

Guideline:

Managing PaTH Internships

A PaTH Internship ('internship') gives a young person aged 17-24 years (inclusive) the chance to demonstrate their skills in the workplace to a potential employer, develop vocational skills and improve their employment prospects.

For employers, hosting an internship is an opportunity to trial an intern in a structured work experience placement to see if they are the right fit for their business.

An internship allows the provider, host business and participant to work together to create an internship that meets the needs of the business and is designed to fit the participant's skills, experience and interests.

Each internship is voluntary for 30 to 50 hours per fortnight over four to 12 weeks. An internship provides financial incentives for the provider, host business and intern.

Before starting an internship, the provider, host business and participant must agree to the terms of the internship and sign a PaTH Internship Agreement ('agreement'). The provider is also required to complete a risk assessment for each intern and internship.

Participants can view internship opportunities through the PaTH Internship portal on the jobactive website (powered by JobSearch website).

PaTH Internships is available to all eligible participants in jobactive, Transition to Work and Disability Employment Services.

Participants registered with jobactive are not required to participate in PaTH Employability Skills Training before starting an internship. However, a host business may request this for some internships.

This guideline is for jobactive and Transition to Work Providers only.

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Changes

Policy changes:

New policy implemented as part of the Youth Employment Package, Youth Jobs PaTH budget measure 2016/17

Wording changes:

Development of new guideline

New narrative template

Related documents and references

Managing PaTH Internships IT supporting document

employment.gov.au

[jobactive PaTH](#)

[Activity Management Guideline](#)

[Employment Fund General Account Guideline](#)

[Managing and Monitoring Mutual Obligation](#)

[Job Seeker Compliance Framework Guideline](#)

[Requirements and Job Plan Guideline](#)

[Privacy Guideline](#)

[JobSearch Conditions of Use](#)

Insurance Reader's Guide

[Transition to Work Activity Management Guideline](#)

[Transition to Work Payments and Outcome Performance Target Guideline](#)

[Transition to Work Providing Services to Participants and Employers and identifying Complementary and Excluded Services](#)

[Transition to Work Vacancies and Outcome Guideline](#)

[Transition to Work Job Plans Guideline](#)

ESS Web Summary of Changes

ESS Web online support help files:

Create Vacancy (Internship)

Create Agreement (Internship)

Update Agreement (Internship)

End Agreement (Internship)

Convert to Job (Internship)

Reimburse Claim (Internship)

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1. Assess eligibility

Assess participant eligibility

Providers must confirm each participant is eligible to participate in an internship before entering into a PaTH Internship Agreement.

To be eligible for a PaTH internship a participant must:

- be aged 17–24 years old (inclusive)
- be on income support and have mutual obligation requirements
- be registered in jobactive, Transition to Work or Disability Employment Services
 - access to PaTH Internships is not available from 1 April 2017 for a very small number of participants on a Disability Support Pension payment.
- have been continuously serviced in employment services from any jobactive Provider, Transition to Work Provider or Disability Employment Services Provider for at least six months.



System step: A widget will display the number of participants eligible for internships on a provider's caseload.

Assess business eligibility

Providers must check the business meets all eligibility requirements to host an internship before a PaTH Internship Agreement is created. An eligible business must:

- have a valid ABN
- have a reasonable prospect of employment, which means that the business:
 - has a current vacancy
 - will likely have a vacancy following the internshipor
 - has a regular pattern of recruitment for a position aligned with the participant's interests, experience and qualifications.

An eligible business cannot:

- be a family member of the participant, which means the host business cannot be:
 - a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the participant or spouse/de facto partner
- have previously hosted the participant, except in exceptional circumstances (*for example if the participant falls ill and the internship ends, the participant may be able to recommence the internship with the same host business*)
 - if exceptional circumstances apply, departmental approval is required
 - the host business will be eligible to receive an additional \$1000 host payment
- use the internship to displace any existing employee of the host business or reduce an employee's hours of work, including casual or part-time workers
- be the employment services provider of the participant which means a provider cannot host a participant from their own caseload.

Eligible host businesses include:

- for profit organisations
- not-for-profit organisations
- Government departments and agencies
 - Commonwealth Government departments are not eligible to receive the \$1000 host payment
- the Provider's Related Entity.

Host businesses may choose to hire the intern at any time during the internship.

If this happens, the host business or intern should contact the provider to end the PaTH Internship Agreement.

An internship must not:

- be a position, including a retail position, involving nudity or in the sex industry
- involve illegal activity
- involve income or funds from gambling deemed to be inappropriate by the Department
- be a placement the Department has advised is not acceptable.

jobactive Deed clauses 107, 109A, 110, 111, 112 and Annexure A1 Definitions.

Transition to Work Deed clauses 99, 100A, 101, 102, 103 and Annexure A1 Definitions.

Host businesses may use third party organisations (brokers) to arrange internships

A host business may use a third party organisation, or broker, to act on their behalf. A broker may represent one or more host businesses.

For example, an industry association may act as a broker to assist several small businesses engage potential interns. The broker would typically support the business with the administration of setting up the internship, including advertising the internship and interviewing potential interns. This also includes working with the business and provider to finalise work health and safety material, or pre-placement training and induction packages relevant for the industry.

A broker must have a valid ABN.

A broker may support the host business to:

- advertise internship opportunities through the online portal
- interview or shortlist referred participants
- work with the provider to finalise the details of the PaTH Internship Agreement
- assist the provider to conduct a risk assessment of the internship
- liaise with the provider throughout the internship.

A broker cannot:

- sign the PaTH Internship Agreement with the intern and the host business
- be paid by the provider
- conduct and finalise the risk assessment.

The provider must only pay the host business the full \$1000 (GST inclusive). Any payment arrangements between the broker and host business is a private business matter.

2. Find a PaTH Internship

Source a PaTH Internship

Internships can be sourced through the following:

- providers using their established business networks
- host businesses or brokers advertising internship opportunities through the jobactive website

or

- training networks, including collaborating with PaTH Employability Skills Training Providers for jobactive participants:
 - these networks can be used to establish connections to facilitate and support host businesses, brokers and their internships
 - providers should work with Employability Skills Training Providers to identify and discuss any future internship opportunities.

Participants can also source their own internship opportunities with local businesses. If this occurs, the provider must:

- contact the employer to discuss the internship opportunity
- check the internship meets the eligibility requirements
- check the internship meets the needs of both the participant and the employer.



System step: If a participant sources their own internship, the provider must create the internship in the Department's IT Systems. All eligible participants on the provider's caseload will be able to view the internship, until a participant is confirmed as being placed into the internship.

Advertise a PaTH Internship

All internships are recorded in the Department's IT Systems. Only available internships are advertised to eligible participants on the jobactive website.

- A participant must be registered on the jobactive website to see internship opportunities they may be interested in.
- A participant can view available opportunities closest to their registered postcode.

Internships can be advertised by providers, brokers or individual host businesses.

Things to consider when creating an internship advertisement include:

- the responsibilities of the intern
- the preferred dates and hours of work (including weekends)
- specific qualifications or training before starting.

Internships advertised by host businesses or brokers

Host businesses and brokers can advertise an internship to eligible participants without contacting a provider first.

- A host business and broker must be registered on the jobactive website (jobactive.gov.au/path) to advertise an internship.

All internships advertised by businesses will direct participants to contact their provider first and will need to give the provider the internship identification number to discuss the internship.

When a business or broker advertises an internship through the jobactive website, the system will automatically select jobactive, Transition to Work and Disability Employment Services providers in their local area to share the host business' or broker's internship with. Alternatively, a host business or broker can nominate one or more providers they want to share their internship with.

If a participant is interested in an internship, the provider can search for any available internships in the Department's IT Systems even when the internship is not shared and then contact the business directly.



System step: The provider must enter the internship identification number into the search field in the Department's IT Systems to view the business' contact details.



System step: Providers will be able to view shared internship invitations from businesses or brokers in the Department's IT Systems.



System step: A widget will also show notifications to providers for jobs and internships that are shared with that particular provider. This is displayed in the Department's IT Systems.



System step: Where a provider receives a notification of a shared internship opportunity through the Department's IT Systems, providers should:

- accept or decline the invitation through the Department's IT Systems within five business days
- if accepted, contact the host business or broker to gain a better understanding of the internship opportunity.

If the provider does not accept or decline the invitation within five business days, the host business or broker will receive a notification and be encouraged to re-engage with other providers.

Internships advertised by providers



System step: Providers can advertise internship opportunities on behalf of host businesses using the Department's IT Systems.

When a provider advertises an internship, it is displayed on the jobactive website only to participants on that provider's caseload.



System step: If a participant sources their own internship, the provider must also create the internship in the Department's IT Systems.

All eligible participants on the provider's caseload will be able to view the internship, until a participant is confirmed as being placed into the internship.



System step: The internship vacancy will remain visible to other eligible participants on the jobactive website until the internship placement has been updated to 'Placement Confirmed'.

If the host business has several internship opportunities and the provider cannot support all of them, the provider should contact other providers in their area that may be able to also assist the host business to meet their needs and requirements.

Check previous internships

Provider must check the host business has a reasonable prospect of employment before placing additional participants into future internships.



System step: Providers can view details of a host business' previous internships via the Vacancy Screen and Employment Services Reporting. This includes:

- how many internships the business has hosted
- the number of active internships with the business
- how many interns have been placed into paid employment with the host business
- the number of internships that did not result in paid employment with the host business.

In determining host suitability, the provider can also view the feedback provided by the intern and host business at the end of each internship. Providers are encouraged to contact the host business to discuss why previous interns did not meet their needs.

jobactive Deed clause 109A.5

Transition to Work Deed clause 100A.5

Misuse of the program

Host businesses and brokers identified as misusing the program may be excluded from future participation. Providers who become aware that the host business or broker is misusing the program must inform the Department no later than the close of business on the next business day. The provider can use the following to inform the Department:

- contacting the relevant Account or Contract Manager
- calling the National Customer Service Line on 1800 805 260 (free call from land line)
- submitting confidential feedback through the [Department of Employment website](#).

jobactive Deed clause 109A.5

Transition to Work Deed clause 100A.5

3. Match a participant to an internship

The host business or broker, participant and provider will co-design an internship that gives the participant an opportunity to gain experience in a real workplace that is individually aligned to their interests. This will help the participant to get a better understanding of the host business' requirements and what is expected as a potential future employee.

Check internship details meet all requirements

Providers should co-design the internship with the participant and host business or broker to match the participant's skills, interests and experience and meet the host business' expectations and requirements. *For example, the provider should consider the participant's suitability to jobs available with the host business, accessibility to the internship including public transport (including costs associated with travel) and caring responsibilities the participant may have.*

Working with both the host business and participant will ensure both their needs are addressed and reduce the number of unsuitable participants referred to an internship. A positive experience will increase the willingness of a host business to take on interns in the future.

The internship must:

- be for four to 12 weeks in duration
- be for a minimum of 30 hours and a maximum of 50 hours per fortnight
- not exceed a maximum of eight hours per day
- not be on a public holiday.

The internship should be for a maximum of 25 hours per week, but the host business and intern have the flexibility to manage the hours of participation over a fortnight to reflect the needs and requirements of both the intern and the host business.

The provider must ensure the duration of the internship is suitable for the participant. For example, if a host business advertises an internship for 12 weeks and the provider considers the participant would not need 12 weeks to learn those skills or activities, the provider must discuss these requirements with the host business and come to an agreement to reduce the length of the internship or adapt the activities.

To be as work-like as possible, interns should be provided with the same conditions in terms of maximum shift breaks and any equipment or support an employee would receive. At a minimum, an intern must be provided with at least one 30 minute break for every five hours of work completed. The individual circumstances of each participant should also be considered. *For example if a participant has an injury or other needs and requires a break every three hours, instead of five, the provider should ensure the host business understands the needs of the participant and agrees to allow the additional breaks.*

jobactive Deed clauses 107, 109A, 110, 111 and 112.

Transition to Work Deed clauses 99, 100A, 101 and 102.

Check the workplace is suitable

Providers must be satisfied that the host business has a safe system of work in place for the internship, in accordance with:

- work health and safety requirements under the relevant state or territory legislation.
- obligations relating to work health and safety under jobactive Deed clause 110.1. and Transition to Work Deed clause 101.1.

This must be done before the PaTH Internship Agreement has been signed and the internship starts.

In addition, as per the Deed, the provider must complete a risk assessment for each internship placement. The requirements align with the National Work Experience Programme and Voluntary Work Activities.



Documentary evidence: The provider must keep a record of each risk assessment and any action taken in accordance with each risk assessment. The provider must provide the relevant records to the Department on request.



Documentary evidence: Providers have the discretion to determine how they document their risk assessments for PaTH Internships, National Work Experience Programme and Voluntary Work Activities.



Work Health & Safety content: When identifying and assessing risks, the provider should consider the following factors for each internship:

- the level of supervision to be provided to each intern
- the host business' existing work health and safety practices
- the nature of the activities the intern will complete
- the environment in which the internship takes place (including travelling to and from the internship and travelling during the internship)
- whether a site visit is required to identify or mitigate risks (*for example, if a small business has few formally documented policies and procedures*)
- any equipment and support
- the participant's personal circumstances (including working capabilities, health restrictions and level of workplace experience).



Work Health & Safety content: The provider must assess all the risks, agree to appropriate mitigation strategies with the host business and ensure they are applied. *For example, the provider should also consider whether the internship is:*

- *in a non-public area (such as a private residence)*
- *with a sole trader (such as a butcher or hairdresser who operates from a small shop)*
- *likely to involve significant periods in non-public areas or working alone with another person*
- *for alternative hours of work (for example, early starts, night work)*
- *at a business conducted from a private residence with exposure to other people (such as a veterinary surgery)*

- *suitable for the participant to travel to and from*
- *working in a labour hire environment in one or more different workplaces.*

For example, an internship may be with a sole tradesperson who works from a private residence often without other people around. The provider will need to consider the risks of this internship and may consider a participant under 18 unsuitable or require a working with children, or working with vulnerable people check on the sole trader as a risk mitigation before the intern can start.

See **Activity Management Guideline** for additional work health and safety requirements and risk assessments.

jobactive Deed clauses 8,42,69,88, 107 and 110.

Transition to Work Deed clauses 8,42, 69, 99 and 101.

Insurance coverage

The Department of Employment purchases personal accident insurance and combined public and/or product liability insurance to cover participants undertaking Activities, including PaTH Internships (*for example travel to and from the internship location*).

See **Insurance Reader's Guide** for exclusions and reporting requirements.

Providers can still deliver internships where activities are excluded under the Department's insurance policies, if alternative insurance is in place. If this occurs, providers can decide to purchase alternative insurance which must be in place before the participant can start the internship.

As an alternative to purchasing insurance, the provider could consider amending the activities in the proposed internship so no part of it would be excluded under the Department's insurance coverage.

See **Employment Fund General Account Guideline** to purchase additional insurance for jobactive participants.

jobactive Deed clauses 42, 88, 107.5(c), 110.5(g)

Transition to Work clauses 42, 99.4(c), 101.4(h)

Check each intern will have adequate supervision



Work Health & Safety content: Providers must ensure that the host business maintains a high level of supervision to help the participant learn the requirements of a workplace and ensure the health, welfare and safety of each intern and members of the public.

Supervisors should provide guidance and support for the intern in the workplace. This includes, but is not limited to:

- teaching the intern the skills required to complete the activities
- adapting the activities and teaching methods to the intern's circumstances
- ensuring the intern understands what is required of them, enabling them to perform tasks safely.

The level of supervision should be appropriate to the requirements of the internship and should consider:

- the complexity of the activities
- the risk of harm to the intern and to others.

The provider must ensure:

- The host business provides an appropriate Supervisor for each intern.
 - A Supervisor can be an individual who will supervise the intern at all times or a position. *For example, a Shift Manager or Team Leader.*
- The Supervisor is employed or engaged by the host business including internships where participants may move between different locations.
- The Supervisor has a high level of skills and knowledge relevant to the activities the intern will complete.
- The host business provides continuous supervision over the entire duration of the work shift where the activities involve children, the elderly or otherwise vulnerable people.

Providers must check if the nature of an internship requires interns and/or Supervisors to have checks as per the relevant Deed.

The provider must ensure the host business and Supervisor understands their requirements to supervise an intern at all times during the internship. *For example, if there is an internship with a labour hire company, the labour hire company is considered to be the host business. The labour hire company must supervise the intern at all times across all locations and sites.*

Providers must ensure that all Supervisors of interns meet the requirements of the relevant Deeds.

jobactive Deed clause 8, 42, 107, 109A and 111.

Transition to Work Deed clauses 8, 42, 99, 100A and 102.

4. Prepare for the internship

PaTH Internship Agreement

The PaTH Internship Agreement (agreement) is a three-way agreement between the provider, participant and host business that outlines the terms and conditions of the internship.

Before a participant can start an internship, the provider must assess the risks of the internship and confirm the placement is suitable for the participant.

The internship is voluntary and interns, host businesses and providers can end the internship at any time if they determine the internship is no longer suitable.

Update and sign the Job Plan

PaTH Internships must be included in a participant's Job Plan as a voluntary item before the agreement can be created.

As the *Social Security Act 1991* requires Job Plans to meet specific requirements, the provider must:

- update the Job Plan with the PaTH Internship activity
- provide the updated Job Plan to the participant for their agreement prior to the creation of the PaTH Internship Agreement.

A participant cannot participate in an internship until their Job Plan is updated and approved by their provider in the Department's IT Systems.

Providers can send the Job Plan to the participant Dashboard through the jobactive website or Job Seeker App for the participant to review and agree online. Providers must ensure the participant has access to and is aware of how to agree to the terms of the Job Plan on their dashboard.



System step: A participant's approved Job Plan must include the PaTH Internship Job Plan activity code before a provider can create a PaTH Internship Agreement for the participant.



System step: Providers must approve the updated Job Plan in the Department's IT Systems as soon as the participant and provider have signed the Job Plan.

The participant's Job Plan must retain the PaTH Internship Job Plan activity for the duration of their PaTH Internship.



System step: If the Job Plan is signed in hardcopy, the provider must enter in to the Department's IT System the date the Job Plan was signed and confirm the Job Plan has been approved.

See **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline** for jobactive participants regarding Job Plan requirements.

See **Job Plans Guideline** for Transition to Work participants regarding Job Plan requirements.

jobactive Deed clause 109A.3(c)

Transition to Work Deed clause 100A.3(a)

Generate the PaTH Internship Agreement

A PaTH Internship Agreement is required for each internship. The provider must ensure the PaTH Internship Agreement template has all of the fields completed including confirmation the host business:

- does not use the internship to displace any existing employee of the host business or reduce an employee's hours of work, including casual or part-time workers
- has a reasonable prospect of employment for the intern following the internship.

The information required for the agreement includes but is not limited to:

- the internship start and end date
- the agreed number of hours per fortnight
- location of the internship
- supervisor details
- length of internship

- the activities that the intern will complete.



System step: Providers must create the agreement in the Department's IT Systems using the PaTH Internship Agreement template.

jobactive Deed clause 109A.3

Transition to Work Deed clause 100A.3

Sign the PaTH Internship Agreement

The agreement must be signed by the participant, host business and provider prior to the participant's commencement in the internship. The provider must:

- explain the terms and conditions and requirements of the internship set out in the agreement to both the participant and the host business
- provide the participant and host business with relevant contact information and insurance details
- send the agreement to the host business and participant's jobactive website account for electronic approval or the provider can arrange for the agreement to be signed in hard copy.
 - A participant can review and agree to the terms and conditions of the agreement through the Job Seeker App.
 - If the agreement is in hardcopy, the provider must provide the participant and the host business with a copy of the signed agreement.

When the agreement is signed in hard copy, provider must:

- approve the agreement in the Department's IT Systems
- retain a copy.



System step: The provider must action and approve the PaTH Internship Agreement in the Department's IT Systems.

jobactive Deed clause 109A.3, 109A.4, 109A.5 and 112.

Transition to Work Deed clause 100A.3, 100A.4 and 100A.5.

Check the participant is ready for the internship

Providers must check that the host business and participant have everything they need to commence the internship. In consultation with the host business or broker, providers are encouraged to identify any pre-requisites of the internship (such as Employability Skills Training, white card, or responsible service of alcohol certificate) and check it is completed before the participant starts their internship.

In addition, providers will need to identify any assistance the participant will require to maximise the success of the internship. This will include transport, clothing and presentation, tools and equipment, work-related licencing and post-placement support. Such goods and services may be able to be reimbursed through the Employment Fund for jobactive participants, or be funded from Upfront Payments for Transition to Work participants.

Before the internship starts, providers must:

- give the participant the PaTH Internship intern factsheet and contact card that includes:

- information regarding their rights and responsibilities during the internship
- how to report concerns, complaints or issues during their internship
- give the participant the Participant Insurance Guide that includes information on how to lodge a claim or report an incident
- re-confirm with the participant that participation in an internship is voluntary and they can leave an internship at any time without penalty
- advise the participant to contact the provider immediately if their circumstances change, become employed or can no longer participate in the internship
- ensure the participant understands all information provided and provide additional support when required

For example, if the participant is from a non-English speaking background, the provider should consider providing an interpreter service to ensure the participant understands their requirements and any details associated with the internship.

- re-confirm with the host business that they have the relevant contact information for the participant, provider and the Department
- ensure all parties have, or have access to, a copy of the PaTH Internship Agreement.

See **Employment Fund General Account Guideline** for information on the jobactive Employment Fund and **Transition to Work Payments and Outcome Performance Target Guideline** for information on Transition to Work Upfront Payments.

jobactive Deed clause 42, 70, 88, 109A.5 and 112

Transition to Work Deed clauses 42, 100A.5 and 106.

5. Manage a PaTH Internship

The provider should remain in contact with the host business and intern during the internship to ensure:

- they are aware of any changes in circumstances affecting the internship
- the intern is attending their internship and meeting the needs of the host business and their expectations of the internship placement.

The provider should discuss the preferred contact method and frequency with the participant, host business or broker to avoid disruption to the internship. The provider may use participant contacts and site visits to detect safety risks.

Any changes to the agreement or the participant's record should be made by the provider immediately to reduce the risk of over payment of the \$200 fortnightly incentive payment paid to the intern by the Department of Human Services.

jobactive Deed clause 109A.5

Transition to Work Deed clause 100A.5

Confirm the internship has started

Providers must confirm with the host business that the intern has commenced in the internship. This should happen on the internship start date but no later than five business days of the internship start date.

Interns receive a \$200 fortnightly incentive for their participation in an internship. The payment is an incentive for the participant to participate in the internship and is not to cover upfront costs associated with the internship. These costs may be met from the Employment Fund for jobactive providers or Upfront Payments for Transition to Work providers.

The incentive is paid once commencement is confirmed and is paid by the Department of Human Services in addition to the participant's income support payment. The incentive will cease when the actual end date on the agreement has passed or the internship is manually ended by the provider.



System step: Providers must confirm the internship start date in the Department's IT Systems.

Host businesses receive a \$1000 (GST inclusive) payment for each participant that commences as an intern in their business.

Providers must:

- make payment to the host business within five business days from confirmation the participant has commenced in the internship (unless otherwise agreed by the host business)
- pay the host business using their own funds once only for each participant commenced with that host business
- Submit a claim for reimbursement through the Department's IT systems. See claim payments for more information.

jobactive Deed clauses 88 and 109B.

Transition to Work 100B and 106.

Update the PaTH Internship Agreement when circumstances change

In some instances, a provider must update a PaTH Internship Agreement in the Department's IT Systems and ensure all parties agree to and re-sign the amended PaTH Internship Agreement. This includes:

- If the agreed commencement date is delayed more than five days.
 - This is to amend the commencement of the participant's incentive payment being paid from the Department of Human Services.
- If the length of the internship is extended (*for example, from four weeks to six weeks*).
 - An internship placement must not exceed 12 weeks in total.
- If the details of the internship change is significant (*for example increasing the fortnightly hours, or changing the agreed activities*)



System step: The provider must update the PaTH Internship Agreement in the Department's IT Systems. The provider must then re-approve the PaTH Internship Agreement in the Department's IT Systems.



Work Health & Safety content: The provider must consider whether the changes to the internship will require a new risk assessment.

A PaTH Internship Agreement is not required to be re-signed or approved in the Department's IT Systems if there are minor changes to the following:

- location
- supervisor details
- hours of participation
- activities.

If these changes occur, the provider must ensure the intern and host business agree to these changes.

The provider must keep a record of these updates. This will not require the agreement to be re-signed in the Department's IT Systems.



System step: The host business and intern will only be able to view the latest version of their signed agreement through their jobactive account.

Recording participation against the Annual Activity Requirement for jobactive participants

Where an intern has an Annual Activity Requirement, providers must note the following:

- A PaTH Internship will fully meet a participant's Annual Activity Requirement while they are participating in the internship, regardless of their hours of participation. *For example, a participant may participate in an internship for 30 hours to 50 hours a fortnight. Even if the participant has a 50 hour AAR they will fully meet their AAR if they are doing a 30 hour internship.*
- Internships are voluntary and participants will not be subject to the participant compliance framework in relation to their participation in the internship.
- If the participant fails to participate in the internship, the provider will need to discuss with the participant another activity that could meet their Annual Activity Requirement.

If recording of AAR is required for an intern, the provider should record the hours reported by the intern. The provider should use the agreed contact method with the host business or broker to confirm if the participant has attended the internship as agreed in the PaTH Internship Agreement.



System step: For interns with an Annual Activity Requirement, providers must record total hours of attendance each month.



System step: Providers must use the 'Recording of Monthly Hours' tab in the AAR Details screen in the Department's IT Systems. Providers will need to choose the primary activity—PaTH Internship.

Providers should record the total number of hours completed for each month within 10 Business Days of each month of participation.

When the internship overlaps with the participant's participation in the Work for the Dole phase, the provider can enter AAR hours for up to 10 days after the WfD Phase end date.

Participation in an internship which occurs outside the participant's WfD phase does not count towards the participant's AAR.

See **Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline** for information regarding AAR and Mutual Obligation Requirements.

jobactive Deed clauses 87, 113 and 114.

Manage participant transfers

To allow continuity in the internship, interns will not automatically transfer to another provider or provider site:

- when they update their address with the Department of Human Services
- as a result of business reallocation

or

- under the Maximum Time with Employment Provider policy.

This allows the provider to consider options to continue supporting the participant throughout the internship.

Manual transfers

Where it is not practical for an intern to remain with their provider, the provider must end the agreement before manually transferring the participant to another provider.

This may be done when:

- it is not possible for the participant to continue being serviced by the provider (*for example, the participant relocates too far away to continue*)

or

- a participant is not able to be excluded from business reallocation transfers/ Maximum Time with Provider (*for example, the provider closes services*).

Before a manual transfer is completed, the provider must discuss the implications of the internship with the intern.

If a participant transfers to a new provider and can continue to attend the internship placement, the new provider should liaise with the old provider and host business. This is to determine whether continuing the internship would benefit the participant and the host business.

- The new provider must create a new agreement.
- The intern must stop participating in the internship while there is no active agreement in place.
- An internship placement must not exceed 12 weeks. The new agreement must be the agreed timeframe minus the number of weeks the intern has already participated.
- The Department must approve the subsequent internship placement with the same participant and host business
 - the host business will be eligible for another \$1,000 payment because a new agreement has been entered into.



System step: For all manual transfers, the provider must end the agreement in the Department's IT Systems using the appropriate end reason.

Novations

In instances of provider novations, the agreement can be transferred by the Department to the new provider. This allows the intern to continue their internship placement and continue receiving their \$200 fortnightly incentive from the Department of Human Services.

The new provider will be responsible for the intern and the internship. This includes monitoring work health and safety requirements and ensuring the internship continues to meet the needs of both the host business and the participant.

When a transferred agreement results in a PaTH Internship Outcome, the new provider will be eligible for the PaTH Internship Payment.

6. Finalise a PaTH Internship

Providers should be aware of the participant's participation in the internship and update the agreement in the system to show the completion of the internship.

Interns will continue to receive the \$200 fortnightly incentive from the Department of Human Services until the end date of the agreement or when the agreement has been manually ended in the Department's IT Systems.



System step: Where an internship ends before the agreed internship end date, including if the host business employs the participant, the provider must immediately manually end the agreement in the Department's IT Systems.

- This sends a message to the Department of Human Services to stop the incentive payment to the participant.



System step: Providers must manually end the agreement and record the correct end reason in the Department's IT System.

- This will ensure the Department can monitor when an internship has ended early and the correct reason why.
- The Internship Agreement end reason will:
 - determine whether an Internship Outcome is payable
 - invite the intern and host business to provide feedback to the Department.

Feedback on the internship

Upon completion of the internship, the intern and host business will be invited to provide feedback through their jobactive account on the online portal.

Interns will be asked questions on their overall experience of the internship. *For example, participants will indicate whether their supervisor helped them develop their skills.*

Host businesses will be asked questions on the intern's work behaviours throughout the internship. *For example, host businesses will indicate whether the participant was punctual and satisfactorily completed their allocated activities.*

The host business will also be able to provide comments directly to the Department through the online feedback.



System step: Providers can view this feedback through the Department's IT Systems and can contact the department if they have any concerns arising from the feedback.

Providers are encouraged to contact the host business to discuss any feedback they have concerns with, particularly where an internship does not result in employment. The provider should use this opportunity to discuss why the intern did not meet the host business' needs and how the needs of both the host business and participants could be met for future internships.

jobactive Deed clause 109A.5.

Transition to Work Deed clause 100A.5.

7. Claim payments

Claim a reimbursement for the \$1000 host business payment

The host business is eligible to receive a \$1000 (GST inclusive) payment for each intern that commences in their business.

The provider must pay the host business from their own funds within five business days of the intern commencing the internship, unless otherwise agreed by the host business. Providers must only claim the host payment reimbursement for a PaTH Internship Agreement that has been approved in the Department's IT systems. The reimbursement can be claimed at any time from the placement confirmed date to 56 days after the end of the PaTH Internship Period.

To claim a reimbursement for the \$1000 host business payment, the following documentary evidence must be retained by the provider:

- Evidence that the internship commenced. This can be written correspondence from the host business such as a letter, email or a file note from the provider to confirm their discussion and the commencement of the intern with the host business.
- Evidence of the PaTH Internship Amount being paid from the provider to the host business. This may include:
 - a record of transaction (bank statement or a record of transaction from the provider's financial system)
 - a Tax Invoice with receipt from the host businessor
 - a remittance advice.

All documentary evidence must include the following information:

- PaTH Internship Agreement ID
- host business name and ABN
- payment amount
- date the payment was made to the host business.



System step: Providers submit claims for reimbursement through the Department's IT systems.

jobactive Deed clause 109B.

Transition to Work Deed clause 100B.

Claim a PaTH Internship Outcome Payment

To be eligible for an outcome payment an intern must have participated in the internship for between 30 and 50 hours per fortnight and:

- completed the internship duration as specified in the PaTH Internship Agreement (end reason is 'Completed—No Employment')
- participated in an internship for at least two weeks and then obtained employment with either:
 - the host business (end reason is 'Completed—Employment With Host')or
 - another employer prior to the end date as specified in the PaTH Internship Agreement (end reason is 'Completed—Found Other Employment')

or

- the participant, host business and provider agree to end the internship prior to the end date specified in the PaTH Internship Agreement and the participant has participated in the internship for a minimum of four weeks (end reason is 'Completed Early—With Evidence').

The PaTH Internship Outcome Payment will be payable in relation to ending the PaTH Internship Agreement and recording the correct end reason into the Department's IT Systems.

Providers should claim the PaTH Internship Outcome Payment within 56 days of the Agreement end date.



System step: If the end reason is 'Completed—Employment With Host' the provider must convert the internship placement to a Job Placement by selecting the 'convert to job' field in the Department's IT Systems.

If the end reason is 'Completed—Employment With Host' the provider must confirm with the host business they have offered the intern employment and hired them. This can be in writing or a file note documenting a conversation.



System step: If the end reason is 'Completed—Found Other Employment' the provider must refer the participant to the job vacancy and record the participant Placement Start Date in the Department's IT Systems.

If the provider is not able to refer the participant to the job vacancy in the Department's IT Systems the provider must keep a record on file.



System step: If the end reason is 'Completed Early—With Evidence' the provider must manually end the PaTH Internship Agreement in the Department's IT Systems.

If the end reason is 'Completed Early—With Evidence' the provider must keep a record of all parties agreeing to end the PaTH Internship Agreement early.

jobactive Deed clauses 125 and Annexure A2.

Transition to Work Deed clauses 107 and Annexure B1.

Tracking towards an Employment Outcome payment

When the participant gains employment following their internship, either with the host business or another employer, the provider can start tracking towards jobactive or Transition to Work Employment Outcomes.

See jobactive Vacancies and Outcomes Guideline

See Transition to Work Vacancies and Outcomes Guideline

jobactive Deed clause 125.

Transition to Work Deed clause 104.

Wage subsidy eligibility

If the participant moves into employment following their internship, employers may be eligible to receive a wage subsidy for eligible participants under 25 years old under the Youth Bonus Wage Subsidy. *See Wage Subsidies guideline*

Jobactive Deed clause 89.

Transition to Work Deed clause 84.

8. Summary of required Documentary Evidence

Job Plan



System step: A participant's approved Job Plan must include the PaTH Internship Job Plan activity code before a provider can create a PaTH Internship Agreement for the participant.



System step: Providers must approve the updated Job Plan in the Department's IT Systems as soon as the participant and provider have signed the Job Plan.

The participant's Job Plan must retain the PaTH Internship Job Plan activity for the duration of their PaTH Internship.



System step: If the Job Plan is signed in hardcopy, the provider must enter in to the Department's IT System the date the Job Plan was signed and confirm the Job Plan has been approved.

Annual Activity Requirement



System step: For interns with an Annual Activity Requirement, providers must record total hours of attendance each month.



System step: Providers must use the 'Recording of Monthly Hours' tab in the AAR Details screen in the Department's IT Systems. Providers will need to choose the primary activity—PaTH Internship.

Risk assessments

Providers must keep on file risk assessment documentation for an internship in accordance with all Deed and guideline requirements.

PaTH Internship Agreement



System step: Providers must create a PaTH Internship Agreement in the Department's IT Systems using the PaTH Internship Agreement template.

If the PaTH Internship Agreement is signed in hardcopy, the provider must keep a copy on file.

Update the PaTH Internship Agreement

In some instances, a provider must update a PaTH Internship Agreement in the Department's IT Systems and ensure all parties agree to and re-sign the amended PaTH Internship Agreement. This includes:

- If the agreed commencement date is delayed more than five days.
 - This is to amend the commencement of the participant's incentive payment being paid from the Department of Human Services.
- If the length of the internship is extended (*for example, from four weeks to six weeks*).
 - An internship placement must not exceed 12 weeks in total.
- If the details of the internship change is significant (*for example increasing the fortnightly hours, or changing the agreed activities*)



System step: The provider must update the PaTH Internship Agreement in the Department's IT Systems. The provider must then re-approve the PaTH Internship Agreement in the Department's IT Systems.



Work Health & Safety content: The provider must consider whether the changes to the internship will require a new risk assessment.

A PaTH Internship Agreement is not required to be re-signed or approved in the Department's IT Systems if there are minor changes to the following:

- location
- supervisor details
- hours of participation
- activities.

If these changes occur, the provider must ensure the intern and host business agree to these changes.

The provider must keep a record of these updates. This will not require the agreement to be re-signed in the Department's IT Systems.



System step: The host business and intern will only be able to view the latest version of their signed agreement through their jobactive account.

If these changes occur, the provider must ensure the intern and host business agree to these changes.

Claim a reimbursement for the \$1000 host business payment

To claim a reimbursement for the \$1000 host business payment, the following documentary evidence must be retained by the provider:

- Evidence that the internship commenced, this includes:

- a file note to confirm a phone call to the host business confirming the participant has commenced
- or
- other correspondence from the host business such as a letter or email.
- Evidence of the \$1000 host business payment being paid from the provider to the host business. This may include:
 - a record of transaction (bank statement or a record of transition from the provider's financial system)
 - a Tax Invoice with receipt from the host business
- or
- a remittance advice
- All documentary evidence must include the following information:
 - PaTH Internship Agreement ID
 - host business name and ABN
 - payment amount
 - date the payment was made to the host business.

Claim an Internship Outcome Payment



System step: The PaTH Internship Outcome Payment will be payable in relation to ending the PaTH Internship Agreement and recording the correct end reason into the Department's IT Systems.

Providers should claim the PaTH Internship Outcome Payment within 56 days of the Agreement end date.



System step: If the end reason is 'Completed—Employment With Host' the provider must convert the internship placement to a Job Placement by selecting the 'convert to job' field in the Department's IT Systems.

If the end reason is 'Completed—Employment With Host' the provider must confirm with the host business they have offered the intern employment and hired them.

This can be in writing or a file note documenting a conversation.



System step: If the end reason is 'Completed—Found Other Employment' the provider must refer the participant to the job vacancy and record the participant Placement Start Date in the Department's IT Systems.

If the provider is not able to refer the participant to the job vacancy in the Department's IT Systems the provider must keep a record on file.



System step: If the end reason is 'Completed Early—With Evidence' the provider must manually end the PaTH Internship Agreement in the Department's IT Systems.

If the end reason is 'Completed Early—With Evidence' the provider must keep a record of all parties agreeing to end the PaTH Internship Agreement early.

Except where otherwise specified, all capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 and the Transition to Work Deed 2016-2020 ('the Deed')

'Provider' refers to jobactive providers and Transition to Work providers.

'Participant' refers to job seekers registered with jobactive and Transition to Work.

'Host business' has the same meaning as Activity Host Organisation in the jobactive Deed 2015-2020.

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.