payments
- Employment Outcome Payments, and
- Bonus Payments including:
 - Very Long Term Unemployment (VLTU) Bonus
 - Permanent Employment Bonus

Note: All Provider payment amounts in this Guideline are inclusive of GST.

1.2. Upfront Payments

1.2.1. General

An Upfront Payment will be available once for the Provider for each Participant in a Period of Unemployment.¹ Upfront Payments include Engagement Payments and Transfer Payments.

(Deed Reference(s): Clause 140)

1.2.2. Engagement Payments

An Engagement Payment of \$1,200 will be paid once during a Participant's Period of Unemployment upon their initial Commencement in Services, unless an Engagement Payment has already been made to a Workforce Australia Services Provider for the Participant in the same Period of Unemployment (in which case a Transfer Payment applies).

¹ The Department's IT Systems will determine a Period of Unemployment has ended when the Participant Exits employment services for longer than 13 consecutive weeks.

The Engagement Payment will be paid automatically by the Department's IT Systems once the Provider has Commenced the Participant in Services.

No further Engagement Payments will be payable during the Participant's same Period of Unemployment. This includes where a Participant transfers between Broome Employment Services and Workforce Australia Services or between Other Services such as Workforce Australia – Transition to Work or Workforce Australia Online. Where a Participant Exits and returns to Services within 13 consecutive weeks, a new Engagement Payment will not be payable.

1.2.3. Transfer Payments

A Transfer Payment of \$600 is paid when the Provider Commences a Participant who has previously been Commenced in Workforce Australia Services during the same Period of Unemployment.

No further Transfer Payments will be payable to the Provider during a Participant's same Period of Unemployment. This includes where a Participant moves between Broome Employment Services and Other Services. In addition, where a Participant exits and returns to Services within 13 consecutive weeks, a new Transfer Payment will not be payable.

Examples:

Where a Participant Commences with the Broome Employment Services Provider (who receives an Engagement Payment), Transfers to a Workforce Australia Services Provider (who receives a Transfer Payment) and later transfers back to the Broome Employment Services Provider, all in the same Period of Unemployment, there is no new Upfront Payment for the Broome Employment Services Provider.

Where a Participant has Exited employment services and recommences outside the allowable break period of 13 consecutive weeks, a new Period of Unemployment starts and an Upfront Payment will be available to the Provider, even where they have previously serviced the Participant.

1.2.4. Scaling of Upfront Payments

Engagement Payments will be scaled in the 6 months prior to the end of Deed. Instead of \$1,200, the Engagement Payment will be:

- \$600 on the Commencement of a new Participant when 4 to 6 months of the Deed remain, and
- \$300 when a new Participant Commences during the final 3 months of the Deed.

Transfer Payments will also be scaled in the 6 months prior to the end of the Deed, with \$300 payable on the Commencement of a Transferred Participant between 4 and 6 months from the end of the Deed and \$150 payable on Commencement during the final 3 months of the Deed.

If scaling applies, the Department's IT Systems will automatically adjust the value of the Upfront Payment, and no further action is required of the Provider.

When a Participant is Commenced in the Department's IT Systems the Upfront Payment is made automatically and a Recipient Created Tax Invoice is automatically generated for the Broome Employment Services Provider.

1.3. Progress Payments

Progress Payments are payable for demonstrable improvement in a Participant's employment prospects through the provision of intensive, tailored services. Progress Payments recognise the investments made to get Participants job-ready, including efforts to reduce or remove Vocational or Non-vocational Barriers.

(Deed Reference(s): Clause 144)

1.3.1. Eligibility for Progress Payments

Progress Payments are available to claim when the Participant's circumstances have been changed during participation in Broome Employment Services such that they are more prepared to gain and maintain Employment. This requires assessment by the Provider to determine when a Participant's participation in Services has resulted in demonstrable improvement in their employment prospects.

There are four ways a Participant may demonstrate progress towards Employment and be eligible for Progress Payments:

- participation in a course of study, such as participating for 6 months, completing a minimum benchmark qualification, or demonstrating advancement (see [Progress Payments for undertaking Education](#)),
- successfully completing the requirements of 2 or more eligible Activities or interventions that build work readiness through work-like Activities or that address Vocational or Non-vocational Barriers (see [Progress Payments for undertaking Activities](#)),
- successfully completing an eligible Activity that provides a pathway to employment (see [Progress Payments for completing a pathway to employment](#)), or
- through a Progress Payment Review, where the Participant has completed a number of non-vocational interventions, and the Provider considers the Participant has made progress towards Employment, and the Participant agrees and verifies this (see [Progress Payment Review](#)).

Where a Participant has undertaken eligible Activities or interventions, these can only be claimed where they have made a demonstrable improvement in the Participant's employment prospects. The pathway will look different for each Participant, with some Participants requiring multiple Activities or interventions before achieving a demonstrable improvement in their employment prospects.



The Provider must upload the required Documentary Evidence and any required comments in the Progress Payment screen of the Department's IT Systems at the time of claiming the Progress Payment. If there is not sufficient space for comments, these can also be saved in a separate document (e.g. Word or PDF) that is then uploaded.

Availability to claim

For the Provider to be eligible to claim a Progress Payment, a Participant must have Commenced with the Broome Employment Services Provider on or prior to the milestone date, which is the date the requirements for a Progress Payment have been met. Generally, this is the date the Participant completed an Activity or intervention but will vary based on the type of intervention. Only Activities or interventions that the Participant started after their initial commencement in Broome Employment Services can be included in a Progress Payment claim unless the Participant was

transferred from an Other Service, such as Workforce Australia Services, Workforce Australia - Transition to Work, Workforce Australia Online or the Workforce Australia Services Yarrabah to Broome Employment Services or was being assisted by a Humanitarian Settlement Program provider during the Activity or intervention. Participation in the Adult English Migrant Program (AMEP) by a Participant is considered the exception and may be considered as an eligible activity, if participation commenced prior to Commencement in Broome Employment Services or Workforce Australia Services. The Milestone Date must still occur whilst the Participant is commenced on the Provider's caseload.

The Provider is able to claim a Progress Payment up to 28 days after a Participant Exits or Transfers off their caseload (noting the milestone date must be on or before the date the Participant Exits or Transfers).

A Progress Payment can be claimed where the milestone date occurs while the Participant is Suspended, provided they had been Commenced by the Broome Employment Services Provider prior to the Suspension.

The Progress Payment is available to claim once within each 24-month period during the Participant's Period of Service, when there is an improvement in the Participant's employment prospects, through the provision of Broome Employment Services by the Provider, provided that a Progress payment has not already been claimed for the Participant by any Workforce Australia Employment Services Provider or the Provider within the relevant 24 month period. The availability of the Progress Payment resets after each 24 months Period of Service, not 24 months after the previous Progress Payment was claimed. For example, if a Progress Payment is claimed after 18 months, the next Progress Payment will be available 6 months later, after the Participant reaches 24 months in service. The same activity cannot be used to claim another Progress Payment in a new Progress Payment Period.

All Personnel must complete the [Workforce Australia - Progress Payments](#) training module before lodging a claim for Progress Payments in the Department's IT Systems. The training module is available through the Learning Centre.

(Deed Reference(s): Clause 48.3, 144)

Payment if a Participant Exits

Where a Participant meets the requirements for a Progress Payment by completing 2 Activities or interventions with different Providers, the Progress Payment will be payable to the Provider that is servicing the Participant when they complete the second Activity or intervention. When a Participant exits after completing the requirements for a Progress Payment (i.e. the milestone date occurred while the Participant was on the Broome Employment Services Provider's caseload), the Provider must enter a claim for a Progress Payment within 28 calendar days from the date of Exit if not already claimed prior to the Exit. The Provider will not be able to make a claim for the Progress Payment after 28 calendar days after Exit. When a Participant transfers from Workforce Australia Services to Broome Employment Services. If the milestone date occurs after the date of transfer, including within this 28 day period, and the Participant was Commenced on the milestone date, the Progress Payment is claimable by the Broome Employment Services Provider. The gaining Provider will not be able to enter a claim until 28 days after the date of transfer to allow time for the

relinquishing provider to enter any claims for a Progress Payment with a milestone date prior to the transfer.

1.3.2. Progress Payments for undertaking Education

The Progress Payment for undertaking Education recognises the importance of Education in improving the job readiness and employability of Participants.

The Provider may claim a Progress Payment where a Participant:

- participates full-time for 26 consecutive weeks in, or attains, a Certificate III or higher qualification, or
- makes progress in the Adult Migrant English Program (AMEP) and/or Skills for Education and Employment (SEE) as defined in [Table 1-A](#).

Education may include distance learning, online or self-paced study methods.

The following table sets out the requirements and Documentary Evidence to claim an Education Progress Payment.

Table 1-A: Requirements and Documentary Evidence for Education (one Education activity is required to claim a Progress Payment)

Education Activity	Requirements	Evidence
<p>Accredited Education</p>	<p>26 consecutive weeks full-time participation in, or attainment of:</p> <ul style="list-style-type: none"> • a Certificate III course or higher qualification. A higher qualification includes a Diploma, Advanced Diploma, Associate Degree or Bachelor Degree, or • Year 12. <p>The 26-week period for participation in Education includes scheduled breaks in study as calculated by the training institution (i.e. term or semester breaks).</p> <p>For self-paced study, as there are generally no scheduled breaks, the period between finishing one unit and enrolling and commencing another cannot be counted as part of the 26 weeks. However, if the break is for 6 weeks or less, the 26-week period can resume after their break. Any break longer than 6 consecutive weeks is not considered ongoing participation and the 26-week study period would start again.</p> <p>For self-paced study, provided the Participant is enrolled at a full-time load, and making satisfactory progress (for example, keeping up to date on course work) then the study may be used for the Progress Payment, including where their actual hours of study are (on average) less than the indicative hours published by the institution.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload Documentary Evidence in the form of either:</p> <ul style="list-style-type: none"> • a copy of the qualification or statement issued by the Registered Training Organisation (RTO) or Education institution showing the qualification achieved, the Participant’s name, details of the RTO or Education institution; or • confirmation from the RTO or Education institution that the course is full-time study as defined by the RTO or Education institution and that the Participant is still participating in the course 6 months after commencement. This may be in the form of correspondence from the RTO or Education institution, a certificate of attainment, an academic transcript or extract.

Education Activity	Requirements	Evidence
	<p>Self-Employment Assistance Small Business Training comprising completion of a Certificate III or Certificate IV in Entrepreneurship and New Business. Completion of a skill set through Self-Employment Assistance that does not result in a Certificate III or IV does not meet the Education requirements for a Progress Payment but may be counted as a Vocational Intervention towards a Progress Payment for undertaking Activities.</p>	
<p>Adult Migrant English Program (AMEP)</p>	<p>The Provider can claim a Progress Payment where:</p> <ul style="list-style-type: none"> • an AMEP Participant achieves a Statement of Attainment as part of participating in AMEP; or • the Participant has participated in AMEP for 6 months while in Broome Employment Services. This can include where participation in AMEP started prior to Commencing in Broome Employment Services. 	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload Documentary Evidence in the form of either:</p> <ul style="list-style-type: none"> • a copy of the Statement of Attainment (Statements of Attainment are available with the Unique Student Identifier (USI) through the USI website² or the Provider can contact the RTO for documentation); or • written confirmation from the AMEP provider acknowledging participation for at least 6 months. The confirmation can be in any format (e.g. email exchange) but must include the Participant's start date and end date or the start date and acknowledgment that the Participant is still undertaking AMEP. Note, The Provider should, where possible, include any relevant dates in the request to AMEP providers to confirm rather than requesting this information. An AMEP provider is

² <https://www.usi.gov.au>

Education Activity	Requirements	Evidence
		not required to provide specific hours and/or days attended by the Participant.
Skills for Education and Employment (SEE)	<p>The Provider can claim a Progress Payment where:</p> <ul style="list-style-type: none"> • a SEE Participant has participated in SEE for 6 months, or • the participant achieves advancement in at least one level of a Core Skill in the Australian Core Skills Framework (ACSF) as part of participating in SEE. 	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload Documentary Evidence that shows the Participant has participated for at least 6 months or has achieved advancement in at least one level of an ACSF Core Skill, i.e. Learning, Reading, Writing, Oral Communication, Numeracy and/or Digital Skills.</p> <ul style="list-style-type: none"> • This applies to advancement in levels 1 through to 5 in the ACSF and within Pre Levels A and B outlined in the framework’s Pre Level 1 supplement. • Advancement to the next level in all indicators of an individual Core Skill must be demonstrated, noting that in some cases, the indicators may span more than one level. <p>The Documentary Evidence can be in the form of:</p> <ul style="list-style-type: none"> • a statement from the SEE provider including the dates the Participant was participating in SEE or that they are continuing in SEE; or • a statement from the SEE provider detailing the advancement(s) the Participant has achieved in terms of level(s), such as via email or in the

Education Activity	Requirements	Evidence
		<p>“Additional comments” section of the SEE/AMEP Capability Guide; or</p> <ul style="list-style-type: none"> • a copy of the Customised Training Plan completed by the SEE Provider, indicating progress achieved. Information on the Customised Training Plan is contained in the supporting document SEE Program – Evidence for Progress Payments available on the SEE page.
<p>Re-entry to Practice (RN)</p>	<p>Providers can claim a Progress Payment where a Participant has completed Re-entry to Practice for nurses and midwives under the requirements of the Nursing and Midwifery Board of Australia (NMBA)</p>	<p>Upload Documentary Evidence in the form of certificate of completion issued by the Education Institution.</p>

1.3.3. Progress Payments for undertaking Activities

The Provider may claim a Progress Payment when a Participant completes 2 approved Activities or interventions across 3 categories:

- work placements,
- vocational interventions, or
- non-vocational interventions.

Only one vocational intervention can be used for this purpose.

The Progress Payment for completion of Activities or interventions recognises the importance of addressing barriers to employment and must be appropriate to a Participant's individual needs. The Progress Payment is not intended to be paid for participation in Activities, but for progress towards Employment.

When claiming a Progress Payment based on approved Activities or interventions, the Provider is required to assess whether the Participant's circumstances have changed such that they are now closer to finding Employment or being ready to find Employment. For example, the Participant has more work experience, additional skills or relevant qualifications, or has addressed a barrier to their Employment. Paid Employment is not required to be the next step. For example, undertaking a non-vocational intervention may mean the Participant is now capable of undertaking training or a work experience placement.

The following tables provide a list of the Activities and interventions that could count towards the Progress Payment, including the requirements or principles for each intervention type, and the type of evidence that might be used to substantiate the claim. These are intended to guide the Provider in making the decision that progress towards Employment has been achieved where the Participant has not completed the intervention but the Provider still considers they have made progress towards employment, the [Progress Payment Review](#) may be applicable.

The requirements and evidence are intended to be flexible, and alternative evidence can be used at the Provider's discretion.

Progress Payments based on work placements

Table 1-B: Requirements and Documentary Evidence for work placements

Activity/Intervention	Requirements	Evidence
<p>Defence Reserves</p>	<p>The Participant has undertaken training or service with the Australian Defence Force Reserves for at least 2 weeks.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload a copy of the signed training notice, training signal, notice of annual camp or equivalent.</p>
<p>Launch into Work</p>	<p>The Participant participates in a Launch into Work Project for at least two weeks.</p> <p>Note: Where the Participant completes the Launch into Work Project, it may be eligible to be counted as a pathway to Employment.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Providers will need to ensure they have commenced the Participant in the Activity ID and the Participant has earned their 25 PBAS points for each week of the project they participated in (minimum 2 weeks).</p> <p>If unusual circumstances apply and you are not certain whether a Participant's participation counts you can contact LaunchintoWork@dewr.gov.au for confirmation. If confirmed this email exchange can be uploaded as evidence for the claim.</p>

Activity/Intervention	Requirements	Evidence
Local Jobs Program Activity	The Participant successfully participates in and/or completes the Local Jobs Program Activity, as part of the Local Jobs Program, of at least 2 weeks in accordance with the rules in place for the Activity.	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Confirmation that the Participant participated in the project for at least 2 weeks. This may be in the form of attendance hours recorded on the system, a Participant’s declaration of their attendance for the purposes of PBAS or where these are not available, written confirmation directly from the Local Jobs Program Activity Host where the Provider is the Local Jobs Program Activity Partner or through the Local Jobs Program Activity Partner if that is another Provider.</p>
Observational Work Experience	Undertake Observational Work Experience which lasts for at least 2 weeks. The Participant must participate for the period and weekly hours as agreed in the Host Agreement.	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload written confirmation from the Host Organisation that the Participant participated in the placement for the required duration. Confirmation can be in the form of a letter or email, and must include:</p> <ul style="list-style-type: none"> • details uniquely identifying the specific placement (such as the Activity ID, or details of the Participant and placement dates), and

Activity/Intervention	Requirements	Evidence
		<ul style="list-style-type: none"> Host Organisation's name and ABN
Other Government programs (e.g. Indigenous Skills and Employment Program)	<p>Undertaking a local, state or federal government program with an employment focus. The Participant must complete the program in accordance with the program's rules.</p> <p>If the other Government program does not have a measure of completion, the Provider must determine whether it has led to progress towards Employment for the Participant.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Record comments indicating why the other Government program was required for the Participant, what the program rules are and how the Provider has determined it was successful.</p>
Paid work that is not eligible for an Employment Outcome	<p>The Provider must determine the paid work placement was meaningful to the Participant and has increased their likelihood of finding sustainable Employment. The paid work must last for a minimum of 2 weeks.</p> <p>Employment that meets the requirements for a Full or Partial Employment Outcome cannot be counted towards the Progress Payment, even if the Employment Outcome has not been claimed. Employment the Participant is already undertaking on Commencement in Broome Employment Services cannot be counted towards the Progress Payment unless the Participant has transferred from Workforce Australia Online, Yarrabah Employment Services</p>	<p>Upload Documentary Evidence that demonstrates the Participant undertook paid work for at least two weeks. Evidence may be in the form of:</p> <ul style="list-style-type: none"> earnings or hours declared to Services Australia (this may be sourced from the Department's IT System either from the declared earnings box on the Participant Summary or the JRRR or JEHR results on the Outcome Tracker) or Documentary Evidence, which may be in the form of any evidence allowed for a Pay Slip Verified Outcome.

Activity/Intervention	Requirements	Evidence
	<p>or an Other Service to Broome Employment Services during the paid work placement.</p> <p>Paid work in an Unsuitable position cannot be used for the Progress Payment.</p> <p>Where paid work does not achieve an Outcome, but the same job is later used for an Outcome (either because of a Significant Increase in Income, or where it is combined with work in another job to achieve an Outcome) it can be used for the Progress Payment.</p>	
<p>Voluntary Work</p>	<p>Participate in Voluntary Work which lasts for at least 4 weeks.</p>	<p>For Provider Sourced Voluntary Work, record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>For Participant Sourced Voluntary Work, record comments in the Progress Payment screen in the Department's IT Systems describing the Voluntary Work undertaken, that it was sourced by the Participant and the time period.</p> <p>Upload written confirmation from the Host Organisation that the Participant participated in the placement for the required duration. Confirmation can be in the form of a letter or email, and must include:</p>

Activity/Intervention	Requirements	Evidence
		<ul style="list-style-type: none"> • details uniquely identifying the specific placement (such as the Activity ID, or details of the Participant and placement dates), and • Host Organisation's business name and ABN.
Work for the Dole	Work for the Dole can be counted towards the Progress Payment provided the Participant undertakes Work for the Dole for at least 8 weeks.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.
Workforce Specialist Project	<p>The Participant successfully completes the individual Workforce Specialist Project in accordance with the rules in place for the project.</p> <p>The Department will determine whether the Workforce Specialist Project can be counted towards the Progress Payment as a Work Placement during the co-design stage of the relevant project and communicate this information on the Payments - Supporting Information page of the Provider Portal.</p>	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.

Progress Payments based on vocational interventions

Table 1-C: Requirements and Documentary Evidence for vocational interventions

Activity/Intervention	Requirements	Documentary Evidence
<p>Career Transition Assistance (CTA) completion</p>	<p>The Participant completes the CTA Course in accordance with the CTA requirements, as set out in the Workforce Australia Guidelines – Part B: Workforce Australia Services.</p> <p>The Participant must achieve at least 80 per cent attendance over the CTA course.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>The Provider is not required to record evidence the Participant achieved 80 per cent attendance as the Department can verify this.</p>
<p>Employability Skills Training (EST) completion</p>	<p>The Participant completes one or both EST Courses in accordance with the EST requirements.</p> <p>The Provider can determine whether, for an individual Participant, completion of one or both Training Block 1 Course or/and Training Block 2 Course of EST may be sufficient depending on the Participant’s circumstances.</p> <p>The Participant must achieve at least 80 per cent attendance over the EST Course.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>The Provider is not required to record evidence the Participant achieved 80 per cent attendance as the Department can verify this.</p>
<p>Language, Literacy and Numeracy training completion ((other than those that meet the Education requirements in Table 5.1)</p>	<p>Completion of an accredited Language, Literacy and Numeracy course at any level can be counted as one intervention for the Progress Payment if Language, Literacy or Numeracy is a barrier for the Participant.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems. Upload evidence the Participant completed the course (e.g. a statement of attainment, academic transcript or certificate).</p>

Activity/Intervention	Requirements	Documentary Evidence
Non-Government Programs	<p>Undertaking a Non-Government Program (NGP) approved by the Department (in accordance with the arrangements detailed in the Other Activities Chapter) for at least a 2 week period. The Participant must complete the program in accordance with the program's rules.</p> <p>If the NGP does not have a measure of completion, the Provider must determine whether it has led to meaningful progress towards Employment for the Participant.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Record comments when claiming the Progress Payment indicating why the NGP was required for the Participant and why it was successful.</p>
Self-Employment Assistance Small Business Training	Participant enrolls in and completes at least one of the accredited units of competency available through Small Business Training.	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload evidence the Participant completed the qualification (e.g. a statement of attainment, academic transcript or certificate).</p>
Self-Employment Assistance Exploring Self-Employment Workshops	Participant completes an Exploring Self-Employment Workshop.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.
Skill based qualification completion (other than those that meet the Education requirements in Table 5-A)	<p>The Participant completes a qualification (e.g. a Certificate II course) that is less than a Certificate III, one or more units of a qualification, or non-accredited training (such as Barista Training, software training or food safety training).</p> <p>The course is linked to a work placement (including a vacancy the Participant applies for)</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload evidence the Participant completed the qualification (e.g. a statement of attainment, academic transcript or certificate).</p>

Activity/Intervention	Requirements	Documentary Evidence
	<p>or is a pre-requisite to gaining employment in an industry the Participant is seeking work in.</p>	<p>Record comments when claiming the Progress Payment outlining the work placement, vacancy or industry the qualification is linked to and why it is relevant for the Participant. The comments must describe why the qualification is necessary or why not having the qualification is a barrier to gaining or retaining the identified employment.</p>
<p>Workplace certification completion</p>	<p>The Participant completes and is awarded the certification.</p> <p>The certification is linked to a work placement (including a vacancy the Participant applies for) or a pre-requisite to gaining employment in an industry the Participant is seeking work in (e.g. obtaining a White Card where the Participant is seeking work in the construction industry).</p> <p>Payment of workplace checks would not constitute a workplace certification and should not be claimed towards a Progress Payment.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload evidence the Participant achieved the certification, such as a copy of the certificate or licence itself, or confirmation from the body that issued the certificate.</p> <p>Record comments when claiming the Progress Payment outlining the work placement, vacancy or industry the certification is linked to and why it is relevant for the Participant. The comments must describe why the certification is necessary or why not having the certification is a barrier to gaining or retaining the identified employment.</p>

Progress Payments based on non-vocational interventions

Table 1-D: Requirements and Documentary Evidence for non-vocational interventions

Activity/Intervention	Requirements	Documentary Evidence
<ul style="list-style-type: none"> • Drug and alcohol program • Treatment for behavioural addictions (e.g. gambling) • Counselling and mental health program • Medical/health related interventions • Obtaining stable housing • Addressing barriers associated with caring responsibilities • Parenting Course • Addressing financial instability/difficulty • Financial courses • Anger management courses 	<p>The Participant has undertaken and completed a non-vocational intervention to address a barrier that is impacting their ability to gain and sustain Employment.</p> <p>The intervention has changed the Participant’s circumstances such that they have made progress towards Employment. For example, previously all efforts were related to treating the Participant’s barrier, but now they are able to participate in other interventions (e.g. treating a different Vocational or Non-vocational Barrier), a work placement or job search.</p> <p>If the Participant has not completed an intervention, but their circumstances have changed such that they have made Progress towards Employment, a Progress Payment Review should be conducted.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Upload evidence or record comments to demonstrate the Participant has/had a barrier, and the non-vocational intervention to address that barrier has been undertaken and completed, and how it has changed the Participant’s circumstances.</p> <p>This may include:</p> <ul style="list-style-type: none"> • Evidence from an Assessment (including an Employment Services Assessment or Job Seeker Classification Instrument) showing the Participant is affected by a barrier. • Evidence from a doctor, counsellor or rehabilitation provider (e.g. invoices for services or a letter of acceptance into a program) voluntarily supplied by the Participant. • Medical evidence voluntarily supplied by the Participant. • Recording the Employment Fund Commitment ID in comments, where payment was through the Employment

Activity/Intervention	Requirements	Documentary Evidence
<ul style="list-style-type: none"> • Cultural services • Personal development, such as addressing self-esteem and confidence issues 		<p>Fund and Documentary Evidence is already held to substantiate that claim.</p> <ul style="list-style-type: none"> • Evidence of attendance (e.g. the Participant reporting their attendance for activities scheduled in the diary). • A statement from the Participant they undertook the intervention.
<p>Addressing transport access issues (e.g. driver's licence)</p>	<p>The Participant previously had a transport barrier that has been addressed such that the Participant is now able to access Employment and/or study opportunities. For example, organising driving lessons alone is not sufficient; the barrier to accessing transport must be addressed by gaining a licence. Similarly, a short-term intervention such as buying bus tickets or supplying taxi vouchers does not address the Participant's barrier. Further, a Participant renewing their vehicle registration, insurance or licence cannot be counted towards the Progress Payment, including where this is funded by the Provider.</p> <p>Assisting a Participant with work-related licensing (e.g. a heavy vehicle licence), should be considered a vocational intervention and recorded as Workplace Certification.</p>	<p>Upload evidence and comments in the Progress Payment screen in the Department's IT Systems indicating the nature of the transport barrier and how it has been addressed.</p> <p>For example, an email or statement from the Participant they have obtained a driver's licence and comments the licence changed their circumstances as they have access to a car and can now attend work or interviews.</p>

1.3.4. Progress Payments for completing a pathway to Employment

Activities that provide a full pathway towards Employment can be used to claim a Progress Payment on its own. While these activities would usually result in a job placement, they can still be used to claim the Progress Payment where a job placement does not eventuate if the Participant successfully completes the Activity (for example, because the business is no longer operating, or the job is no longer suitable for the Participant).

Table 1-E: Pathway to Employment Activities

Activity/Intervention	Requirements	Documentary Evidence
Workforce Specialist Project	<p>The Participant successfully completes the individual Workforce Specialist Project in accordance with the rules in place for the project.</p> <p>For Workforce Specialist Projects, the Department will determine whether it can be counted towards the Progress Payment as a pathway to Employment activity during the design stage, and will communicate this information on the Payments - Supporting Information page of the Provider Portal.</p>	Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.
Launch into Work	<p>The Participant successfully completes the Launch into Work Project.</p> <p>Note: Where the Participant does not complete the Launch into Work Project, but participates for at least two weeks, the participation may be eligible to be counted as a work placement</p>	<p>Record the Activity ID in the Progress Payment screen in the Department’s IT Systems.</p> <p>Note, no evidence is required that the Participant has completed the activity as the Department can verify this directly. If unusual circumstances apply and you are not certain whether a Participant's participation counts, you can contact LaunchintoWork@dewr.gov.au for</p>

		confirmation. If confirmed this email exchange can be uploaded as evidence for the claim.
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1.3.5. Progress Payment Review

For some Participants with Non-vocational Barriers, it may be possible to demonstrate progress towards Employment without actually completing interventions. For example, a Participant may participate in treatment for a substance abuse addiction and successfully stabilise their circumstances such that they are now able to look for work, however as their addiction is an ongoing challenge, they continue to attend a support group. In this case, although the Participant has not *completed* an intervention, their circumstances have materially changed and they are more prepared to look for, gain and maintain Employment.

For Participants in this circumstance, the Provider can undertake a Progress Payment Review. The Progress Payment Review has 3 components:

1. considering the Participant's initial circumstances,
2. the intervention(s) undertaken, and
3. the change in the Participant's circumstances following the intervention(s) that has increased their capacity to look for and gain Employment.

Participants must have undertaken 2 activities or interventions when the Progress Payment Review is used. At least one of the Activities or interventions must be a non-vocational intervention where progress may be achieved without completing the intervention. Details of all Activities and interventions that have positively impacted on the Participant's progress to employment should be included when completing the Progress Payment Review.

To undertake a Progress Payment Review, the Provider must complete the [Progress Payment Review template](#) capturing these 3 elements. As the Progress Payment Review is an inherently subjective undertaking, an important consideration is that the Participant agrees they have made progress towards Employment, which must be documented as part of the Progress Payment Review.

In completing the Progress Payment Review, the Provider must include evidence to show the interventions undertaken and how the Participant's circumstances have changed. Examples of evidence a Provider might use are provided below. This is not an exhaustive list and the Provider may use one or more of these, or may have alternative evidence that is more appropriate, taking into account any sensitivities for the Participant.

- The results of an assessment such as the JSCI, a Capability Assessment or Interview, an ESAT or an assessment completed by the Provider, demonstrating improvement in the Participant's circumstances.
- Medical evidence voluntarily supplied by the Participant.
- Observations of changes in the Participant's behaviour or demeanour, where these improve job readiness and employability.
- Recording the Activity ID of the Activity/intervention.
- Recording the Employment Fund Commitment ID, where payment was through the Employment Fund and Documentary Evidence is already held to substantiate that claim together with comments detailing the relevance to addressing the Participant's barriers.
- Evidence from a doctor, counsellor or rehabilitation provider (e.g. invoices for services or a letter of acceptance into a program) voluntarily supplied by the Participant.
- Evidence of supports made available to the Participant to assist with caring responsibilities.

- Evidence of attendance (e.g. the Participant reporting their attendance for activities scheduled in the diary).
- A statement from the Participant that they undertook the intervention(s).
- Evidence the Participant is now participating, or participating to a greater degree or more successfully, in other Vocational or Non-vocational activities, work placements or job search.



The Progress Payment Review must be completed in full by the Provider and agreed by the Participant. The Participant's agreement can be documented by them countersigning the Progress Payment Review or provided electronically (e.g. an email acknowledgement). The completed Progress Payment Review must be uploaded in the Department's IT Systems when claiming the Progress Payment.

1.4. Employment Outcome Payments

All Personnel must complete the Workforce Australia - Outcome Payments training module before lodging a claim for Outcome Payments in the Department's IT Systems. The training module is available through the Learning Centre.

The Provider may claim Employment Outcomes when a Participant they are servicing achieves Employment, Unsubsidised Self-Employment, an apprenticeship or traineeship, or self-employment by accessing Self-Employment Assistance Small Business Coaching which satisfies the Deed requirements. This includes Employment sourced through another Workforce Australia Services Provider, Workforce Australia - Workforce Specialist, Workforce Australia - CTA or Workforce Australia - EST Provider.

(Deed Reference(s): Clauses 141, Annexure B1 – Payments and Employment Fund Credits, Annexure B2 - Outcomes)

The amount of the Employment Outcome paid will depend on:

- whether a Full or Partial Outcome is achieved
- the duration of the Employment Outcome (4, 8, 12, 18 or 26 weeks),and
- the Participant's JSCI score at the time of the Job Placement Start Date or Self-Employment Assistance Commencement.

1.4.1. Full and Partial Employment Outcomes

A Full Outcome is achieved when a Participant is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has a 100 per cent income support rate reduction, or meets hours worked requirements, for the duration of the Outcome Period.

A Partial Outcome is achieved when a Participant is in Employment, Unsubsidised Self-Employment, an apprenticeship or traineeship, or self-employment reduces their income support by 60 per cent on average over the outcome period, or meets the relevant hours worked requirements. Partial Outcomes may also be paid for Participants accessing Self-Employment Assistance Small Business Coaching.

Outcomes for Participants with a Partial Capacity to Work, or who are Principal Carer Parents, will take into account their part-time requirements.

1.4.2. Employment Outcome Periods (4, 8, 12, 18 and 26 Week)

Employment Outcomes are payable for Participants who maintain eligible Employment for periods of 4, 8, 12, 18 and 26 weeks (see [Starting an Employment Outcome](#)). Generally, these weeks are consecutive, however in some circumstances there is flexibility around when the period begins (see [Outcome Start Date](#)) or to include a [Permissible Break](#).

The 4, 8 and 12 Week Outcome Periods commence on the Employment Outcome Start Date and run concurrently (i.e. the 4 Week Outcome comprises the first 4 weeks of the 12 Week Outcome and the 8 Week Outcome comprises the first 8 weeks of the 12 Week Outcome).

The 18 and 26 Week Outcome Periods both begin after the achievement of the 12 Week Outcome and comprise 14 weeks in total. They run concurrently, i.e. the 18 week Outcome period comprises the first 6 weeks of the 26 Week Outcome. The 18 Week Outcome Period may start in any of the 8 Services Australia Fortnights following the date that the 12 Week Outcome was achieved.

1.4.3. Employment Outcome Payment Amounts

Participants are assessed as having a High JSCI or a Moderate JSCI. The Employment Outcome payment rate is determined based on the Participant's JSCI score (Moderate or High) at the time of the Job Placement Start Date.

The Provider can identify if a Participant has a High or Moderate JSCI on the outcome tracker in the Department's IT Systems.

1.4.4. Very Long Term Unemployment (VLTU) Bonus

A VLTU Bonus is paid automatically by the Department's IT Systems on top of the 12 and 26 Week Employment Outcome Payment if a Participant's Period of Unemployment exceeds 24 months on the Job Placement Start Date or Self-Employment Assistance Commencement date. The Department's IT Systems will display the Participant's Period of Unemployment (as at the Job Placement Start Date) on the Outcome Tracker (labelled as 'Unemployment Period').

1.4.5. Permanent Employment Bonus

A Permanent Employment Bonus is a 25 per cent bonus payment that will apply to partial and full 26 week outcome payments for placing participants in permanent employment.

To claim the Permanent Employment Bonus payment the Provider may submit a manual claim using the Request Payment functionality in the Department's IT Systems.

(Deed Reference(s): Clause 143)

1.4.6. Non-Payable Outcomes

There are some Employment types that are not eligible for Employment Outcome payments, even where the Participant works sufficient hours or earns sufficient income to meet the Employment Outcome requirements. These are referred to as Non-Payable Outcomes. The following Employment types are Non-Payable Outcomes:

- Employment in a position that is Unsuitable.

- Any Employment involving the Participant generating their income or earnings directly from gambling work. For example, if the Participant works as a bookmaker or card dealer and keeps their 'winnings' as declared earnings, an Employment Outcome is not payable. However, an Outcome could still be payable where Employment is in a venue where legal gambling occurs (for example, working in a bar in a licensed venue with poker machines) but the Employment does not involve earnings derived from gambling.
- Employment that started before the Participant commenced in Broome Employment Services or Workforce Australia Services, except where a Significant Increase in Pre-Existing Employment applies.
- A program, including a Work Trial program funded by the Australian Government or a state and territory government, including a Complementary Program as advised by the Department.
- Employment Outcomes where:
 - the Provider has already claimed an Outcome Payment for another Participant who previously occupied the same or a similar position (the prior outcome); and
 - the Employment Outcome Start Date occurs less than 12 weeks after the end of the Outcome Period for the prior outcome.
- Employment or Unsubsidised Self-Employment which is Recurring, except for:
 - 4 Week Full and Partial Employment Outcomes,
 - Employment Outcomes where the Participant has, and maintains, a Significant Increase in Income.
- Any other situation the Department may advise.

1.4.7. Vacancy Management

Sourcing a Vacancy

The Provider must engage and work with Employers to understand their needs and to identify job opportunities.

The Provider must:

- refer suitable eligible Participants to appropriate Vacancies, including Vacancies sourced by the Provider and by other services such as Workforce Australia - Workforce Specialists, the Local Jobs Program and Launch into Work Organisations,
- ensure any Participants referred to Vacancies meet that Employer's needs, and
- advise eligible Participants they are required to accept any suitable job and explain the consequences of failing to do so.



The Provider must record all Employment Vacancies, including those found by Participants, in the Department's IT Systems. They must ensure each Vacancy is complete, up-to-date and compliant with any conditions of use for workforceaustralia.gov.au.

(Deed Reference(s): Clause 135)

1.4.8. Lodging a Vacancy

Vacancy Types



When entering a Vacancy in the Department's IT Systems, the Provider needs to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the Participant. The Provider will also need to select a Vacancy type. The Vacancy types are listed below, and some Vacancy types trigger certain functionality when tracking for or claiming an Outcome:

- Apprenticeship – Apprenticeship or Traineeship must be selected to make use of the provision that allows a Full Outcome to be paid for any Full time Apprenticeship or Traineeship
- Pre-existing Employment – this vacancy type must be selected to enable claiming an Outcome for a Significant Increase in Pre-Existing Employment
- Internship
- Normal position – this vacancy type should be used when none of the other (more specific) vacancy types are applicable.
- Graduate
- Seasonal
- Significant Increase in Income – this vacancy type must be selected to enable claiming an Outcome for a Significant Increase in Income
- Traineeship – Apprenticeship or Traineeship must be selected to make use of the provision that allows a Full Outcome to be paid for any Full time Apprenticeship or Traineeship
- Self-Employment



Outcome requirements and Documentary Evidence requirements may differ according to the type of Vacancy selected.

Checking Minimum Wage

Where the Provider has sourced a Vacancy they must, at the time they lodge the Vacancy in the Department's IT Systems, make sure the relevant minimum wage is satisfied.

The minimum wage may be set out in the Modern Award that relates to the Vacancy. If a Modern Award is not in place, then the National Minimum Wage will apply. As the Provider will check this at the Vacancy lodgement stage, they will not be expected to check minimum wages again when they claim an associated Outcome Payment.

Where a Participant has sourced a Vacancy, the Provider is not required to check the applicable minimum wage. The Participant should already have information relating to the National Minimum Wage and the Fair Work Ombudsman. The Provider must give this information to all Participants when they Commence in Services.

The information must include the following, which is contained in the [Minimum wages fact sheet](#) available on the [Fair Work Ombudsman website](#):

- details of the latest National Minimum Wage rates,
- where to access information about the [Pay and Conditions Tool](#) and any changes to the National Minimum Wage rates, and

- the contact details of the Fair Work Ombudsman.

While the Provider is not required to check the National Minimum Wage upon Job Placement for a Participant-sourced Vacancy, if the Provider becomes aware the employment does not meet National Minimum Wage requirements, they should not claim associated Outcomes.

If the Participant is being paid less than National Minimum Wage requirements, the Provider should ensure the Participant is aware of the information and assistance available to them through the Fair Work Ombudsman. While this information should have been given to the Participant when they first Commenced in Services, the Provider should again give the Participant the relevant information about the National Minimum Wage and Fair Work Ombudsman.

Placing a Participant into a Vacancy

Where a Participant is successful in gaining Employment, the Provider must place the Participant into the relevant Vacancy and record the Job Placement Start Date. The Job Placement Start Date is the date on which the Participant first commences in a job, unless one of the following circumstances apply:

- For Pre-existing Employment, the Job Placement Start Date must be the day on which the increase in hours or earnings occurred (see Pre-existing Employment).
- For Full Outcomes based on a Significant Increase in Income, the Job Placement Start Date must be the day on which the increase in earnings occurred (see Significant Increase in Income).
- For a trial or probationary period of employment funded by the Provider which leads to ongoing Employment with the Employer, the Job Placement Start Date is the first day of the ongoing Employment.
- For a job with a Paid Induction Period or employer-funded work trial the Provider can decide whether to use the date on which the Participant commences the induction/work trial or the first day of continuous Employment following the induction as the Job Placement Start Date.
- For volunteer work/work experience/unpaid work that leads to ongoing Employment the Job Placement Start Date is the first day of the ongoing Employment.

Timing of the Job Placement Start Date

For an Employment Outcome to track, the Job Placement Start Date must be a date on or after the Participant's Commencement date on the Provider's Caseload (unless the provisions of the next paragraph apply).

Where a Participant has a Job Placement Start Date within 28 calendar days of Exit or transfer, an Employment Outcome may be payable if all requirements are met.

Job Placement Start Dates (within 28 days of Exit) that have been entered into the Department's IT Systems from 11 December 2023 will automatically track for Employment Outcomes where eligible. Any such Job Placement State Dates entered prior to 11 December 2023 will not automatically track for Employment Outcomes and will only be payable via Manual Claim.

Employment Outcomes will not track for the Provider if the Participant has Commenced with another Provider prior to the Job Placement Start Date.



The Job Placement Start Date must be recorded within 56 calendar days of the Participant commencing in the job or the date of the Significant Increase in Income/Significant Increase in Pre-existing Employment. The Department's IT Systems will not allow the Provider to backdate a Job Placement Start Date by more than 56 days. The Department expects the Provider to remain in regular contact with Participants, including awareness of gaining Employment.



The Provider needs to have Documentary Evidence to support the entering of a Job Placement Start Date in the Department's IT Systems. This Documentary Evidence can take a range of forms, including a file note that records how the Provider became aware of the Employment or written communication about the Employment from the Participant or Employer.

1.4.9. Achieving an Employment Outcome

Starting an Employment Outcome

To trigger the Department's IT Systems to commence tracking the 4, 8 and 12 Week Periods for an Employment Outcome, the Provider must record a Vacancy in the Department's IT Systems and record the Job Placement Start Date against that Vacancy with a Placement Confirmed status.

For Participants on an Income Support Payment, the Department's IT Systems capture the Participant's earnings and hours information as declared to Services Australia by the Participant. The Department's IT Systems use this information to calculate whether the requirements for a Partial or Full Outcome have been met.

For Participants where this information is not available (such as Participants not on an Income Support Payment), or the Provider disagrees with the information in the Department's IT Systems, the Provider will need to enter the relevant information manually, supported by Documentary Evidence. Please see [Pay Slip Verified Outcomes](#) for more information.

Setting the Outcome Start Date - Participants on income support

Where a Participant is receiving an Income Support Payment, the Outcome Period will always be aligned with the fortnightly cycle that the Participant declares their earnings and hours worked to Services Australia.

After a Job Placement Start Date is entered, the Department's IT Systems will initially set the Employment Outcome Start Date to be the first day of the Participant's first full Services Australia Fortnight on or after the Job Placement Start Date.

Where the Participant's earnings or hours for that Services Australia Fortnight are less than required for a Full or Partial Outcome, the Department's IT Systems will automatically move the Outcome Start Date to the next fortnight/s and continue tracking to maximises the Provider's opportunity to achieve a Full or Partial Outcome.

The Provider can also manually set the Outcome Start Date, within the fortnight limits outlined below, to select the fortnight that is most beneficial to them.

Once an Employment Outcome has been claimed, the Employment Outcome Start Date cannot be changed. There are no Documentary Evidence requirements when selecting the Outcome Start Date.

4, 8 and 12 Week Outcome Start Date

At any time until a 4, 8 or 12 Week Outcome is claimed, Providers can manually change the Outcome Start Date to be any of the first 4 Services Australia fortnights beginning on or after the Job Placement Start Date. As the 4, 8 and 12 Week Outcomes share an Outcome Start Date, claiming the 4 Week Outcome will also set the Outcome Start Date for both the 8 and 12 Week Outcome periods.

18 and 26 Week Outcome Start Date

For the 18 and 26 Week Outcome Period, the Outcome Start Date can be set to any of the first 8 Services Australia fortnights following achievement of the 12 Week Outcome. The 18 and 26 Week Outcome Periods share the same Outcome Start Date.

Setting the Outcome Start Date - Participants not on income support

For Participants who are not receiving an Income Support Payment when they are placed in Employment, as there is no Services Australia Fortnight to align to, the Employment Outcome Start Date will automatically be the Job Placement Start Date recorded in the Department's IT Systems.

Providers have the choice of 4 Employment Outcome Start dates, from and including the Job Placement Start Date. That is, the Employment Outcome Start Date can be either the Job Placement Start Date, or 14, 28 or 42 days later.

Tracking towards an Outcome - Fortnightly Result

The Department's IT Systems will use earnings and/or hours worked information declared by the Participant to Services Australia, or entered by the Provider based on Documentary Evidence, to determine if an Outcome is payable.

For Outcomes tracking using Services Australia information, the Department's IT Systems will automatically make Partial or Full Outcomes available if Outcome requirements have been met.

Outcomes are assessed using fortnightly periods:

- 2 fortnights for a 4 Week Outcome
- 4 fortnights for an 8 Week Outcome, which includes the 2 fortnights in the 4 Week Outcome
- 6 fortnights for a 12 Week Outcome, which includes the 4 fortnights in the 4 and 8 Week Outcomes
- 3 fortnights for an 18 Week Outcome, and
- 7 fortnights for the 26 Week Outcome, i.e. weeks 13 to 26 of the Outcome Period. This includes the 3 fortnights in the 18 Week Outcome.

Where a Participant achieves the requirements for a Full Outcome for each fortnight of the Outcome Period, the Department's IT Systems will make a Full Outcome available to claim. If a Full Outcome is not payable, but the requirements for a Partial Outcome have been met, the Department's IT Systems will make a Partial Outcome available to claim.

There are some circumstances where flexibilities apply to the fortnight periods for an Outcome to be payable

- For Partial Outcomes, the Participant needs to achieve the necessary income rate reduction or hours requirement on average over the Outcome Period.
 - For example, to achieve a 4 Week Outcome (earnings based) which requires a 60 per cent rate reduction, a Participant may achieve an 80 per cent rate reduction in one fortnight, and a 50 per cent rate reduction in the second fortnight.
- For Full Outcomes based on the Participant's earnings, a small number of fortnights with reduced earnings are permitted. Please see [Variability of Earnings](#) for more information.
- For all types of Outcomes, [Permissible Breaks](#) may be applied in some circumstances to remove one or more fortnightly periods from the Outcome calculation. Each fortnightly Permissible Break will extend the Outcome Period by one fortnight.

Earnings-Based Outcomes

For Participants on JobSeeker Payment or Youth Allowance (other) with full-time Mutual Obligation Requirements, eligibility for an Outcome Payment is determined based on their earnings during the Outcome Period. The Department's IT Systems will use the Participant's earnings each fortnight, to calculate the amount their income support has reduced by (i.e. the rate reduction). For example, if the Participant's earnings from Employment mean they only receive 30 per cent of their JobSeeker Payment in a fortnight, their rate reduction for that fortnight is 70 per cent.

Earnings information will either be imported from Services Australia's IT system or entered by the Provider. Please refer to the Lodging an Employment Outcome section for more information.

Hours-Based Outcomes

Outcome Payments are based on the number of hours worked during the Outcome Period for Participants with a Partial Capacity to Work, part-time Mutual Obligation Requirements, aged 55 years and over, on other payments (such as Disability Support Pension Recipients), or not receiving income support payments.

For Participants with a Partial Capacity to Work of 0-7 or 8-14 hours per week, a Full Outcome is payable when they work at least 16 hours per fortnight, while a Partial Outcome is payable where they work 10 hours per fortnight on average.

A Participant not on an Income Support Payment must complete an average of 40 hours a fortnight of paid work to trigger a Full Outcome, or an average of 30 hours a fortnight to trigger a Partial Outcome.

For all other hours-based Outcomes, the Participant must work at least 30 hours each fortnight for a Full Outcome, or an average of 20 hours each fortnight for a Partial Outcome.

Hours information will either be imported from Services Australia's IT system, or entered by the Provider. Please refer to the Lodging an Employment Outcome section for more information.

Outcomes for Participants Not on Income Support (including Directly Registered Participants)

Where a Participant is not receiving an Income Support Payment, Employment Outcomes cannot be tracked using Services Australia data, and all Employment Outcomes must be claimed as Pay Slip Verified Outcomes.

Outcome Requirements

The circumstances applicable for the Participant on the Job Placement Start Date will determine the Outcome requirements as shown below.

Table 1-F: Employment Outcome Requirements

Participant circumstances	Partial Outcome	Full Outcome
Participant on JobSeeker Payment or Youth Allowance (Other)	Average 60% reduction of income support payment per fortnight	100% reduction of income support payment each fortnight
Participant on other eligible allowances	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant on Disability Support Pension with compulsory requirements	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant not on income support payment	Average 30 hours per fortnight	Average 40 hours per fortnight
Participant is a Principal Carer Parent	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant has Partial Capacity to Work of 0-14 hours	Average 10 hours per fortnight	Minimum 16 hours per fortnight
Participant has Partial Capacity to Work of 15-22 hours	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant has Partial Capacity to Work of 23-29 hours	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant aged 55 years and over	Average 20 hours per fortnight	Minimum 30 hours per fortnight

Outcomes for Participants undertaking Full time Apprenticeship or Traineeship

For Participants who are undertaking a full-time apprenticeship or traineeship, a Full Outcome is payable provided they remain full-time in the apprenticeship or traineeship for the Outcome Period, regardless of the income earned/hours worked by the Participants.

When the Outcome has finished tracking, if there is sufficient Services Australia data to verify a Full Outcome the Provider may lodge an auto claim without Documentary Evidence just like any other Outcome.

Where the Services Australia data does not support a Full Outcome, and the Participant has remained each week in a full-time apprenticeship or traineeship for the relevant Outcome Period, the Provider may use Documentary Evidence to claim a Full Outcome.

In order to claim a Full Outcome using Documentary Evidence, the Provider must ensure the Vacancy is created with the Vacancy type of Apprenticeship or Traineeship and the Position Type of 'full-time position'.



Documentary Evidence must be uploaded at the time the Full Outcome is claimed and must include the following information:

- the name of the Employer;
- the period of Employment; and
- evidence that the Participant remained in the apprenticeship/traineeship on a full-time basis for each week of the relevant Outcome Period.

The Provider can only lodge a claim using this process where the Vacancy was created with the Vacancy type of Apprenticeship or Traineeship and the position type of 'full-time position'. When claiming an Employment Outcome for an Apprenticeship or Traineeship Vacancy, the Department's IT System will give the Provider the option to claim a Full Outcome by using this provision.

Outcomes for a Significant Increase in Income

In some cases, a Participant may be in Employment they started after Commencement in Broome Employment Services or Workforce Australia Services, but not working enough to achieve a Full Outcome. If the Participant goes on to increase their earnings such that they cause their income support to cease, the Provider can record this as a 'Significant Increase in Income' and begin tracking for Full Outcomes from the date of the increase.

The increase in earnings can be due to the Participant increasing earnings in their existing job or starting work in an additional job.

The Significant Increase in Income provisions are available for Participants who obtained Employment while Commenced in Broome Employment Services or Workforce Australia Services. For Participants who were already working prior to Commencement in Broome Employment Services or Workforce Australia Services refer to Pre-existing Employment.

A Significant Increase in Income can be claimed in addition to Partial Outcomes already claimed for the Participant in the current Period of Unemployment but cannot be entered if a Full Outcome has previously been claimed.

Where the Significant Increase in Income is because the Participant has started in an additional job, the combined earnings/hours from all jobs can be counted in determining whether a Full Outcome is payable.



Enter a Vacancy in the Department's IT Systems and select the Significant Increase in Income vacancy type. Place the Participant into the Vacancy recording the Job Placement Start Date as the day on which the Significant Increase in Income occurred.



Documentary Evidence of the Participant's Employment earnings/hours for the 4 weeks prior to the Significant Increase in Income. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments and uploaded into the Department's IT Systems.

While the Provider should enter all Job Placements into the Department's IT Systems where possible, if a Vacancy has not previously been entered, the Provider is not required to enter the

original Vacancy in the Department's IT Systems before entering a Significant Increase in Income Vacancy and placement.

Significant Increase in Income - Hours-based participants

Employment Outcomes for a Significant Increase in Income may only be claimed where the Participant's earnings cause their income support to cease. This requirement also applies to Employment Outcomes for Participants who are hours-based. Achievement of work hours alone do not satisfy requirements for an Employment Outcome based on a Significant Increase in Income. The Participant must have a zero rate of income support payment in every fortnight of the Outcome Period (excluding any Permissible Breaks) in order to be payable.

Providers must ensure the zero income support requirement has been met prior to claiming the Employment Outcome. This can be done by checking the Basic Rate column on the Outcome Details screen via the outcome tracker. Even if the Department's IT Systems presents a Full Outcome result based on hours worked, the Provider must not claim the Employment Outcome unless the Basic Rate is zero for every fortnight.

Outcomes for Pre-existing Employment

Generally, where a Participant is already undertaking Employment prior to Commencing in Broome Employment Services or Workforce Australia Services this is not eligible to count towards an Employment Outcome.

However, where a Participant increases their working hours or earnings after Commencing in Broome Employment Services an Outcome may be payable where it is a Significant Increase in Pre-existing Employment.


There are 2 ways a Significant Increase in Pre-existing Employment may be used to achieve an Outcome:


- Full Outcome where the Participant increases their income earned (for Participants with earnings based outcomes) or their hours worked (for Participants with hours-based outcomes) from below a Partial Outcome level to achieve a Full Outcome.
 - For example, a Participant previously achieving less than a 60 per cent rate reduction increases their hours and is now achieving a 100 per cent rate reduction.
- Partial Outcome where in addition to meeting the minimum requirements for a Partial Outcome, the Participant increases their income earned (for Participants with earnings based outcomes) or their hours worked (for Participants with hours-based outcomes) from below a Partial Outcome level by the difference between the requirements of a Full and Partial Outcome.
 - For example, for an earnings based outcome, the Participant would need to increase their rate reduction by at least 40 per cent (e.g. from 20 per cent to 60 per cent, or 40 per cent to 80 per cent). For information about how to calculate the rate reduction, please refer to the Calculating the rate reduction for Pre-Existing Employment Supporting Document.


To determine whether a Significant Increase in Pre-existing Employment has occurred, the Provider must determine the initial earnings or hours that previously applied. This can be measured over either:

- the 4 week period immediately prior to Commencement in Broome Employment Services or Workforce Australia Services, or
- the 4 week period immediately prior to the significant increase occurring.

The Participant must then increase their earnings or hours as outlined above and maintain the increased earnings/hours over the Outcome Period.

 Enter a Vacancy in the Department's IT Systems and select the Pre-Existing Employment vacancy type. The Job Placement Start Date is the date the Significant Increase in Pre-Existing Employment occurred. For hours-based participants this is the start of the relevant pay period in which the increase occurred. For earnings-based participants, this is the pay slip date.

 Documentary Evidence of the Participant's Employment earnings/hours for the 4 week prior period must be uploaded to the Department's IT Systems at the time of claim and must be in the same form as required for Pay Slip Verified Outcome Payments.

 Where the Provider chooses the 4 week period immediately prior to the Significant Increase, they must also upload evidence that the Participant was employed in the same job immediately prior to Commencement in Workforce Australia Services. This does not need to be pay slips, a statement from the Participant or Employer are also acceptable.

Note: Employment that starts while a Participant is in Workforce Australia Services is not considered Pre-existing Employment if the Participant transfers to Broome Employment Services.

Employment Outcomes for Participation in Self-Employment Assistance

For Participants undertaking Self-Employment Assistance Small Business Coaching, the Department's IT Systems will capture the commencement of the Self-Employment Assistance Small Business Coaching Agreement and will use this information to calculate whether the requirements for 4, 12 and 26 Week Partial Outcomes have been met. Where the requirements have been met, the Department's IT Systems will present the Outcome claim for lodgement by the Provider. The Participant must remain in Small Business Coaching for the duration of the outcome period.

Employment Outcomes Triggered by Engagement of a Workforce Specialist

Workforce Australia - Workforce Specialists deliver projects providing tailored support to meet the workforce needs of identified key industries and large employers, helping them connect to suitable Participants registered in Workforce Australia Online, and Broome Employment Services. Workforce Specialists identify key priority industries and occupations for targeted investment and may also be used to respond to more immediate workforce opportunities or challenges (e.g. natural disasters or pandemics).

Projects will vary in size and duration, and one or more Workforce Specialists could be engaged in each project. The Provider can claim an Employment Outcome where the Participant gains Employment through a Workforce Specialist, assuming all other Outcome requirements are met. If the Workforce Specialist has entered the Job Placement into the Department's IT Systems, this will track Outcomes for the Provider. Please refer to Tracking towards an Outcome for further information.

Recurring Employment

Employment or Unsubsidised Self-Employment which results in more than one Employment Outcome for a Participant with the same Employer during the same Period of Unemployment is considered to be Recurring Employment, even where the Participant is working in a different position. Employment or Unsubsidised Self-Employment will only be Recurring Employment if it results in more than one Employment Outcome under Broome Employment Services. Recurring Employment rules do not apply to Employment Outcomes claimed under Workforce Australia Services, or Employment of Unsubsidised Self-Employment that occurred prior to the Participant receiving Broome Employment Services or Workforce Australia Services (refer to Pre-Existing Employment).

4 Week Employment Outcomes

The Provider may claim a maximum of four 4 Week Employment Outcome Payments for any single Participant over any one 12 month period, regardless of whether that Employment is Recurring or not.

This recognises short-term jobs with a duration of 4 weeks or more equip Participants with work experience and work habits that enable them to move into sustained Employment in the future, and Participants who have had 4 or more job placements have a higher chance of staying long term in a job.

8, 12, 18 and 26 Week Employment Outcomes

The Provider is not entitled to claim 8, 12, 18 and 26 Week Employment Outcomes for Recurring Employment.

This means that if the Provider has claimed an 8, 12, 18 or 26 Week Employment Outcome for a Participant with an Employer, they cannot claim another 8, 12, 18 or 26 Week Employment Outcome with that same Employer, regardless of whether the Participant is working in a different position, unless a Significant Increase in Income has occurred.

Change of Circumstance during the Outcome Period

Where a Participant moves off an Income Support Payment for Employment-related reasons, the Department's IT Systems will treat this as a 100 per cent rate reduction or achievement of sufficient hours to trigger a Full Outcome. This is usually where a Participant has declared sufficient income to reduce their Income Support Payment to \$0 over repeated fortnights, or by stopping their declarations to Services Australia because they are working and no longer need support. These fortnights will be displayed as System Derived on the Outcome tracker.

Where a Participant moves off Income Support Payment for non-Employment-related reasons, the Outcome should stop tracking and will be made non-payable in the Department's IT Systems. An example of this is the Participant moving to an allowance that is ineligible for Workforce Australia Services, such as Austudy or the Age Pension.

Where a Participant appears to stop receiving Income Support Payments due to an Employment reason but the Provider is aware the Participant is not actually working, such as being overseas or in prison, the Outcome may be considered non-payable and the Provider should not claim. If the

Provider is unsure whether to claim an Outcome they should seek advice from the Department through Question Manager. Providers may also submit a Manual Claim for a downgrade if they hold the necessary Documentary Evidence for a Partial Outcome for the period the Participant was actually working.

If a Participant transfers to another service such as Workforce Australia Services, Disability Employment Services or the Community Development Program, the Outcome is payable to the Provider who was servicing the Participant on the Job Placement Start Date (provided all other requirements are met).

Variability in Earnings

Participants beginning or returning to work may have reduced earnings due to irregular working hours early in their Employment. The Broome Employment Services payment structure recognises this and provides flexibility for variability in earnings to achieve an Outcome.

Participants tracking towards a Full Outcome may have up to 2 fortnights of reduced earnings during each of the 12 Week and the 26 Week Periods and still achieve a Full Outcome. A minimum of 85 per cent income support reduction will be allowed for 2 fortnights. For example, if a Participant achieved a 100 per cent income support reduction for the first 4 fortnights, and a reduction of 85 to 99 per cent in the fifth and sixth fortnights, a Full 12 Week Outcome can be claimed (provided all other requirements are met).

Reduced earnings are not permitted as part of the 4 Week Outcome period, but calculations for the 12 Week Outcome Period will consider any reduced earnings that occurred in the initial 4 Week Outcome Period (for example, if the Participant has a rate reduction of 85 per cent during their second fortnight, the Provider may claim a Partial 4 Week Outcome, but go on to achieve a Full 12 Week Outcome).

Note: where the Provider has entered a [Permissible Break](#), the Department's IT Systems will not apply variability in earnings for the same Outcome Period.

Permissible Breaks

Where a Participant is tracking towards a Partial or Full Outcome, there may be events or circumstances that interfere with their Employment that are beyond the Participant's or the Provider's control, and prevent an Outcome being paid (that would otherwise have been available). In these circumstances, a break in the Outcome period (a Permissible Break) can be entered.

A Permissible Break is available where:

- the break in the Participant's continuous attendance in Employment would result in them not meeting the ordinary requirements of a 4, 8, 12, 18 or 26 Week Partial or Full Outcome, and
- the break is outside the control of the Provider or the Participant, and
- the Participant returns to the same Employment position with the same Employer after the break.

The maximum break is 2 Services Australia fortnights for a Participant on income support, or 2 calendar fortnights for a Participant not on income support.

When a Permissible Break has been entered, the Employment Outcome Period will be extended to include the Permissible Break period. For example, a 12 Week Outcome including 1 fortnight's Permissible Break will last for 14 weeks.

Permissible Breaks are only available for:

- Employer initiated shutdowns, including over the Christmas period,
- breaks due to the Participant's illness or a major personal crisis,
- carer emergencies,
- temporary lack of access to child care (for example, lack of care during school holidays, or a school or child care centre closing unexpectedly),
- declared natural disasters, for example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government), or
- culturally significant events for Aboriginal and Torres Strait Islander persons.

If a Participant leaves a job inappropriately or takes unapproved leave, these instances are not considered as Permissible Breaks.

Where a Participant takes approved, paid leave, a Permissible Break is not required as the earnings and hours can continue to be counted towards an Outcome.

Permissible Breaks for Principal Carer Parents

The Provider is able to enter 4 additional Permissible Break fortnights for Principal Carer Parents over the long school holiday Christmas/New Year period (provided one of the reasons listed above applies). As with all Permissible Breaks, the Participant must return to the same Employment position with the same Employer following the break. Principal Carer Parents may therefore have a total of 6 Permissible Breaks overall if the Outcome Period includes the long school holiday Christmas/New Year period.

Permissible Breaks in extenuating circumstances

The Department may allow additional Permissible Breaks in response to extenuating circumstances such as natural disasters or health emergencies. The Department will advise the number of additional breaks permitted and timeframes for which they will apply.

Adding a Permissible Break

When entering a Permissible Break, the Provider should be aware that:

- if a Participant was only on a break for 2 days, the Permissible Break will be lodged for the full 2 week period, that is, a full Services Australia Fortnight or a full calendar fortnight, and
- there can only be 2 standard Permissible Breaks lodged across the combined 4, 8, 12, 18 and 26 Week Period. Therefore, if both Permissible Breaks are used in the 12 Week Period, there are no more Permissible Breaks available for the 26 Week Period, unless the Participant is a Principal Carers.
- For earnings-based Outcomes, Permissible Breaks should be attributed to the Services Australia fortnight where the Participant's pay was impacted by the break, not the fortnight in which the Participant worked less hours/did not work.

- For example, if the Employer shuts down over the Christmas period (from December 25 – January 1) and this impacts the Participant’s wages on 8 January, the Permissible Break should be applied to the fortnight that 8 January falls in.
- For hours-based Outcomes, Permissible Breaks should be attributed to the Services Australia fortnight where the Participant worked less hours/did not work.
 - For example, if the Participant is sick and cannot work between 7 October and 14 October, the Permissible Break should be applied to the fortnight most aligned with that time period. If the period 7 to 14 October falls evenly across fortnights, the Provider has the option to use 2 Permissible Breaks, noting that no further breaks will be available after that point.



The Provider must upload Documentary Evidence (in electronic form or hard copy) of the Permissible Break at the time of submitting the claim. Documentary Evidence must contain information provided by the Participant or Employer which confirms:

- the Permissible Break in Employment, including the reason for the Permissible Break,
- the duration of the Permissible Break, including the start and end dates, and
- the Participant is employed in the same position following the Permissible Break.

All of the above Documentary Evidence must be contained in a signed and dated written statement or in an email from the Employer or Participant.



The Provider must record the fortnight/s to be covered by the Permissible Break in the Department’s IT Systems prior to claiming the relevant Employment Outcome. Where a Permissible Break falls within both the 4, 8 and 12 Week Outcome Periods, the Permissible Break must be recorded before either Outcome can be claimed.

(Deed Reference(s): Annexure B2 – Outcomes, Definitions)

Lodging an Employment Outcome

Verification of Outcomes

Once a Participant achieves the requirements for a 4, 8, 12, 18 or 26 Week Outcome, the Department’s IT Systems will make it available to claim.

There are 3 ways that Outcomes can be verified – by information from Services Australia, by Documentary Evidence (Pay Slip Verified Outcome Payment) or, information from the Department’s IT Systems in the case of Self-Employment Assistance Participants.

- For Participants receiving Income Support, Outcomes are based on the earnings or hours declared to Services Australia by the Participant each fortnight. This information is used by the Department’s IT Systems to automatically calculate whether an Outcome is achieved (see the section in this Guideline on Outcomes supported by Services Australia data).
- Where the Provider considers a Participant on Income Support has earned enough or has worked enough hours to achieve an Outcome but the information from Services Australia does not support this, the Provider may lodge a claim for the Employment Outcome as a Pay Slip Verified Outcome Payment.
- The Provider may also lodge a claim for a Pay Slip Verified Outcome Payment where a Participant is not on Income Support (see the section in this Guideline on Pay Slip Verified Outcome Payments).

- For Participants undertaking Self-Employment Assistance Small Business Coaching, the Department's IT Systems will capture the commencement and duration of the Self-Employment Assistance Small Business Coaching Agreement and calculate whether Outcomes have been achieved.

(Deed Reference(s): Clause 48.3)

Outcomes supported by Services Australia data

The Department's IT Systems will automatically communicate with Services Australia's IT systems to obtain earnings/hours relating to the Participant's Employment and add this to the Outcome tracker. Where earnings or hours are sufficient to pay a Partial or a Full Outcome, the Department's IT Systems will make it available.

Please see [Change of Circumstance during the Outcome Period](#) for information about how the Department's IT Systems treats cases where the Participant stops receiving an Income Support Payment while tracking for an Employment Outcome.



If the requirements have been met, the Department's IT Systems will present the Employment Outcome claim so that it can be lodged by the Provider.



The Provider does not need to hold Documentary Evidence for Employment Outcomes where the Department's IT Systems are able to use Services Australia data to verify that an Employment Outcome is payable.



Note: The only exceptions are [Pre-existing Employment](#) and Full Outcomes Based on a [Significant Increase in Income](#). In these instances, Documentary Evidence for the 4 week period prior to the increase in Employment earnings/hours must be obtained and uploaded into the Department's IT Systems.

Pay Slip Verified Outcomes

The Provider may submit a claim for an Outcome as a Pay Slip Verified Outcome Payment if the requirements of an Employment Outcome have been met and either the Participant is not on an Income Support Payment or the Provider considers the data provided by Services Australia does not correctly reflect the number of hours worked or income received by the Participant.

One of the reasons Services Australia data may not correctly reflect the earning or hours worked is if the Participant is not accurately declaring to Services Australia. If this appears to be the case the Provider should ensure the Participant is aware of the importance of declaring correct earnings and hours to Services Australia. Accurate declarations help to ensure the Participant receives the correct amount of Income Support Payments and avoids payment delays, debts or penalties being incurred.

The Provider is encouraged to wait 4 weeks after the Outcome Period to claim a Pay Slip Verified Outcome Payment for a 4 Week Outcome Period for Participants on Income Support. This gives the Participant the opportunity to declare their Employment earnings/hours to Services Australia which may enable an Employment Outcome to be calculated automatically by the Department's IT Systems.

Providers may ask Participants for pay slips for the purposes of verifying Employment Outcomes; however, Participants are under no obligation to provide this information. If a Participant does not want to supply pay slips, Providers must not attempt to coerce or pressure the Participant. Providers

must not threaten to or apply payment suspensions or demerits under the Targeted Compliance Framework in order to compel Participants to supply pay slips or other evidence of Employment. Additionally, Providers must not contact an Employer directly to ask for evidence without the Participant's permission or consent. The Department will thoroughly investigate any claims of this nature and pursue action under the Breach Management Framework as appropriate.

Lodging a Pay Slip Verified Outcome



The Provider must upload Documentary Evidence into the Department's IT Systems at the time of submitting a Pay Slip Verified Outcome Payment claim. Please see [Documentary Evidence Requirements](#) or [Documentary Evidence Requirements – Unsubsidised Self-Employment](#) for more information.



For earnings-based Outcomes, the Provider should enter the Participant's earnings based on the date they received their earnings (i.e. the date their Employer paid them). For example, if a Participant did a week's work between Christmas and New Year, but was paid for this on 4 January, the earnings should be assigned to the fortnight that 4 January falls in, even if this is different from when the work was undertaken.



For hours-based Outcomes, the Provider should enter the Participant's hours to align with the Services Australia Fortnight in which the Participant worked, not when they received their earnings.

Pay Slip Verified Outcomes Documentary Evidence Requirements

Documentary Evidence for Pay Slip Verified Outcomes must include a pay slip or Employer payroll summary/ies and must be uploaded into the Department's IT Systems at the time of the claim.

The following information should be included in the pay slips or Employer payroll summary/ies:

- Employer's and Participant's name
- Employer's ABN (if applicable)
- Payment Period
- date of payment
- gross and net pay
- if the Participant is paid an hourly rate
- the ordinary hourly rate
- the number of hours worked at that rate
- the total dollar amount of pay at that rate.

As per Chapter 3.6.2. of the Workforce Australia - Part A: Universal Guidelines, Tax File Numbers must be redacted from pay slips prior to being uploaded into the Department's IT Systems as Documentary Evidence to support Pay Slip Verified Outcomes.

The pay slips or Employer payroll summary report/s used to verify the Employment Outcome are only required for the period of time/fortnight in the Outcome Period that cannot be verified by Services Australia data.

A pay slip is a record, generated by an Employer, which satisfies the requirements of the *Fair Work Act 2009* and *Fair Work Regulations 2009*, of the Employer's payment to a Participant in relation to the performance of work.


The Employer payroll summary report must be a printout of the Participant's official payment history, generated by the Participant's Employer, not a spreadsheet/tracking tool implemented or prepared by the Provider.

Deriving information from pay slips

The Provider can derive the following information from available pay slips or payroll summaries without being required to seek supplementary information from the Employer:


- hourly rate - where the pay slip or payroll summary shows the number of hours worked and wages earned for that period;
- gross amount - where the pay slip or payroll summary shows the hourly rate and the number of hours worked for that period;
- net amount - where the pay slip or payroll summary shows the gross amount, tax payable and other deductions for that period;
- payment period - where the pay slip or payroll summary shows the payment date and frequency of payment (i.e. fortnightly, weekly etc); and
- date of payment - where the pay slip or payroll summary shows the payment period and the frequency of the payment (i.e. fortnightly, weekly, etc).

Where the Provider has derived information from pay slips or payroll summaries, they must be able to demonstrate to the Department how this information was derived on request.

 If required, the Provider is permitted to derive earnings or hours for a missing pay slip using Year to Date earnings, as long as the relevant information is clearly identifiable from pay slips directly before and after the missing period. For earnings-based outcomes, earnings derived should be attributed based on the Participant's usual pay date, as identified from adjacent pay slips. For hours-based Outcomes, hours associated with a missing pay slip can only be derived where a single hourly rate of pay is reflected in adjacent pay slips. In situations where there is more than one rate of pay (or allowances to consider), hours cannot be derived.

Where the Employer name or ABN pay slip details do not match the information in the Department's IT Systems Vacancy screen, the Provider has the option to use an ABN look up function to confirm the Participant's Employer is the same legal entity without confirmation from the Employer. Where this tool has been used, the Provider must upload evidence of this when they make a claim.

If any of the above pieces of information are not able to be provided by the Employer on the pay slip/Employer payroll summary, and the information cannot be derived by the Provider, the Provider must provide additional information in the form of an email from the Employer (which can be scanned and uploaded as a PDF). Additional information must be uploaded into the Department's IT Systems at the time of the claim.

 The Provider is only required to provide Documentary Evidence to cover the Services Australia Fortnight/s, or the part of the Services Australia Fortnight that does not correctly reflect the number of hours worked or earnings received by the Participant. For those Services Australia Fortnights that the Provider is accepting, no Documentary Evidence is required.

Documentary Evidence Requirements – Unsubsidised Self-Employment

For Participants undertaking Unsubsidised Self-Employment, different Documentary Evidence requirements apply for Outcomes verified with Documentary Evidence (i.e. Pay slip Verified Outcomes). Documentary Evidence must be in the form of:

- sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the Participant's business for the 4, 8, 12, 18 or 26 Week Period,
- signed and dated statement of earnings from an accountant and/or registered bookkeeper for the 4, 8, 12, 18 or 26 Week Period, or
- copy of records from the Australian Taxation Office (ATO) for the 4, 8, 12, 18 or 26 Week Period verifying that the Participant has an income as self-employed.

The records or statements provided must show that the Participant has an income which proves the Participant's business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has either:

- worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant's appointments or diary entries) for hours-based Outcomes, or
- earned sufficient income to achieve the necessary rate reduction for earnings-based Outcomes

More than one form of written evidence may be used provided that, collectively, the written evidence contains all of the above information.

Proof of business establishment alone is not sufficient evidence to support an Outcome Payment.

Documentary Evidence requirements for Post-placement Support

Where a Participant is progressing towards an Employment Outcome, the Providers is expected to provide Post-placement Support to the Participant, regardless of whether the Participant has been Exited. Post-placement Support should be provided until the Participant has satisfied a 26 Week Employment Outcome or is deemed by the Provider as being unlikely to achieve the relevant Outcome.

Where a Participant declines Post-placement Support, the Provider must retain a record of that decision. Acceptable Documentary Evidence could include:

- written correspondence from the Participant (email or letter),
- a file note of a conversation with the Participant, or
- a file note documenting unsuccessful attempts to contact the Participant.

(Deed Reference(s): Clause 108.1)

Manual Claims

The Department's IT Systems include functionality to enable the Provider to manually request payment where they are unable to process the claim using standard functionality, but they consider an Outcome should be payable.

For information on how to request a manual claim, the circumstances where it is appropriate and what evidence is required, please refer to the Manual Claims Process for Broome Employment Services.

Chapter 2. Performance Framework

2.1. Chapter Overview

This Chapter will describe the Broome Employment Services Performance Framework and performance feedback arrangements.

2.2. The Broome Employment Services Performance Framework

The Performance Framework has been developed to assess Provider performance and inform the Annual Performance Review. The Performance Framework has been aligned with the objectives of the Broome Employment Service and the Deed. It has been co-designed with the Provider and local Department representatives and in consideration of the Broome local circumstances and participants using the service.

The performance measures include both quantitative and qualitative metrics, and the frequency of assessment vary depending on the type of measure.

The performance framework and measures may be further refined over time in consultation with the Provider and key stakeholders. Performance Framework supporting documents are available and provide further information on the methodology for each of the measures.

The Department may use information and data collected from any source to inform an Annual Performance Review.

(Deed Reference(s): Clauses 78, 85, 86)

2.3. Performance feedback

The Department will provide feedback and work proactively with the Provider and local Department representatives to consider and address any performance issues and opportunities for improvement.

There will be an Annual Performance Review each year after the first year of the Deed.

(Deed Reference(s): Clause 86)

Chapter 3. Capability and Capacity Building

Supporting Documents for this Chapter:

- Manual Claims Process Broome Employment Services

3.1. Chapter Overview

This Chapter outlines the arrangements for the operation of the Capability and Capacity Building Payment to support capability and capacity building activities for Broome Employment Services.

3.2. Purpose of the Capability and Capacity Building Payment

The Capability and Capacity Building Payment has been established to provide financial assistance to the Provider to help build their capability and capacity to be responsive to local needs and focus on improving program outcomes.

3.3. Capability and Capacity Building Plan

The Provider may submit a draft capability and capacity building plan or plans for the Department's approval on or before 31 March 2024.

The draft plan/s should outline the activities planned over the duration of the Deed, including:

- A description of each activity
- Expected outcome(s) to be achieved with each activity
- Expected cost of undertaking each activity.

The draft plan/s should be submitted via email to WorkforceAustraliaServicesTeam@dewr.gov.au.

The Department may, in its absolute discretion, approve all or part of the draft capability and capacity building plan submitted or direct the Provider to amend the draft capability and capacity building plan and resubmit to the Department for its approval.

The types of activities that may be considered suitable include:

- building the capability of Broome Employment Services' staff through:
 - development of training packages and standard operating procedures
 - leadership and management skills development training
 - mentoring, coaching or job shadowing, and
 - recruitment and retention of essential staff – for example, the contracting of a finance officer, service delivery manager, assurance manager, trainer, mentor, claims officer and or an activity coordinator.
- building and maintenance of the IT systems/infrastructure, including purchase of equipment
- purchase/lease of a vehicle/s to provide a basic service and support employment opportunities for participants
- attaining the required quality assurance standards these being ISO 9001 or National Standards for Disability (NSDS) and/or the Department's Right Fit for Risk (RFFR) IT security accreditation.

The fund is not to be used for:

- loans
- purchase of land
- major construction, or
- anything that is capable of being funded through the Employment Fund

The Department will within 20 days of receiving a draft capability and capacity building plan:

- review the draft plan, including consideration of value for money
- decide whether to approve or to direct the Provider to amend the draft Plan and resubmit to the Department for approval, and
- notify the Provider of its decision.

Once approved, the draft capability and capacity building plan/s will form the Capability and Capacity Building Plan for the purposes of the Deed. The Provider must not make changes to the approved Capability and Capacity Building Plan without prior written agreement of the Department.

3.4. Receive a Capability and Capacity Building Payment

A total of \$1.4 million GST inclusive is available under the Capability and Capacity Building Payment.

On receipt of the Department's approval, the Provider can claim the Capability and Capacity Building Payment as per the approved amount under the Capability and Capacity Building Plan/s.

The Provider must lodge the manual claim by navigating to the 'Request for Payment' screen in the Payments Hub in Workforce Australia Online for Providers.

3.5. Management and auditing of Capability and Capacity Building Payment and Capability and Capacity Building Plan

The Provider will be required to provide Documentary Evidence to the Department to demonstrate how the Capability and Capacity Building Payment received has been spent in accordance with the approved Capability and Capacity Building Plan, Deed and these Guidelines.

An acquittal report must be provided to the Department within 56 calendar days of the end of an acquittal period. The set acquittal periods are 1 July to 31 December and 1 January to 30 June each financial year.

The acquittal report must cover:

- any expenditure during the relevant 6-month period relating to the Capability and Capacity Building Payment and any Unexpended Monies, and
- must be certified as accurate by an individual who has acquired through training, qualification or experience the appropriate knowledge and skills to accurately provide such certification.

Documentary Evidence of goods and services purchased by the Provider using the Capability and Capacity Building Payment must be retained for at least two years after the Deed Completion Date.

The Provider must provide this documentation to the Department within 10 business days of any request by the Department to do so.

(Deed Reference(s): Clauses 5 and 6)

Chapter 4. Engagement with the Department

4.1. Role of APS Personnel

The Provider must work alongside APS personnel in the delivery of Broome Employment Services.

The role of APS personnel includes:

- facilitating transition to the new servicing arrangements to minimise disruption to participants and employers,
- advocating and raising awareness across the range of services in Broome to streamline pathways towards employment, including support for individuals to navigate the complex services landscape,
- undertaking local area engagement and coordination activities to maximise participant, community and business support and to complement Australian and state government initiatives, and
- working alongside and in support of the Provider to further build its organisational capacity and capability to improve services and employment outcomes for participants.

The Provider and APS personnel will formalise an agreement during the transition-in period on working arrangements from 1 November 2023. This agreement will be reviewed every 6 months.

(Deed Reference(s): Clause 83)